



ICPA (Aust) will continue to monitor future developments and assure members their interests continue to be represented as these technologies are explored, established and advanced.

Regional Telecommunications Independent Review Committee (RTIRC)

The Regional Telecommunications Review occurs every three years and provides an opportunity to examine the existing and future telecommunication needs in regional, rural and remote communities across Australia. The 2024 Regional Telecommunications Review has now commenced. RTIRC are travelling to each State seeking face to face community and stakeholder engagement. As yet, ICPA (Aust) has not received an invitation to specifically be a part of the review however fortunately, I was able to attend a RTIRC session in Geraldton, WA in March and I ensured the issues and concerns of ICPA members were front and centre.

ICPA (Aust) will be making a submission to the review. Individual members are also able to make their own submissions which need to be submitted by 31 July 2024. ICPA (Aust) encourages any members who would like to express their views on regional and rural telecommunications to make a submission. RTIRC have also opened a short online survey where individuals can also provide feedback on their communications experiences. Information on making a submission and the survey can be found on their website. [2024 Regional Telecommunications Review | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

Regional Tech Hub (RTH)

The RTH is a federally funded government initiative offering free and independent advice to regional, rural and remote Australians to get connected, stay connected and improve their connection. The Regional Tech Hub offers independent advice and support, helping regional, rural, and remote Australians negotiate often confusing phone and internet options and technical issues. The team are all based regionally across Australia. Call them during the times below to speak to someone directly about your phone and internet options. Alternatively, complete the following options through their website:

- Book a time to speak with them through the 'Book an appointment' tab
- Ask for a free, customised Connectivity Report on your options
- Ask to progress an issue with your service provider using their Escalation Form
- Hotline/Live Chat Operating Hours (AEST/AEDT): Mon: 12pm – 5pm Tue: 12pm – 5pm Wed: 9am – 2pm Thu: 9am – 2pm Fri: 9am – 2pm

The RTH can be contacted at regionaltechhub.org.au or 1300 081 029.

The Communications Portfolio continues to be a frequently evolving portfolio but presents exciting opportunities for positive development for communications for regional, rural and remote Australians. I would like to thank all the Councillors who have assisted with the Portfolio over the past twelve months, including Alana Moller, Julia Broad and Nikki Mahony. I would also like to thank Wendy Hick in her off-council role of Federal Communications Advisor. It has been a great comfort to have the support of Wendy's depth and breadth of knowledge.