

Get connected, stay connected

Connectivity Month Stakeholder Kit

November 2022



Introduction

The Regional Tech Hub, together with the National Farmers' Federation is launching Connectivity Month on **7 November 2022**. The month-long campaign aims to address the gap in digital inclusion between regional and metropolitan communities.

Following the launch, we encourage you to promote Connectivity Month to your audiences so people with phone and internet connectivity issues know to visit the Regional Tech Hub website <https://regionaltechhub.org.au/>, call the hotline: 1300 081 029 or connect via [Facebook](#) or [Twitter](#) for support

We ask you not to share any information in this kit publicly until after Connectivity Month is launched on 7th November 2022.

About the Regional Tech Hub

The Regional Tech Hub offers free and independent advice and support, helping Australians in rural, regional, and remote areas navigate often confusing phone and internet options and technical issues. To find out more visit our website – <https://regionaltechhub.org.au/>.

How to use the kit

This kit has been developed so you can easily share information amongst your networks and distribution channels.

During Connectivity Month, here are some ways you can share information about the support Regional Tech Hub offers to people living in rural, regional and remote Australia:

1. Include information about the Regional Tech Hub and Connectivity Month on your website
2. Include a story in your next newsletter edition or magazine
3. Share the provided social media posts and images on your social media accounts and websites
4. Spread the word – like us, follow us and link with us on [Facebook](#) or [Twitter](#). We will be sharing some exciting new resources through the month via these channels.

Links to the Regional Tech Hub Connectivity Month resources can be found here on the website here: <http://regionaltechhub.org.au/toolkit/>. If you require resources for planning prior to the 7th November, please don't hesitate to contact Tegan Plant on:

Phone: +61 2 6269 5611

Email: tplant@regionaltechhub.org.au

Campaign Key Messages

About the Regional Tech Hub & Connectivity Month

- Established in 2020, the Regional Tech Hub (RTH) is a **centralised resource** providing regional, rural, and remote residents with the critical support needed to navigate the complex world of connectivity and technology options.
- The Regional Tech Hub provides **independent** and **free information** about digital technologies, services available, equipment solutions, setup, and installation.
- Connectivity Month aims to **address the gap in digital inclusion between regional and metropolitan communities**, by simplifying the noise, confusion, and frustration around phone and internet connectivity. If you answer yes, to any of the following questions, then the Regional Tech Hub can help you:
 - Do you need to *get connected*?
 - Are you wanting to *stay connected*?
 - Would you like to *improve your connection*?
 - Would you like to be able to *better use your connection*?

People living in rural, regional and remote Australia are encouraged to reach out to the Regional Tech Hub for independent support to address these four questions.

- The Regional Tech Hub offers support via its website, a phone support line 1300 081 029 and social media pages [Facebook](#) and [Twitter](#).

Why the Regional Tech Hub is needed

- **Getting connected, improving connection, and staying connected** are the top three enquiries made by regional, rural, and remote Australians, according to the Regional Tech Hub, confirming communities across regional areas are still struggling to experience the same levels of phone and internet connectivity as their urban counterparts.
- The Regional Tech Hub has engaged with **100,000 people** across regional Australia, providing independent digital connectivity advice since its establishment in 2020.
- With more people working remotely and the move of many essential services such as banking, health, education and government services to online platforms, digital skills are becoming increasingly important.
- The [2021 Australian Digital Inclusion Index](#) found that **11% of Australians (about 2.8 million people) are 'highly excluded' from digital services**, meaning they don't have access to affordable internet, or they don't know how to use it.

- For regional Australia to be digitally connected, have high connectivity literacy and businesses and individuals being supported to make the most of technology solutions, people need to be aware of and understand their options.
- The Regional Tech Hub is an Australian Government initiative and was developed and is managed by the National Farmers' Federation, working in collaboration with the Australian Communications Consumer Action Network.

