

GunSmoke

Gungahlin Smokesignals

Issue 124 December 2012

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volume 1**

Join the GCC Committee contribute to your community

by Ewan Brown

Following an election year, probably the busiest period for a community council, we need to consolidate our activities. We are urgently seeking more volunteers to help to contribute to the continued effectiveness of the local community council. We have an immediate need for a replacement Treasurer on our Executive Committee.

The capacity to contribute and to help share the policy workload is critical. With a renewed focus on communications, we will be seeking to keep the community advised on what is happening (or not happening) around the district. Arrangements are underway for regular briefings on developments in the community. We want accurate maps with proper denotation of streets & roads, so all can work out where the development is to take place.

In addition, we are seeking similar arrangements for notification of roadworks in the area. The idea is that a well-informed community is more content with developments if they know what is going on.

The Executive has agreed to resume production of the GunSmoke magazine in electronic format, with a very small hard copy print run.

Welcome to the December issue - please see the outline of the new format below. We will be trialling this format through 2013, before evaluating the success or otherwise of this decision. We cannot afford to rely heavily on chasing advertising to limit the drain on GCC funds required by local distribution of printed copies. We will be seeking articles & local content to suit the needs of Gungahlin residents.

GCC will continue to encourage greater use of Facebook as a means of communication to steer GunSmoke readers to the online version over time (particularly when we get NBN connections.)

We would like to see more input from residents of newer suburbs!

Many of our issues focus on the Town Centre. It would be good to see more residents of each suburb feeding in issues affecting their suburb. That would give us far greater (and more equal) coverage of the issues facing the broader community. We would like to focus more on specific topics/functions such as schools, amenities & sporting facilities.

If you are interested in discussing a potential role please contact Ewan Brown (President) 0418 486 471 or president@gcc.asn.au or Peter Elford (Vice President) 0401 890 387 or vicepresident@gcc.asn.au

Note the proposed production schedule for GunSmoke issues next year. We require copy to be lodged three weeks before the start of each publication month.

Have you got an issue that is bugging you?

Please let us know.

Email us at info@gcc.asn.au or send your letter to:
PO Box 260 Gungahlin ACT 2912

Gungahlin Community Council update new format and schedule

During an election year, probably the busiest period for a community council, we have recently lost two members of our Executive Committee (Planning & Development Spokesperson, and Secretary) and are urgently seeking more volunteers to help to contribute to the continued effectiveness of the local community council.

GunSmoke will be produced six times during the year - compared to the historical four - and will be available during the 1st week of each 'even numbered' month.

Compared to the historically printed GunSmoke, it will be primarily in electronic format to reduce costs of production & distribution. This is to ensure regularity, and to allow the committee to devote more time to core issues. We will produce a small print run in hard copy, and may issue flyers to encourage readers to access the newsletters on-line.

The GCC website is being revamped to make it more reader-friendly with more focus on information about events & developments in the community.

We would like to see more local residents attending meetings & participating in discussions. This shows to the politicians that the GCC is a representative body providing an essential conduit between the residents and the government.

We hope that the new format is successful. Below is an outline of the schedule for the rest of 2012, and the first half of 2013:

2012 December 12

Planning & Development
GunSmoke 124

2013 January 9

Exec + Open Forum

February 13

Presentation - Roads (1)
GunSmoke 125

March 13

Exec + Open Forum

April 10

Presentation - P&D (2)
GunSmoke 126

May 8

Exec + Open Forum

Gungahlin GunSmoke Smokesignals

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GunSmoke is produced to allow
residents to keep in touch with their local
community.

It enables people to express views on a
range of topics that do not necessarily
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members of the Gungahlin Community
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from the president

Ewan Brown
Gungahlin Community Council



Welcome to Gungahlin Smokesignals Issue 124

Since our last executive Meeting, I attended the AGM of the GRCS & submitted a nomination (after the meeting) to join their Board. This will be decided at their next meeting on 26 November.

