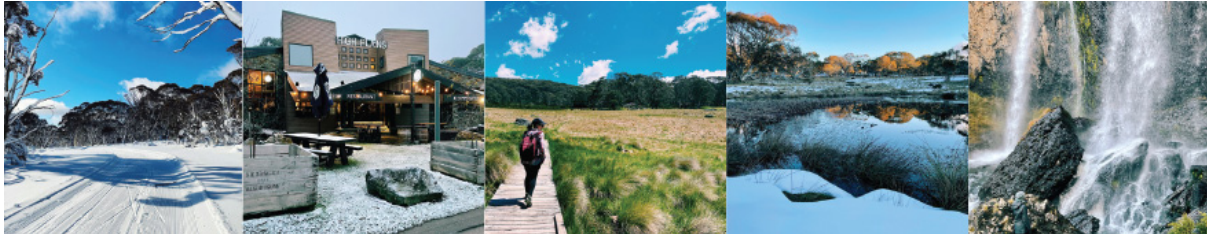




DINNER PLAIN

COMMUNITY ASSOCIATION

Newsletter
#9 | April 2024



We exist to cooperate in the effort of creating an economically sustainable village in the Australian Alps. A place to live, to invest, work and play, together with all the tourists that consistently visit and enjoy our alpine community.



Important Update: Dinner Plain Television Service DPTV

The Dinner Plain Community Association (DPCA) has reached agreement with The Alpine Shire Council (ASC) regarding the ongoing provision of TV services to Dinner Plain (DPTV). The background and plans for the next 12 months and beyond are outlined below.

DPTV Explained:

Dinner Plain has no access to a terrestrial tv signal (ie a normal signal through an antenna system) It has access to free to air tv via VAST (Viewer Access Satellite TV). This is a semi federally funded free to air tv system, which provides services in rural and remote areas throughout Australia. The signal is received on Tower Hill, then boosted and transmitted to houses via an underground tv cable network. The only alternative source for free to air tv in Dinner Plain is via individual properties purchasing their own satellite dish and tv top box and registering for VAST access via the government website (note government assistance is only available for the decoding card, not any associated hardware) – see addendum. Online streaming is not available with VAST and this can currently only be accessed via the NBN, Starlink or 4g/5g wireless mobile modem system. It should also be noted that not all free to air tv is available with online streaming, in particular certain sporting events.

Background:

Alpine Shire Council (ASC) voted in April 2023 to terminate the DPTV system effective from October 2023. DPCA subsequently negotiated a deferment of this termination pending results of a community survey and discussions with NBN regarding alternative streamed services.

The survey was completed by 104 householders; the main findings were that 90% of respondents use the current DPTV system and that if this system was terminated 60% of the community would have no access to free to air TV or an alternative streamed TV service. Discussions with NBN revealed that current capacity at DP was only sufficient to provide 50% of households with NBN services until a planned upgrade to the tower occurs in May 2024 allowing all households access. If the TV system was terminated and assuming a lead time of up to 6 months during the “green season” for NBN dish installation or alternatives this would result in the majority of DP households having no free to air or streamed TV services until at least March 2025.

On this basis DPCA had further discussions with ASC and a Memorandum of Understanding (MOU) has been agreed whereby DPCA will take over the management and delivery of the DPTV services in conjunction with ASC who will provide ongoing funding and communications service desk support.

This agreement is for a period of 12 months effective from April 2024 and service provision will be reviewed at the end of this period.

Planned DPTV service delivery over the next 12 months:

1. TV Technician:

DPCA has engaged the services of an appropriately qualified and experienced TV technician who will oversee the technical issues relating to the DPTV system.

2. Remedial Work:

DPCA is commissioning work to be undertaken to renovate and reinforce components of the current system which are identified as “weak links” in order to reduce the risk of potential system failure. Work will focus on specific vulnerable junction boxes which require repair and protection from further damage.

3. TV System Hardware:

Arrangements have been made for acquisition of sufficient spare parts to have on site in order to repair system faults in a timely and efficient manner.

