



Stakeholder Engagement

Approach

To support existing stakeholder engagement briefings and events and provide additional proactive opportunities to meet with priority stakeholders and groups, refreshed and updated slides and talking points are being developed.

The refreshed deck can be added to existing briefing and event packs and used by community managers and community ambassadors.

Additionally, a newsletter article will be drafted that stakeholder teams can provide to community groups, MPs, LGAs and others with a call to action of using across communication channels and platforms.

Newsletter copy

Preparation a community effort when it comes to disaster season

nbn has launched its 2021 Emergency Preparedness campaign by reminding Australians to put safety measures in place this disaster season and follow some simple tips to help maintain communications during emergency events.

Briefings will also be available for local councils to outline how **nbn** responds during an emergency event and raise awareness about what the community can do to also be prepared.

Disaster season provides an opportunity to refresh contingency plans and make sure family members are aware of what to do, and **nbn** has offered the following tips to households:

Stay mobile

- *Keep a charged mobile phone and portable mobile battery pack ready to use in a power outage, or if your nbn™ connection is disrupted in an emergency event. Consider turning off cellular data on unnecessary apps to save battery.*

Stay updated

- *Local radio is a good source of information during an emergency, so include a battery powered radio in your emergency communications kit. Also follow emergency services, including your state Fire and Rescue and Police Services, as well as utility companies and nbn (@NBN_Australia) on social media for updates.*

Back up

- *To make sure you can access important information and essential documents from anywhere, including insurance policies and financial documents, consider creating a digital back up on a USB or in the cloud.*



Alternative power

- *If there is a [power outage](#), equipment connected to nbn™ services will not work. For home needs during these times, you might want to consider investing in an alternative power source, like a generator. Unfortunately though, alternative options like generators will not bring back home internet if the nbn™ network is also experiencing a power loss.*

nbn Chief Development Officer Gavin Williams said it was critical for all households in Australia to be prepared this disaster season and follow our tips to help them maintain communication during emergency events.

“As always, we hope people won’t need to rely on these tips, but the more we work we do to have everything ready now, the more prepared we will be in the unfortunate event something happens,” Mr Williams said.

“In any situation our priority is supporting the local community. Our teams will work with emergency services when preparing for a disaster and will be ready to repair and restore the network as soon as it is safe to do so.”

Meanwhile, **nbn** recovery efforts this year will be boosted by the addition of 58 new pieces of temporary infrastructure, including Network on Wheels, Multitech Trailers and power cubes.

The \$6 million worth of new infrastructure, which was partially funded by the Australian Government’s Strengthening Telecommunications Against Natural Disasters (STAND) package, joins nbn’s fleet of Sky Muster™ Trucks and portable satellite kits which also help provide communities with connectivity in the aftermath of emergencies.

“The new infrastructure, including the Multitech Trailers and power cubes will enhance our capabilities when it comes to reconnecting communities during these events,” Mr Williams said.

“They will be stationed in different locations across the country and deployed into communities when required.

nbn is also continuing to roll out the **nbn**™ Disaster Satellite Service, with another 1,000 sites expected to be completed within the next 12 months. Funded through STAND, the **nbn**™ Disaster Satellite Service units are being installed at designated emergency management sites and evacuation centres across the country.

The services provide a back-up communications connection using satellite technology and will be switched on during an emergency event, providing free full satellite broadband functionality, including Wi-Fi and video streaming.

“Emergency preparedness is truly a community effort; we are prepared with our contingency measures and if households are prepared with those tips, we can work together to manage the impacts of emergency events and stay connected.”

To organise an Emergency Preparedness Briefing, please contact your local NBN Co representative.