

South Mossman TV Tower Review – Survey Results

Introduction

Douglas Shire Council operates the television broadcast tower in South Mossman. It currently transmits free to air channels to residents in Shannonvale, Cassowary and to some households in South Mossman.

At its meeting held Tuesday 31 August, Council resolved to conduct a survey of Shannonvale and Cassowary residents to ascertain how many residents access television channels from the South Mossman Television Tower and to bring the survey results back to Council to be workshopped.

This report presents the survey results.

Methodology

Surveys were posted to all 137 ratepayers on 10 September 2021, inviting residents to complete the questionnaire either online, or in hard copy. (Refer to Attachment One for Questionnaire).

A notice was posted on the Cassowary & Shannonvale Community Facebook page, with a link to the online survey. A reminder was also posted on Council's Facebook page and responses were requested by no later than 30 September 2021.

Geographic Spread

Surveys were received from households in every street in both localities.

Suburb	Number
Shannonvale	41
Cassowary	29
Mossman	2
Total	72

Results

Council received 72 completed surveys.

Most respondents – 62 of the 72 - watch Free to Air channels broadcast from the South Mossman Tower. 37 rely solely on the Free to Air broadcast signal.

Just nine respondents access Foxtel or Smart TV, primarily because they were in a location where they could not get a signal.

How do you currently access television channels?	Number.
Rely solely on the Free to Air broadcast signal	37
Combination of Free to Air and/or VAST and/or Smart TV and/or Foxtel	25
Smart TV – Netflix, Stan, etc.	5
VAST - Viewer Access Satellite Television	3
Foxtel	1
Total	72

Many people in the community would be very disappointed if the service was to be discontinued, and for some, it would not be possible to access television via VAST or the internet. All comments in full are shown over the page. Note any identifying information has been removed.

Comments made were:

- Can't afford pay TV
- I rely solely on Free To Air broadcast. Please don't take this away
- I watch more Free To Air TV by 90%
- It is about time people in small communities like ours are given the same facilities and people in larger communities/cities. We pay the same rates and fee but get nothing in return. An NBN tower to Cassowary Valley we are told will never happen as it is not financially viable. Why????
- Let's hope the Council resolve this issue quickly. Thank you.
- Please do not switch us off Free To Air tv
- Please do not take our Free To Air TV. We have paid rates at this address for over 20 years!!
- Please don't turn our Free To Air off
- Please don't change it
- This is a much-needed service
- This service should be continued as I feel Free To Air television is important to the community and for people who don't have access to any other form of information broadcasting.
- We always watch FREE TO AIR BROADCAST (Our Preference). It's only when signal fails at Gorge Tower that we must use VAST (not a preferable as this is a Northern Territory transmission and we lose some of our viewing channels). We were under the impression, according to the Digital Broadcast Service, that DSC were contracted to maintain this station. What has happened to agreement? We are going to contact them again to find out why this is even up for discussion.
- We don't live at the above address but are planning to build there in the future. All we ever watch is Free To Air at our present home and this would be the same when we move to Shannonvale.
- We have a second house at the same address on the same property, This house also relies on free to air - Please do not turn off free to air.
- We have had the antenna man out and he has tried to get a signal from the other towers. The only successful reception he can get is from the south Mossman tower.
- We have obligatory satellite NBN (because we can't transmit from the NBN tower) which is expensive, unreliable, and slow, particularly when overcast/raining. We are unable to stream television reliably or economically via satellite NBN and would much appreciate the Free To Air signal remaining. A suggested alternative (that still does not solve for NBN unreliability) may be to subsidise residents to upgrade NBN plans to compensate for loss of free to air signal.
- We live in area where internet access is sporadic
- We sold the satellite dish when free to air was available
- We watch a lot of free to air and would prefer that it stay available
- We will be disappointed if the free to air service is taken away by council. We already don't have a mail delivery service or mains water/sewerage, services most in the shire enjoy. Please continue to provide the TV service to us.
- Why should I pay my rates? I have a right to watch free TV. Doesn't Shannonvale count in the Douglas shire?
- Would like to continue using the Free To Air TV at home
- Yes, I'd like to keep Free To Air.

Ten respondents did not access Free to Air channels. The main reason was because they were in a location where they could not get a signal. Comments made:

- Would love to be able to access free to air tv
- No free to air reception at this location
- We have had an aerial guy come to see about putting a free to air aerial on our roof but he said that we had no chance of getting any reception at all.
- Channel 7 and affiliate stations regularly drop out and need to be re-tuned. Foxtel system tunes to local terrestrial channels despite being a satellite system. Potentially if TV broadcasting is discontinued from Mossman, then we will lose access to the local (Cairns) channels and only receive Brisbane/Sydney channels

- We would love to have Free to Air signal as with our current Vast satellite set up, we can only run one TV with it. Our Satellite system is getting quite old, not sure how much longer it will last. It would be great to access normal TV with local ads, just plug into aerial socket in each room....like normal people do! 😊
- Never had free to air in 18 years since moving here. Cannot get NBN connected either. Radio signal non-existent as well.
- No Free to Air Reception in Cassowary Valley where we live.

Attachment One - Questionnaire**TV Broadcasting
Shannonvale and Cassowary****TV Black Spot Review**

Douglas Shire Council is reviewing its operation of the South Mossman TV tower which currently transmits free to air channels to residents in Shannonvale and Cassowary.

Council is doing a survey to find out the number of households which still rely upon the service.

All residents in Shannonvale and Cassowary are invited to complete the survey which can be done by:

- Completing the questionnaire on the back of this notice and sending back to Council

or

- you can do the survey online – click on the link below:
<https://www.surveymonkey.com/r/5CPLV37>

or

- point the camera on a smart phone to the QR Code and it will link directly to the survey.



If all else fails, call Gaye and complete the survey over the telephone.

Responses are requested by no later than **30 September 2021**.

If you have any questions, please email, gaye.scott@douglas.qld.gov.au or call Gaye on telephone 4099 9414.

Issued 10 September 2021

Television Coverage Shannonvale and Cassowary - Household Survey

1 Do you have a television which you watch at home?

- Yes
 No – Please skip to QUESTION 4.

2 How do you currently access television channels? Please tick all that apply.

- Rely solely on Free to Air broadcast signal.
 VAST – [Viewer Access Satellite Television]
 Smart TV – Netflix, Stan, etc.
 Foxtel
 Combination of Free to Air and/or VAST and/or Smart TV and/or Foxtel
 Not sure/don't know

3. Do you have any further comments?

4. Please tell us your street number and name:

_____ Street No. _____ Street Name

Completed questionnaires are requested by 30 September 2021 and may be:

- Posted to Douglas Shire Council, PO Box 723 MOSSMAN 4873; or
- Scanned and emailed to gaye.scott@douglas.qld.gov.au; or
- Dropped into the front counter at Council Chambers, 64-66 Front Street MOSSMAN

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