For more information:

Visit the Regional Tech Hub at www.regionaltechhub.org.au

Call the Regional Tech Hub on 1300 081 029

For Regional Tech Hub guides or campaign collateral, contact Tegan Plant on:

Phone: +61 2 6269 5611

Email: tplant@regionaltechhub.org.au

Website or newsletter article template

The template article below has been developed for you to share on your website or in your next newsletter. The content can be cut and pasted to suit your requirements.

CONTENT:

New initiative launched to bridge the ongoing connectivity gap between city and country

November marks the launch of the Regional Tech Hub's Connectivity Month – a month long campaign to help address the ongoing divide in digital inclusion between regional and metropolitan communities.

People living in regional and rural areas of Australia are still considerably less 'digitally-included' than their metro peers and more than 10 per cent of Australians are 'highly excluded' from digital services.

Connectivity Month encourages people living in rural, regional, and remote Australia to reach out to the Regional Tech Hub (RTH) for independent and free support to **get connected, stay connected, improve their connection, or better use their connection.**

A report from the Good Things Foundation, [Digital Nation Australia 2021](#), also cited research by Better Internet for Rural, Regional & Remote Australia, that discovered a distinct gap in digital skills for people living in regional areas, particularly around connecting to the internet, due to a range of factors, such as the rapid pace of improvements to digital access in these areas and a lack of tech advisors located in regional areas.

The Regional Tech Hub (RTH), Australia's leading provider of independent and free digital connectivity advice and support, was established as a centralised resource to provide non-metropolitan residents with the critical support to navigate the complex world of phone and internet connectivity and technology options. It provides information about digital technologies, services available, equipment solutions, setup, and installation.

People living and working in rural, regional, and remote areas of Australia make up approximately 30% of the Australian population but are lagging behind their metro cousins when it comes to digital inclusion, with the Australian Digital Inclusion Index (ADII) being 5.5 points lower in rural areas (67.4) than capital cities (72.9).

With more people working remotely and the move of many essential services such as banking, health, education and government services to online platforms, digital skills are becoming increasingly important.

The [2021 Australian Digital Inclusion Index](#) found that 11% of Australians (about 2.8 million people) are 'highly excluded' from digital services, meaning they don't have access to affordable internet, or they don't know how to use it.

And while Australia is ranked in the top 20 countries for digital readiness, without digital inclusiveness across all geographic areas, the risk of digital exclusion in regional areas increases, and the risk of the country-city gap widening increases. Digital exclusion could see lost opportunities and

restricted options for work, education and social connections for people living in regional and remote areas. By providing a singular resource through the Regional Tech Hub, more residents in regional, rural and remote communities can get connected, stay connected, improve their connection or better use their connection.

There are a range of resources on the Regional Tech Hub website to help people understand their phone and internet connection options, troubleshoot faults and improve their digital connections. Follow along on their Facebook page this month as they share some exciting new resources.

The Hub aims to build skills, confidence and literacy when using the technologies, to ensure digital inclusion across Australia, regardless of people's geographic location. People need to be connected and confident to use the internet and digital technologies, and able to do this in an affordable manner.

The Regional Tech Hub is an Australian Government initiative and was developed and is managed by the National Farmers' Federation and the Australian Communications Consumer Action Network.

If you are experiencing connection issues, or have questions about the options available to you, visit the [Regional Tech Hub](http://regionaltechhub.org.au) website, call 1300 081 029 or follow on [Facebook](#) or [Twitter](#).



(Image can be found at <http://regionaltechhub.org.au/toolkit/>.)

Social Media templates

The copy below can be used on your social media platforms - Facebook, Instagram and LinkedIn – and modified for use on Twitter. Simply copy and paste the template content and download the corresponding images from our website here: <http://regionaltechhub.org.au/toolkit/>. Don't forget to tag the Regional Tech Hub in your post!



November is Connectivity Month!

Did you know, people living in regional Australia are still considerably less 'digitally-included' than their metro peers and more than 10 per cent of Australians are 'highly excluded' from digital services?