I attended the opening of a new sports facility at Crace on Saturday (opened by Kate Lundy). I had good discussions with David Dawes, Chief of the Economic Development Directorate, about our plans for 2013. I sent him a copy of my email sent to his PR area two weeks prior. They are liaising with the Planning Directorate to share presentations to us next year. There is a strong likelihood of funding being provided to accompany our GunSmoke editions. They like our concept for improving communication with the community.

The office block announcement will come out very soon. About 3 expressions of interest have been received about the cinema, so it is looking far more favourable.

There was interest in our offer to 'assist' in environmental issues. The native bird program & associated planting has attracted interest so I will ramp that up.

There are some good developments about other sites in the Town Centre – maybe announced at our December meeting!

The extra information we sought about the pool is close to being provided. I also got clarification about the 'title' of the enclosed oval as a wellness precinct, but there will be no extra facilities and access/usage will be restricted to top-level teams of all football codes.

I attended a breakfast function this morning at the Gungahlin Jets (AFL), along with Kate Lundy & Mark Sullivan (ACTEW). Both expressed interest in our efforts to address environmental issues in the district. I also talked to the Gungahlin Marketplace people.

There is a real fear that we may not get the facilities we want if additional building sites are withdrawn from development. We need to develop a policy stance on this!

The Tuggeranong Community Council has raised the profile of the Tralee development. I have added it for discussion at the CCC meeting on Saturday, and fielded an interview with Canberra FM this afternoon. My response was that the aircraft noise could become a bigger issue for Gungahlin residents if frequencies were increased and landing/departure paths varied to appease new southern residents. In addition, our new suburbs - particularly Kenny - would be directly exposed to significant aircraft noise with planes departing to the North – mainly bound for southern destinations.

Telstra has issued an invitation to attend an NBN session at the Gungahlin Library on Thursday evening from 6.30. I think this is one of the ACT Chamber of Commerce's "Business after Business" functions – good catering. Highly recommended!

GunSmoke
Gungahlin Smokesignals

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in GunSmoke, visit our website gcc.asn.au

**Gungahlin Community Council
Next Meetings - Quick Reference**

**Second Wednesday
monthly except January
7.30-9.30
Gungahlin Library
> 12 December
>09 January
>13 February**

Listening to the Consumer Value

Importance of Consumer Engagement Heather McGowan

The Health Care Consumers' Association ACT (HCCA) was established more than thirty years ago to give an official voice to users of the health care system in the Australian Capital Territory.

A health care consumer is anyone who uses, has used, or may use, any health or health-related service, and as such, consumers are important stakeholders within the system. As consumers, we can contribute in unique ways to the discussions around health care service provision. Our focus and backgrounds differ from that of health service providers and medical practitioners, and we accrue experience of the health care system simply by going about our daily lives. Health care consumers have dealings with GPs, surgeons, oncologists, haematologists, physiotherapists, nurse practitioners and a range of other specialists and health care workers.

HCCA is a firm supporter of the old adage, "nothing about us, without us" and that is why we see it as vitally important to have consumers engaged within the health system in a number of ways.

Firstly, consumers must be given the skills and opportunities to engage as partners in the provision of our personal health care, as well as that of our friends, family and those we care for. Studies have found that involving consumers in the decision-making processes related to their own care improves outcomes and increases both patient and health professional satisfaction.

HCCA runs training and information sessions designed to provide consumers with some of the skills required to participate as equal partners in the provision of their care. Consumers are introduced to the Australian Charter of Health Care Rights, a national document which sets out the seven rights to which consumers are entitled as users of the health care system. HCCA endorses a patient-centred care approach to service delivery and presents this view to the ACT Government and ACT Health Directorate.

Secondly, consumers must be engaged in health service delivery, through representation on policy, planning and governance committees, and through involvement with system-wide quality and safety monitoring. The input and presence of consumers can provide balance to the contributions of professionals, service providers and industry.

Consumers have the ability to point out the obvious when health care specialists may be bogged down in minutiae. The presence of consumer representatives in these forums helps to create services which best suit the needs of the community and ensures the transparency of decision-making processes.

