



Government of **Western Australia**
Department of **Communities**
Housing

**GOVERNMENT REGIONAL OFFICERS'
HOUSING (GROH)**

**Telecommunications:
Policy and Guidelines**

January 2018

Contents

Purpose	3
Scope	3
Definitions	3
Policy Statements	6
1. Television Reception	6
2. Pay Television	6
3. Telephone	7
4. National Broadband Network.....	7
5. Additions and Alterations.....	7
Document History	8
Authorisation	8
Summary Information	9

GROH Telecommunications: Policy and Guidelines

Purpose

This Policy outlines the responsibilities of the Department of Communities (Communities), GROH Client Agencies and tenants to supply and maintain telecommunications equipment and services to and in GROH dwellings. The responsibilities for free-to-air and pay television, telephone connections and the National Broadband Network (NBN) are specifically addressed.

Scope

This Policy is for use by Communities employees, GROH Clients, NBN contractors, telecommunications service providers and the public, and applies to all GROH dwellings.

Definitions

Client Agency means either:

- an Employing Agency, which is a Department under the administration of a Minister of the Crown in the Government of the State, or any Crown instrumentality, hospital, board, body corporate or other body of whatever description, proclaimed as a Department under s.7 of the Government Employees' Housing Act 1964; or
- a Responsible Agency, which is the agency responsible for arranging the salary and other entitlements (including accommodation) of the tenant when this tenant is not an employee of an Agency.

Communities means the Department of Communities.

Eligible Person means a person who, under the GROH Eligibility Policy, is eligible to occupy a GROH dwelling.

Equipment relating to pay television means any equipment required to receive pay television including but not limited to cabling and satellite dishes.

GROH means the Government Regional Officers' Housing program administered by the Department of Communities Housing Division.

GROH client means either:

- a Client Agency; or
- any other client serviced by GROH.

GROH dwelling means a house as defined in s.5 of the *Government Employees' Housing Act 1964*, which is Housing-owned, leased or constructed by Housing and allocated for use by GROH.

GROH Tenant means an Eligible Person who occupies a GROH dwelling.

Head Lease means the lease by which Housing leases a GROH dwelling to a GROH client. The lease outlines both parties' obligations and responsibilities.

Housing means the Department of Communities.

NBN Infrastructure means any equipment that has been or will be installed by an NBN contractor to provide a connection to the NBN, including but not limited to cabling, wireless receivers and satellite dishes.

Leased dwelling means a property leased from a private investor to be used for the GROH program.

LGA means a Local Government Authority.

Line connection means a connection to a public switched telephone network (PSTN), which is a public telecommunications network used by public and private carriers to provide a service to the public.

Make good means to return a part or parts of a property to the same or equivalent condition they were in prior to any modifications or additions being made.

National Broadband Network (NBN) means the Australian national telecommunications network for the high speed carriage of communications, where an NBN corporation has been, is, or is to be, involved in the creation or development of the network (*National Broadband Network Companies Act 2011*, part 1(5)). These communications include telephone, television and internet.

NBN contractor means a contractor employed by NBN Co or associated entities to install any equipment required to provide a connection to the NBN.

Officer means an employee of the Department of Communities Housing Division.

Owned dwelling means a property owned by Housing to be used for the GROH program.

RTA means the *Residential Tenancies Act 1987 (WA)*.

Receiving equipment means any equipment upon which electronic media can be received, including but not limited to a television set, set top box, personal or laptop computer, modem or mobile phone.

Service provider means a supplier of carriage services for communications between end-users or a supplier of content services, such as an online service or television or radio broadcasting.

Telephone network means public switched telecommunications network (PSTN), a public telecommunications network operated by a carrier to provide services to the public.

Policy Statements

1. Television Reception

1.1 Policy

- 1.1.1 Communities provides access to free-to-air television services for Communities owned dwellings and requires leased dwellings to have access to free-to-air television services.
- 1.1.2 Tenants are responsible for supplying, repairing and replacing all receiving equipment required for free-to-air television.
- 1.1.3 In Communities owned dwellings any faults in the antennae or television cabling will be rectified by Communities. In leased dwellings, the owner or owner's agent is responsible for rectifying faults in the antennae or television cabling.

2. Pay Television

2.1 Policy

- 2.1.1 Communities will neither pay for nor enter into any contractual arrangements for the installation, use, maintenance or removal of any equipment or services relating to pay television.
- 2.1.2 Tenants of Communities owned or leased GROH dwellings who wish to have equipment installed to receive pay television must seek and obtain Housing's permission by completing a *Tenant Improvement Request Form*.
- 2.1.3 Tenants must make good any modifications to the GROH property made to receive pay television, when:
 - the pay television subscription ceases.
 - the tenant vacates the GROH property.

Any modifications relating to pay television that are not made good will be charged as tenant liability.

3. Telephone

3.1 Policy

- 3.1.1 Housing will ensure all GROH dwellings have a line connection to the telephone network, if NBN is not available in a location.
- 3.1.2 In a Communities owned dwelling in which there has been no previous line connection to the telephone network, Communities will reimburse tenants for the initial line connection fee.
- 3.1.3 Tenants are responsible for the costs of supplying and maintaining all receiving equipment and for all service provider costs, including those for the provision of internet services.

4. National Broadband Network

4.1 Policy

- 4.1.1 Communities will ensure, where practicable, that Communities owned and leased dwellings have the infrastructure required to access the National Broadband Network.
- 4.1.2 Tenants must grant reasonable access to NBN contractors to install any new infrastructure or modify existing infrastructure required to provide access to the NBN.
- 4.1.3 Tenants are responsible for the costs of supplying and maintaining all receiving equipment and of retaining service providers required to use the National Broadband Network.

5. Additions and Alterations

5.1 Policy

- 5.1.1 When occupying GROH dwellings, tenants must leave all receiving equipment that was in the dwelling when the tenant moved in.
- 5.1.2 Tenants of Communities -owned or leased dwellings must obtain permission to install items such as additional aerial wall outlets for free-to-air television, additional telephone lines and additional NBN connections.
- 5.1.3 Tenants will be responsible for the costs of these items, including installation and any costs of altering and making good the GROH dwelling.

Document History

<i>Issue</i>	<i>Date</i>	<i>Reason</i>	<i>Policy author</i>	<i>Officers title</i>	<i>Date loaded on internet</i>
1	January 2018	Policy combined to incorporate all telecommunications and reformatted and updated to reflect agency name change	Brett Hockley	A/Senior Policy and Practice Officer	

Authorisation

<i>Version</i>	<i>Authorised by</i>	<i>Approval Date</i>	<i>Effective Date</i>	<i>Sections modified (if applicable)</i>
[1.0]	Director Housing Programs			First Edition: GROH Telecommunications Policy, incorporating GROH TV Antennas Policy and sections of GROH Utilities Policy.

Summary Information

Responsible Officer	Director Housing Programs
Contact Officer	Program Manager (Worker Housing), Housing Programs
Superseded Documents	N/A
Review	January 2019
File Number	18/D105481
Document Control	This document is published on the Department of Communities website, www.housing.wa.gov.au , under the 'GROH Agencies' section of the 'Investors & Partners' menu.
Associated Legislation & Documents	<ul style="list-style-type: none"> • <i>Government Employees' Housing Act 1964</i> • <i>Residential Tenancies Act 1987</i> • <i>National Broadband Network Companies Act 2011</i> • <i>Public Sector Management Act 1994</i> • <i>Freedom of Information Act 1992</i> • <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> • <i>Telecommunications Act 1997</i> • <i>Australian Consumer Law and Fair Trading Act 2012</i>