



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications, Sport and the Arts

Shortland Household Television Reception Initiative

October 2026

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (department) is working to better understand free-to-air television reception issues being experienced by some households in parts of Newcastle, Lake Macquarie and the Central Coast within the Federal electorate of Shortland.

As part of this initiative, free television reception assessments carried out by technicians engaged by the department's contracted service provider will be available for selected households. Households will receive a report summarising the findings, including any identified reception issues and potential actions that may assist in improving reception at that household.

Who is eligible?

If you live in a residential property within the Shortland electorate, you can submit an expression of interest (EOI) for a free television reception assessment at that property. The department may request evidence necessary to verify eligibility.

If you live in a residential property in a multi-unit complex such as an apartment, aged care facility or nursing home, you are also eligible to apply provided you are able to obtain all permissions necessary to facilitate access to relevant shared infrastructure in the complex as part of the assessment.

Commercial properties, vacant properties and other non-residential property types are not eligible.

How can I check if my property is eligible?

You can check whether your property is located within the eligible area by entering your address into a mapping tool at infrastructure.gov.au/ShortlandTV.

How do I express my interest in participating?

If your residential property is located within the Shortland electorate and you would like to be considered for a television reception assessment at that property, you can submit an EOI through infrastructure.gov.au/ShortlandTV.

EOIs close on 17 November 2026.

Please note that expressing your interest does not guarantee that your household will be selected to participate in the initiative.

The department may request further information to verify eligibility. Any information provided will be handled in accordance with the department's Privacy Policy, available at infrastructure.gov.au/privacy.

When will TV reception assessments take place?

Assessments are expected to occur between February and May 2027.

If your household is selected to participate, you will be contacted directly by the department's contracted service provider by phone or email to arrange a suitable assessment time and to provide further information about the assessment process.

What does the assessment involve?

Assessments will be undertaken by technicians engaged by the department's contracted service provider and may include:

- inspection of cabling and television equipment within the home
- inspection of outdoor antennas and related infrastructure
- external environmental check
- discussion of your television reception experience
- identification of potential actions that may improve television reception.

You or another adult who is an authorised representative acting on your behalf will need to be present at the property during the assessment and provide reasonable access to the household and areas of shared infrastructure (for properties in multi-unit complexes).

An authorised representative must be at least 18 years of age and have authority from the participant to facilitate the assessment.

Following the assessment, households will receive a report summarising the technician's findings, including any identified reception issues and potential actions that may assist in improving reception at that household.

Important information

The initiative provides a free television reception assessment only and does not include the modification, repair, replacement or remediation of television reception equipment. Households wishing to act on the recommendations in the report will need to do so at their own cost.

Households are under no obligation to undertake any recommendations identified in the assessment report.

Assessment findings are based on observations made at the time of inspection and may not identify all causes of television reception issues.

Further information

For further information about the initiative, eligibility requirements and frequently asked questions, please visit infrastructure.gov.au/ShortlandTV.

Email: ShortlandTV@communications.gov.au