HCCA trains and endorses representatives to provide a consumer perspective on a large number of committees in the ACT. Through consultation and networking, our representatives are able to accurately reflect the issues faced by users of particular services. Consumers are able to ask the "how", "why" and "what if" questions regarding the planning of service provision, ensuring considered approaches to all aspects of planning and implementation.

Finally, involving consumers at the State/Territory-wide and national levels is important in accurately orienting priorities for the whole region and for all of Australia. HCCA strongly believes that consumer needs and desires should drive national health policy.

Through consumer participation at the grass roots level, consumer perspectives are able to be conveyed to those at the highest levels of government, with the result that services are more effective, more inclusive and are more likely to be aligned with consumer expectations.

The strength of consumers lies in our expert knowledge gained by being users of the health care system. Consumers can, and should, work to shape the services provided by the government to be more consumer-centred, and to truly consider the needs of users.

If you would like to find out more about HCCA's work, check out the website at www.hcca.org.au, the blog at www.hcca-act.blogpost.com or give HCCA a ring on 02 6230 7800.

HCCA runs a number of events throughout the year which are open to community members, and would love to see you there.

 Share on facebook

Join us on Facebook for the latest news

GCC's Facebook support base continues to grow with more than 900 people now on board, including a number of ACT MLAs and media people.

You can join at:
facebook.com/gungahlin

Community Planting Day The Valley Ponds, September 2012

On Sunday 16 September, over 35 people participated in a two-hour community planting session at the new wetlands site along The Valley Way, opposite Burgmann College. A massive number of grasses & shrubs were planted in several small areas by a team of volunteers & contractors.

The results can be seen as you drive past on Valley Way towards the Town Centre.

The production line worked well with a team boring holes and inserting water crystals, another group adding fertiliser, then the planters inserted the plants followed by the placement of protective coverings to prevent destruction by ducks & cockatoos.

The final stage was watering in the newly planted shrubs & grasses.

As we departed, it was easy to see how small the result was - for such a large amount of effort - and to realize just how many more plants are going to be needed for the desired attractive result.

It was good to see strong representations from the Burgmann College community & local scouts groups, as they will benefit from this community resource for many years to come.

GCC was pleased to be able to be a part of this project, as it provides a starting point for another major attraction and resource for our community.



Opportunity Lost?

No Gungahlin Candidates elected for Molonglo Ewan Brown

Gungahlin did not score one local candidate elected in Molongolo, and maybe scored only one (Alistair Coe) in Ginninderra. If we as a region posted a strongly local vote then we lost out badly.

Meegan Fitzharris, after her tireless work in seeking to grasp the attention of most local Gungahlin citizens as well as others in the electorate, seemed to have lost out to ALP Party preferences.

At least Giulia Jones was formerly a Gungahlin resident, so may retain some ties with the district.

Well known Green candidates, whether local or not, were not sufficiently supported despite having delivered many benefits for the Gungahlin community over recent years. Did Gungahlin residents forego their concerns about local issues to cast their votes on the basis of matters that impact Canberra as a whole?

An analysis of the election commitments of the three major parties revealed only 2 topics with direct mention of Gungahlin or one or more of the Gungahlin suburbs. Were we, in fact, seen as relevant?

The problem seems to lie in the size & extent of the Molongolo electorate. The extensive spread from Northern Canberra through the centre of Canberra and into Weston Creek negates the impact of any regional differences.

If we have to rely on Legislative Assembly members to visit Gungahlin to gain a view of our needs then the essential element of experiencing living in the region is lost and only a superficial viewpoint gained.

If you don't have to travel out of an area for health, work, entertainment and recreation then you cannot appreciate what those that do have (nearly every day) to actually experience.

There is merit in having an electorate covering all of the Gungahlin district and perhaps parts of Belconnen as we have similar needs or a larger 'basket' of common needs.

This can only occur if the electoral boundaries are changed, perhaps in conjunction with a larger Legislative Assembly of 19, 21 or 25 members (preferably the latter). Commonwealth approval is required to achieve such an increase & the two main parties have differing views on the preferred number of seats in the respective electorates depending upon what would benefit them most (rather than the benefits to the community).