4. Level 1 & Level 2 Responses:

Members of the DP community and accommodation providers will be trained and equipped to undertake basic system testing and troubleshooting of common problems (level 1 response). In the event of an outage one of the primary roles in this regard will be testing the signal strength in the green box at the end of a driveway, which will ascertain if the problem is in the DPTV cable network or between the box and the TV which is a householder responsibility. This will provide a quick, local, cost-effective response which will identify the source of the issue and how it may best be resolved. Simple issues will be fixed on site more complex issues will be escalated to a TV technician (level 2 response) for further action. In the event of the issue being between the box and the property we can assist in locating a technician at the property owners cost to resolve the issue.

5. Funding:

ASC has agreed to provide sufficient funding to cover the start-up costs for reparative and reinforcing work, training of first responders and purchase of spare parts and anticipated maintenance costs. This funding will be for a period of 12 months.

6. Reporting of TV issues or complaints:

(a) Households who use an accommodation service provider should report the issue directly to them via their service desk. This will then either be managed in house by their own maintenance staff or referred to DPCA for further management by contacting:

dptv@dpcommunity.org

(b) Households who do not use an accommodation provider can either report an issue directly to DPCA by contacting: dptv@dpcommunity.org

If they contact ASC service desk, they will be directed to report the issue by email to dptv@dpcommunity.org

The DPTV email will be regularly monitored by DPCA.

We are aware that the majority of DP households currently depend upon the DPTV service and that is why we feel as a community group that it is worth all this effort to sustain it for as long as possible. The system is however old and we are unable to predict its useful lifespan. Alternatives exist such as satellite VAST for free to air TV and NBN or Starlink for streamed services. We would encourage all households to take this opportunity whilst DPTV is still functioning to consider migrating to alternative services - see addendum below.

DPCA is a voluntary organisation and we will endeavour to make our best effort to ensure that the TV system continues work for all the reasons outlined above. The community however needs to be aware that we are in a remote location with seasonally adverse conditions and that we have limited resources and therefore response times and resolution of problems may take longer than in a metropolitan area. This is not a commercial entity.

In the event of a catastrophic system failure or prohibitively expensive repair both DPCA and ASC reserve the right to terminate their management of the system as per the MOU.

DPTV service delivery beyond 12 months:

The MOU between DPCA and ASC will remain in place for 12 months and at this stage DPCA will review its ongoing management of the TV system. If the system remains viable and has proven to be cost effective then it may be possible to continue providing this service as a user pays system for those households who wish to continue using it. This will need to be given consideration closer to that time.

ADDENDUM

Option 1: Vast access to free to air TV. See <https://www.mysattv.com.au> for full details. This is a free service, provided by the Australian Government to householders who are unable to access free to air TV via terrestrial aerials. you will however have to purchase a VAST compliant set top box and satellite dish to run this system. This will not give you access to online streaming services, such as Netflix, ABC iView etc.

Option 2: Access to online streaming services via NBN service. You can sign up for NBN installation at: <https://www.nbnco.com.au> You will then need to sign up for a package with one of the many [service providers](#) Cost of access can start from \$60 per month. Depending on the provider, you may be able to opt in and out of service during the course of the year.

Option 3: Access to online streaming services via Starlink – see <https://www.starlink.com>

Option 4: Access to online streaming services via Skymuster see - <https://skymesh.net.au>

Option 5: Mobile Modem or tether to your mobile phone.

DPCA cannot recommend any particular solution or internet provider. Please do your own research and choose an option which best suits your situation.

We would encourage all householders to join DPCA to ensure that you keep up-to-date with village news. Information about the association and links to our membership page can be found on our website at <https://www.dpcommunity.org>



We invite you to join the Dinner Plain Community Association

This is your chance to share your views and work with other active community members to ensure that Dinner Plain remains a unique Alpine village where residents and visitors can enjoy both Summer and Winter activities.

Available Memberships: Business, Family and Single Memberships

[Become a Member](#)

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