#ConnectivityMonth encourages people living in rural, regional, and remote Australia to reach out to the Regional Tech Hub (RTH) for independent and free support to get connected, stay connected, improve their connection or better use their connection.

If you have questions about the options available to you, get in touch via the Regional Tech Hub helpline 1300 081 029 or website <https://regionaltechhub.org.au/>

#ConnectWithRTH #RegionalTechHub



The Regional Tech Hub offers FREE and independent advice and support helping regional Australians navigate often confusing phone and internet options and technical issues. They're on hand to help you work out the best way to get and stay connected.

If you're experiencing phone and internet connection issues, or have questions about the options available to you, get in touch via the helpline 1300 081 029 or website <https://regionaltechhub.org.au/>

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub



Did you know, the Regional Tech Hub can do a free and independent "Connectivity Report" on the phone and internet options available to you?

The report searches maps and data to identify all the viable options for your connection address. Just fill out the Connectivity Report form on the Regional Tech Hub website and they will send you an email outlining the connectivity types available at your specific location, with tips on how to get connected and stay connected.

November is #ConnectivityMonth. Take the opportunity to visit the website and check your phone and internet connectivity options: <https://regionaltechhub.org.au/get-connected/connectivity-report/>

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub



Not sure how to choose an internet plan to meet your needs? There are five parts to any internet plan that you need to balance – location, speed, cost, customer experience and data.

The Regional Tech Hub can help with free and independent support. Head to their website to get all the information you need to know about choosing the right internet provider for your needs – check out this handy little video to get started.

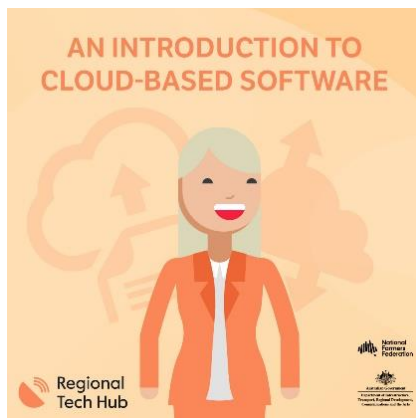
<https://regionaltechhub.org.au/get-connected/discover-internet-options/>.

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub

Open the toolkit at

<http://regionaltechhub.org.au/toolkit/>

and find the video with this thumbnail.



Heard of 'the cloud' but not quite sure what it is and if you need it?

Rather than paying for, and storing everything on a computer, an external hard drive or a server, cloud computing in general is accessing and storing information via the internet – also known as “the cloud”.

To find out more about 'the cloud' and get some tips on saving data using cloud-based file storage services, watch this quick video:

<http://regionaltechhub.org.au/toolkit/> or visit the Regional Tech Hub website <https://regionaltechhub.org.au/use-connection/cloud-based-storage-services/>

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub

Open the toolkit at

<http://regionaltechhub.org.au/toolkit/>

and find the video with this thumbnail.



Did you know you can check network outages, conduct speed tests and troubleshoot your internet connection all from the Regional Tech Hub website? You can even complete an easy to use 'escalation form' if you're having trouble getting answers from your telco provider.

You can complete the escalation form:

<https://regionaltechhub.org.au/stay-connected/escalation-form/>

Stay connected by visiting our website during #ConnectivityMonth here <https://regionaltechhub.org.au/stay-connected/check-network-outages/>

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub



The Regional Tech Hub has provided free internet and phone connectivity advice to more than 100,000 residents in regional, rural, and remote Australia! Can they help you to get connected, stay connected, improve your connection, or better use your connection?

If you have questions about the options available to you, get in touch via the Regional Tech Hub 1300 081 029 helpline, website <https://regionalttechhub.org.au/> or by completing a 'Connectivity Report' online here: <https://regionalttechhub.org.au/get-connected/connectivity-report/>

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub



Connectivity Month may be ending, but the Regional Tech Hub is still available!