In summary, we appear to have lost the benefits of having specific Gungahlin area representation in the current new ACT Assembly. This poses the question of how we are to continue to seek to gain the improvements, amenities and services much sought after by Gungahlin residents.

In recent days there have been some promising announcements about the intention to seek a larger Legislative Assembly during this current term, in time for the next election. There also seems to be support for a 5x5 model – 5 electorates of 5 members each. Gungahlin's growth is strong enough to warrant an electorate in its own right.

In the meantime, we hope we can continue to achieve approval & funding for many more of the amenities & services that we need to make Gungahlin a far more liveable district.



Melbourne Cup Fashion

handcrafted and striking

The Jumbuck Cub Scouts, with a view to celebrate the Melbourne Cup alongside all of Canberra, fashioned their own visually-striking headpieces.

The Well Station Scout Group has Joeys, Cub Scouts and Scouts.

They meet on Thursday nights at Harrison School. Contact Tony Rose, Group Leader, 6262 2242.



iiNet feels out NBNCo on HFC Network deal

Regional networking

Like Optus and Telstra before, iiNet is also open to doing a deal with NBN Co for its HFC network in Geelong, Mildura and Ballarat, according to CEO Michael Malone.

But should NBN Co choose to compete directly, Malone is bullish on iiNet's prospects. Speaking at the company's annual general meeting, Malone confirmed that iiNet's HFC network, originally built and launched by TransACT in 2010, will compete with NBN Co's own fibre network in the aforementioned areas.

Last week iiNet officially launched high-speed broadband services on the network at four speeds: 12/1Mbps, 25/5Mbps, 50/8Mbps and 100/8Mbps, with plans starting at A\$49.95 for 40GB on the lowest speed up to A\$99.95 for 1TB on the highest speed. These prices are in line with iiNet's NBN plans.

"At the moment [NBN Co has] announced they're going to overbuild us in Geelong and Ballarat, so they're going to build NBN side-by-side. The deal they have with Telstra is that the copper will be pulled out, so the end result of that will be there are only two networks in each of those areas, being NBN's network and iiNet's HFC network... which is also capable of speeds up to 100Mbps," Malone said.

"Our costs are basically about half that of the NBN, if they really want us to stay there and compete for that, bring it on; if they'd like to do a deal with us to shut that down as they have done for Telstra and Optus, then we stand ready – and so do our bankers!"

Malone pointed out that in its contracts with Telstra and Optus, NBN Co had agreed to pay approximately A\$1,050 per household passed. "We would be delighted to do a deal with NBN at A\$1,050 per household passed – that would put the value of the TransAct network at over A\$200 million!" he said.

On the issue of the NBN, Malone said that one of the most pleasing things since the 2007 federal election was the emergence of a Coalition broadband policy.

"In the subsequent election, in 2010, the opposition... opposed the government's plan, but said 'of course we're going to do NBN as well' – but with little or no detail. They've now, under Turnbull as opposition communications spokesperson, put out a lot more detail," he said.

Malone said that while iiNet's relationship with NBN Co will remain in place should a change of government occur, it was still unknown what would happen on the other side. "Instead of going out and building fibre to 93% of homes, [NBN Co] might do a FTTN in some areas instead. So what does that mean for us? The Coalition says they'll deliver the same outcomes but for lower spend – if you end up with the result that the Coalition has delivered the NBN but at a lower cost I think that's going to be good for us," he said.

"The special access undertaking will be in place before that, which means, regardless of what happens, the NBN will have its pricing locked in for the next 15 years, with no price increases for the first 8 – CPI -1.5% is what they're proposing –which is pretty aggressive. So from our point of view it doesn't change the landscape considerably."

