

Shortland Household Television Reception Initiative

Frequently Asked Questions

Eligibility and registration

1. Who is eligible for a free television reception assessment?

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. You can check if your residential property is located within the Shortland electorate by using the [online mapping tool](#).

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

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

Important: Household assessments are limited and selection is not guaranteed. EOIs must meet the eligibility criteria to be considered. Where the number of eligible EOIs exceeds the number of assessments available, eligible households will be selected in the order that complete submissions are received.

2. I rent my property, can I still apply?

Yes, provided the property you rent, and which will be the subject of a household assessment, is in the Shortland electorate. If your property is selected, you will be responsible for obtaining any permissions required to facilitate the assessment and providing access to those parts of the property reasonably required for the assessment.

3. I am a manager of a multi-unit complex, can I apply for a television reception assessment on behalf of the residents in my complex?

Yes, provided you have the residents' authority to do so, and the households are used for residential purposes and are not commercial properties, vacant properties, and other non-residential property types.

You will need to submit a separate EOI for each resident that would like an assessment.

4. Can somebody attend on my behalf?

Yes. If you are unable to attend the assessment, another adult aged 18 years or over who is authorised by you may attend on your behalf and facilitate access to the property.

5. How do I express my interest in a television reception assessment and what happens next?

Eligible households can register their interest by completing an EOI on the [Shortland Household Television Reception Initiative](#) page.

Once submitted, your EOI will be assessed for eligibility and you will be notified of the outcome. If your household is selected to participate, you will be contacted by the department's contracted service provider or technician to arrange a television reception assessment. Prior to any assessment visit, you will be advised of the organisation undertaking the assessment and the agreed appointment details.

Submitting an EOI does not guarantee participation in the initiative. Where the number of eligible EOIs exceeds available assessment capacity, eligible households will be selected in the order that complete eligible submissions are received.

6. I registered my interest but have not been contacted about an assessment. What should I do?

Not all households that express their interest will be selected to participate in the initiative.

You will receive an email confirming receipt of your EOI and you will be notified of the outcome of your EOI submission. If you have not received correspondence regarding the outcome of your EOI by the end of November 2026, you can contact the department at ShortlandTV@communications.gov.au.

Assessment process

7. What happens during a television reception assessment?

The assessment will be undertaken by a technician engaged by the department's contracted service provider.

The assessment 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 could improve television reception.

You or your authorised representative will need to be present at the property on the day of the assessment and provide reasonable access to the household and areas of shared infrastructure (for properties in multi-unit complexes).

8. How long does the assessment take?

The time may vary depending on the property and what needs to be checked, such as TV equipment, cabling, antennas, location and access to the property.

9. How will I be contacted to arrange my assessment?

Households selected to participate will be contacted by the department's contracted service provider by phone or email to arrange a suitable assessment time and provide further information about the assessment process. Prior to any assessment visit, participants will be advised of the organisation undertaking the assessment and the agreed appointment details.

If you cannot be contacted or are unavailable for the assessment, the offer of an assessment may be withdrawn.

10. Will I receive a report?

Yes. Households that receive an assessment will be provided with a report summarising the technician's findings, including any identified reception issues and potential actions that may assist in improving reception at that household. Assessment findings are based on observations made at the time of inspection and may not identify all causes of television reception issues affecting the property. The report is provided for information purposes only and any recommendations should not be treated as a guarantee that television reception issues will be resolved or improved.

Costs and funding

11. Is there a cost?

No, there is no cost to you. The television reception assessment and assessment report are provided free of charge.

12. Will I receive funding to assist in carrying out the report's recommendations?

No, there is no funding available for remediation work. The initiative provides a free television reception assessment and report only, and does not include funding for modification, repair, replacement or remediation of television reception equipment.

Households are under no obligation to undertake any recommendations identified in the assessment report. The department does not guarantee that implementation of any recommendations identified through the assessment will resolve or improve television reception issues.

Useful Information and Resources

13. Where can I get more information about the free-to-air television reception issues being experienced in Shortland?

The Australian Communications and Media Authority (ACMA) investigated terrestrial television coverage and reception in the Shortland electorate from December 2022 to June 2023. The findings of their investigation are outlined in the [Terrestrial digital television coverage and reception in the Shortland electorate report](#).

Further information about television reception in the Shortland area is available on ACMA's website ([TV reception in Greater Newcastle | ACMA](#)).

14. What other steps can I take to fix television reception issues?

Information about common reception and interference issues, and potential fixes can be found on ACMA's website ([TV reception: problems and fixes | ACMA](#)).

Privacy

15. How will my information be used?

Personal information provided as part of the EOI process, including names, addresses and contact details may be shared with the department's contracted service provider (including their technicians). De-identified information may also be shared with ACMA, Ministers, and other stakeholders for the purposes of supporting policy advice, technical analysis or future government decision-making.

Personal information will be collected, used, stored and disclosed in accordance with the *Privacy Act 1988* and the [department's privacy policy](#).