If you're experiencing internet or phone connection issues, or have questions about the options available to you, get in touch for free and independent advice via the Regional Tech Hub 1300 081 029 helpline or visit <https://regionalttechhub.org.au>

#ConnectivityMonth #ConnectWithRTH #RegionalTechHub

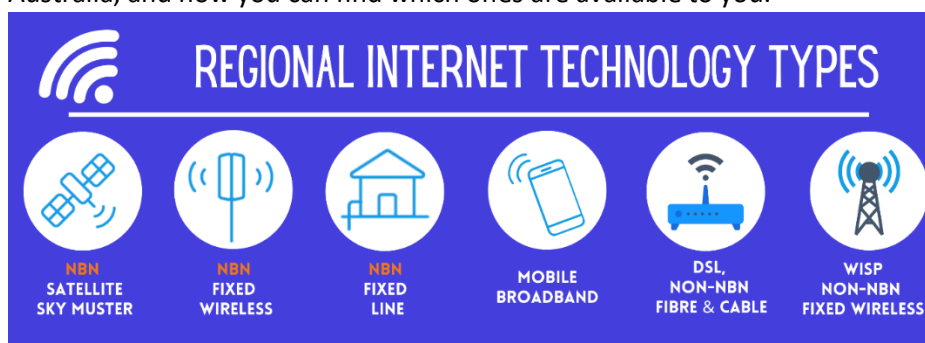
Quick Guide

Following is a quick guide to some of the information contained on the Regional Tech Hub website (www.regionaltechhub.org.au) to help people living in regional, rural, and remote Australia to Get Connected, Stay Connected, Improve their Connection, or Better Use their Connection.

Information for people wanting to....Get Connected

- [Discover internet options](#)

This page provides an overview of the different ways the internet is provided across Australia, and how you can find which ones are available to you.



- [Connectivity Report](#)

Unsure of what your best internet options are at your address? Fill out this form for a Regional Tech Hub Connectivity Report. This report is available at no cost to you and will provide independent advice on the best connections options available for your address.

- [Understand an internet plan](#)

Once you've found out what sort of internet connection you can get, it's time to understand how to choose an internet plan. This page will help you identify the sort of speed and data you might need in your specific circumstance.

- [Discover voice options](#)

This page provides an overview of the different ways voice services are provided across Australia, and how you can find which ones are available to you.

In particular, it covers the The Universal Service Guarantee (USG) and Universal Service Obligation (USO), ensuring that you have some kind of voice service regardless of where you are in Australia.

Information on how to....Stay Connected

- [Check Network Outages](#)
This page provides links to the network status/outages pages of some major internet and voice service providers.
- [Speed Tests](#)
These sites may help you identify what is normal for your connection, and what is unusually slow and therefore may need investigating.
- [Troubleshoot Internet Connection](#)
Sometimes, your internet connection just won't work properly. It might be unusually slow, or it feels like it's stopping and starting a lot. This page, and the associated links, will give you a few things to try.
- [Troubleshoot voice connection](#)
This page is to help identify where an issue with your voice service might be occurring. It provides some basic tips to try and fix your issue, before contacting your voice provider.
- [Troubleshoot services](#)
This page offers some basic tips to try when you're having problems with individual pieces of software on your computer, laptop, or mobile devices (for example iPhone, iPad, tablet).
- [Stay connected in an emergency](#)
Internet and voice services allow you to keep in contact with others before, during, and after emergencies or natural disasters. Power outages are common in emergencies, so it is important to have a range of options available to make sure that you can stay connected.

This page provides some suggestions, and links to other pages, to plan and prepare for emergency situations.

- [Tech Tips](#)
This page provides basic tips on using your computer or mobile device effectively, or links to reputable pages to provide the necessary advice. This may help improve a slow or unreliable internet connection, or at least help identify where an issue may be occurring.
- [Provider contact sheet](#)
The Regional Tech Hub has created this sheet for you to print and fill out with your internet and voice details to keep a record of them for future reference. You can use this to directly contact your provider if one of your services is offline.
[Downloadable version in PDF \(43Kb\): Regional Tech Hub provider contact sheet](#)
- [Escalation Form](#)
This form is to lodge internet and landline phone issues/faults for further investigation by the Regional Tech Hub.