Meanwhile, Malone addressed speculation that TPG was looking to make a move on iiNet, following a series of investments it made in the company last year – bringing its overall share to 7%. "TPG still refers to it as a strategic investment... so what would we say their intentions are? It's a seat at the table at the right time," Malone said. "In the event that someone wanted to acquire iiNet, for instance, TPG would like to be able to sell into that or be part of that, perhaps. But I've spoken to them, and their CEO David Teoh just refers to it as a strategic investment and won't be drawn further."

INTEGRATION UPDATE: Malone said that iiNet's Internode acquisition had "gone far better than we could have hoped for." "We announced this deal before Christmas last year; it was meant to consummate on March 1... but was actually completed on February 1. But even prior to that, the engineers from both sides had been meeting and working out how to get



the networks together and actually started doing the work prior to us owning the business," he said.

"By the time we acquired it [we expected] around A\$7 million worth of synergies... and we'll have the full amount of those benefits coming into FY13 – and I think that's on the conservative side."

As for TransACT, however, Malone said that it was proving a much tougher process. "It's a very different business... growing out of the 90s and unfortunately still with the systems from the 90s. It [had] been under-invested and under-supported because the shareholders just wanted to get out over the past few years and not worried about investing in the business," he explained.

Malone said that TransACT's net promoter score sits below 0, well short of iiNet's overall score of 56. "So a lot of customers are unhappy – even though the technology they're using is far better than that's being used by iiNet customers or Telstra DSL customers, [they] want the right pricing and the right services. It's going to take [6-12] months to turn that around," he said.

iiNet expects to unlock synergies of A\$2-3 million from TransACT in FY13/FY14.

Election Priorities for Gungahlin

GCC compiles election concerns and priorities

Ewan Brown

GCC prepared & circulated the following priority list before the recent ACT Assembly election. It will be interesting to see what action is taken now we have a 'new' government in place.

The top priority issue for the Gungahlin community is the completion of a substantial Employment Hub in the Town Centre. The Town Centre needs more patronage during the working day, and more commercial & entertainment attractions to generate increased inbound traffic. This is necessary to justify any future Rapid Mass Transport system (such as Light Rail) connecting Gungahlin with Civic & other Town Centres.

- Office Building for ACT Public Servants
 - Want immediate sign-off on the selected developer as soon as new government is in place.
- Cinema complex
- Diversity of commercial sites (to meet needs of the community rather than the planners)
- ACT Government Shopfront
- Walk-in Clinic (at new Health Centre) for treatment of minor emergencies. (Note presentation on Public Health Services at GCC December 12 meeting)

Roads continue to be high on the issues list for a majority of residents, who still have to rely significantly on private vehicle transport because of the need to leave the district for a number of employment, health, entertainment, recreation & shopping requirements.

- Duplication of Gundaroo Drive between Gungahlin Drive & Mirrabai Drive (focus groups now being formed & presentation at GCC December 12 meeting)
- Duplication of Horse Park Drive
- Traffic calming measures at intersection of Hibberson St & Hinder St (presentation at GCC December 12 meeting)
- Many suburbs lack suitable footpath facilities.

GCC views the provision of infrastructure, services & amenities to continue to fail to meet the needs of the population growth in the district. Development timeframes for many services & amenities generally stretch out to 3-4 years after the community need is recognised. Improved synchronisation is required.

- Promotion of Gungahlin Master Plan, with greater community consultation
- Facilities for Youth
- Additional Child Care facilities



Armidale - Australia's first NBN Town Broadband in Gungahlin vol.1

by Peter Elford

Almost everyone in the Gungahlin community is looking forward to finally having access to reliable, widely available, high speed broadband services as part of the rollout of the National Broadband Network (NBN). Consequently, it's likely that demand for NBN services will be pretty high when they start to become available in early 2013.

Gungahlin is fortunate to be part of the second stage of the NBN deployment, but what can we learn about the impact of this digital infrastructure from communities that already have takeup of the NBN?

The ACT Government sought to answer this by organising a study tour to Armidale, the first Australian mainland town to receive NBN services, to meet with the local council and other key regional stakeholders to see how this regional town of 30,000 people was coping with the NBN spotlight. The tour included not only staff from the ACT Government's Economic Development Directorate (EDD), ACT Health and ACT Libraries, but also representatives from GCC (me!), Regional Development Australia ACT, the Canberra Business Council, The Australian National University, and the Canberra college of advanced education.