Information for you to....Improve Connection

- [Improve reception](#)

Do you have mobile phone reception only if you walk to the front gate of your 1km driveway? Or stand on top of the hill behind the water tanks? Maybe you can get just one bar at midnight on a clear summer's evening? There are ways of taking that barely-there reception and turning it into a full "five bars" of access, giving you both mobile phone and internet access. This page provides an overview of these ways, and links to the detailed web pages you need for more information.
- [Tips to improve your internet experience](#)

This page provides information on setting up your internet services for the best possible experience.
- [Point to Point Connections](#)

Point-to-Point (PtP) wireless connections are used to connect two locations together using directional antennas with LoS (Line of Sight). This page provides an overview of PtP connection set up.
- [Routers and Wi-Fi extenders](#)

A router is a very specific kind of device. It receives your internet connection, and then distributes ("routes") it to your computers and devices. This page looks at the different types of routers that you can use to ensure you have the best possible connectivity wherever you need it.
- [Setting up Voice over IP \(VoIP\)](#)

VoIP is a service that uses the internet to make voice calls to any other phone number in the world, instead of your traditional landline connection. The term stands for "Voice Over Internet Protocol" or, in simple terms, a telephone service that works over the internet.

This page provides information on setting up a VoIP service using a phone handset. It does not cover using software-based services.
- [Installers, technicians, and suppliers](#)

This page provides information about businesses offering computer equipment supply and installation, as well as computer technicians and others who may be of interest throughout regional, rural and remote Australia.
- [Accessibility](#)

The internet allows anyone with an internet connection to connect with other people and participate online, but for people with a hearing, sight or mobility impairment, many social media websites and applications are not always easy to use. Further, with so many different new products out there, finding the right telephone, tablet or accessory to meet specific needs can be overwhelming.

This page will be regularly updated with information about accessibility in general, and for rural, regional and remote Australians specifically.

Information for you to better...Use Your Connection

- [Usage Control Tips for Windows](#)
This page provides some tips for managing data and controlling the usage of your Windows computer or mobile device. It includes the use of parental controls and “screen time” systems.
- [Unmetered Content](#)
Some service providers offer what’s called “unmetered content”. This refers to content or services whose data usage isn’t counted against your monthly data quota. This page provides information on unmetering works and a list of unmetered education sites and IP addresses
- [Parental control and data usage tips for Android](#)
This page provides basic tips on managing data and controlling the usage of your Android device. It includes the use of parental controls and “screen time” systems.
- [What is a Gargoyle router](#)
This document explains what “Gargoyle” firmware (software) is and how it can be used on your router. The software can be installed on any compatible Wi-Fi router.
- [PlayOn Cloud and Desktop](#)
PlayOn is a legal system that allows you to download movies, TV shows and clips from common streaming services such as Netflix, YouTube, Disney+ , Prime Video or ABC iView. This page provides more information on how PlayOn works.
- [using the nbn® Sky Muster® Education Service.](#)
nbn Sky Muster satellite services have a service designed specifically for distance and home education students. This page provides information on how the service is set up, and some tips for troubleshooting and getting help for your connection.
- [Parental control and data usage tips for iPhone and iPad](#)
This page provides basic tips on managing data and controlling the usage of your iPhone or iPad. It includes the use of parental controls and “screen time” systems.
- [Cloud-based storage services](#)
This page explains what cloud-based storage services are, and provides some tips on saving data using cloud-based file storage services.
- [What is data?](#)
This page provides an overview of what data means to your internet connection, and links to pages that provide advice on using the data supplied on your internet connection wisely.
- [Usage control tips for Apple Mac](#)
This page provides basic tips on managing data and controlling the usage of your Apple Mac computer or laptop. It includes the use of parental controls and “screen time” systems.

Contact us

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Department of Infrastructure, Transport,
Regional Development and Communications



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