I would like to thank Ross James, EDD, for the invitation to attend; Peter Ducat, Mayor of Armidale (and his council,) for hosting us and being so open and engaging; and Darren Rudd, NBNco, for organising the logistics for the day.

For me, the most informative sessions were the ones held at the beginning of the day with the local council.

Overall, there was much excitement, enthusiasm, and a sense of opportunity - underpinned by strong relationships between NBNco, the council, and local contractors; and a focus on early communication. This has not only set expectations appropriately, but also ensured that issues that occur along the way are quickly addressed.

The actual installation of the NBN infrastructure has gone well - minimal disruption bringing few complaints about above- and below-ground construction. Of course, there have been challenges - delays in upgrades of Telstra infrastructure, and frustration over expeditation of areas outside the city centre with fibre or fixed wireless.

Some of these issues are common to Gungahlin - particularly the work needed in Amaroo and Ngunnawal to replace Telstra wiring pits - but some great solutions were found that "extended" fibre coverage into industrial areas that would have otherwise received fixed wireless because of their distance from the town centre.

Of particular interest were the presentations and discussions about how the Digital Hubs, Digital Enterprise, and Digital Local Government programs are being implemented in Armidale. These are Federal Government-funded awareness, education, and adoption programs for all 40 NBN early deployment sites, including Gungahlin.

In Armidale, the Hubs and Enterprise programs are being delivered out of a purpose-built centre in the centre of the town, with separate programs targeted at individuals and businesses. These include training courses, drop-in sessions, the creation of online content and business seminars.

Their Local Government program is focused on providing a video conferencing service to create a "virtual government shopfront," so that anyone who needs a meeting with the local council can book it as an online meeting instead. The ACT government have announced that with the Digital Local government funding:

"The ACT Government will use the funding to deliver better support services for ACT residents using high-definition videoconferencing technology that takes advantage of the fast broadband provided by the NBN. The project will deliver enhanced online services, enabling Gungahlin residents to engage and transact more easily with the ACT Government."

For Gungahlin, ACT Libraries will deliver the Hubs program, and the Canberra Business Council is responsible for the Enterprise program.

The major take-away from the trip was a session presented by a consultant engaged by the Armidale council to develop a Digital Strategy for Armidale and the surrounding New England region.

The report he had prepared highlighted the economic and social benefits that could be potentially realised from the NBN, based on the unique characteristics of New England. This included details on new business opportunities, productivity improvements, enhancements to government service delivery (particularly education and health), teleworking, and social support, -particularly for those portions of the community that might be digitally disadvantaged.

Most significantly, the report articulated a series of actions that could be undertaken to realise the potential benefits identified. This approach has much to commend it and the GCC will continue to work with the ACT government to develop a similar broadband strategy for Gungahlin, Canberra and the region.

Through the afternoon, the study tour enjoyed a series of demonstrations of broadband applications hosted initially by the University of New England (UNE). This included a video conference connection between some school children at the campus and a class in Korea, a video training session on how to perform an ultrasound from an instructor at the University of California Irvine, and some examples of how broadband communications plays a role in UNE's SmartFarm research.

Our group also visited the Armidale Smart Home, where some compelling examples of how in-home aged care can be delivered over the NBN were demonstrated, including remote observations (eg. of blood pressure) and (virtual, video based) face to face counselling and support. The house is used as a testbed to validate a range of home automation technologies and applications, through a joint research program involving UNE, CSIRO and the NSW government. We also had an interesting presentation from a speaker located in Melbourne via high-definition video conferencing about the benefits of teleworking, and a great talk from the founder of EdAlive, an educational software company based in Armidale, that has over 1,000,000 licensees all over the world (visit www.ZooWhiz.com to see what it's all about).

All in all, a really useful day, with some great insights into how best to maximise the NBN opportunity.