

**COMMUNICATIONS
ALLIANCE LTD**



INDUSTRY CODE

C564:2025

MOBILE PHONE BASE STATION DEPLOYMENT

C564:2025 Mobile Phone Base Station Deployment Industry Code

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INTRODUCTORY STATEMENT

This Industry Code C564:2025 Mobile Phone Base Station Deployment (the Code) is proposed to replace the registered Industry Code C564:2020 Mobile Phone Base Station Deployment.

The Code is designed to:

- allow the community and councils to have greater participation in decisions made by Carriers when deploying mobile phone base stations; and
- provide greater transparency to local community and councils when a Carrier is planning, selecting sites, installing and operating Mobile Phone Radiocommunications Infrastructure.

Although the Code cannot change the regulatory and legislative regime at local, State or Federal level, it can supplement the existing requirements already imposed on Carriers by requiring them to consult with the local community and to use best practice procedures when planning, installing and operating Mobile Phone Radiocommunications Infrastructure.

The Appendices which accompany the Code are designed to:

- aid in interpreting the Code; and
- supplement the Code.

Supporting information on the existing regulatory regime under which the Code operates can be found on the ACMA website <https://www.acma.gov.au>.

2025 Revision

As part of the Code's scheduled review, Working Committee 112 has amended the Code to align the provision of information to Council's and Interested and Affected Parties with changes in technology to better reflect how Council's and members of the community access and consume information in today's contemporary communications environment.

The 2025 revision of the Code includes:

- updates to how information is collected and used by Carriers to ensure alignment with the Privacy Act and the Australian Privacy Principles;
- consolidated timeframes for consultation with Council's and Interested and Affected Parties;
- streamlined consultation and notification formats
- refreshed consultation notification templates along with amendments to how stakeholders are notified;
- refreshed signage template;
- refinements to the handling of Complaints; and
- removal of Appendix A and references to the Precautionary Approach.

The removal of Appendix A and references to the Precautionary Approach aligns with the recently updated Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) Standard for Limiting Exposure to Radiofrequency

Fields – 100 kHz to 300 GHz and the principles recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP).

This standard incorporates requirements for management of risk in occupational exposure settings and includes measures for protection of the general public to Electromagnetic Energy (EME). These safety measures remove the necessity for additional precautions to be duplicated within the Code.

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1 GENERAL

1.1 Introduction

- 1.1.1 Section 112 of the *Telecommunications Act 1997* (the Act) sets out the intention of the Commonwealth Parliament that bodies and associations representing sections of the telecommunications industry develop industry codes relating to the telecommunications activities of participants in those sections of the industry.
- 1.1.2 The development of the Code has been facilitated by Communications Alliance through a working committee comprised of representatives from the telecommunications industry, Government regulatory agencies, local government and consumer groups.
- 1.1.3 The Code should be read in the context of other relevant codes, guidelines and documents.
- 1.1.4 The Code should be read in conjunction with related legislation, including the:
- (a) *Telecommunications Act 1997 (Cth)*;
 - (b) *Radiocommunications Act 1992 (Cth)*;
 - (c) *Telecommunications Code of Practice 2021 (Cth)*;
 - (d) *Telecommunications (Low-impact Facilities) Determination 2018 (Cth)*;
 - (e) *Competition and Consumer Act 2010 (Cth)*;
 - (f) *Privacy Act 1988 (Cth)*; and
 - (g) laws and regulations at state, territory and local government level.

NOTE: For guidance, a Carrier may rely on a number of regulatory arrangements to install mobile phone radiocommunications infrastructure. E.g. the Carrier may consider the facility to be a Low Impact Facility under the Telecommunications (Low-impact Facilities) Determination 2018 (Commonwealth Legislation), or an exempt or complying development under state legislation.

- 1.1.5 If there is a conflict between the requirements of the Code and any requirements imposed on a Carrier by statute, the Carrier will not be in breach of the Code by complying with the requirements of the statute.
- 1.1.6 Compliance with this Code does not guarantee compliance with any legislation. The Code is not a substitute for legal advice.
- 1.1.7 Statements in boxed text are a guide to interpretation only and not binding as Code rules.

1.2 Registration by the ACMA

The Code is to be submitted to the Australian Communications and Media Authority for registration under section 117 of the Act.

1.3 Scope

1.3.1 The Code applies to Carriers who are:

- (a) installing;
- (b) intending to install;
- (c) operating; or
- (d) contracting or arranging for the installation of

fixed radiocommunications infrastructure, referred to as Mobile Phone Radiocommunications Infrastructure in this Code, which is used, intended to be used, or capable of being used to supply Public Mobile Telecommunications Services.

This Code does not apply to Radiocommunications Infrastructure that is not Mobile Phone Radiocommunications Infrastructure.

NOTES: 1. *This Code also covers the work of contractors or agents of Carriers, infrastructure lessors, infrastructure developers, telecommunications service providers and other entities engaged in activities covered by this Code on behalf of a Carrier. Carriers are responsible for the compliance of such third parties with the Code.*

2. *A Public Mobile Telecommunications Service is a publicly accessible mobile phone network, as distinct from a non-public network e.g. an immediate circle (as defined in the Act). An immediate circle is a non-public network used within an organisation).*

1.3.2 This Code does not apply to Carriers in relation to the intended installation or operation of Exempt Mobile Phone Radiocommunications Infrastructure, or Emergency Service Organisations. See clause 2.2 for definitions.

1.4 Objectives

The objectives of the Code are:

- (a) to demonstrate that EME exposure to the general public is compliant with the EME Safety Standard;
- (b) to ensure relevant stakeholders are informed, notified or consulted, and engaged with before Mobile Phone Radiocommunications Infrastructure is constructed;
- (c) to specify standards for consultation, information availability and presentation;
- (d) to consider the impact on the wellbeing of the community, physical or otherwise, of Mobile Phone Radiocommunications Infrastructure; and
- (e) to ensure council and community views are incorporated into the Mobile Phone Radiocommunications Infrastructure site selection.

NOTE: This Code may not always:

- *satisfy all participants; or*
- *resolve all differences of opinion or values.*

1.5 Relationship to Other Laws

- 1.5.1 Nothing in this Code affects any rights or obligations under any Commonwealth, state or territory law.
- 1.5.2 The consultation requirements of this Code do not apply to infrastructure that requires Development Approval. In such cases it is expected that public consultation will occur through the Development Application process.
- 1.5.3 Nothing in this Code applies to the installation of facilities described in subclause 17(6) of Schedule 3 to the Act.

NOTE: Subclause 17(6) of Schedule 3 to the Act relates to activities to be carried out without delay under certain circumstances.

1.6 Code review

- 1.6.1 The Code will be reviewed every 5 years, or earlier in the event of significant developments that affect the Code or a chapter within the Code.

2 ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 Acronyms

For the purposes of the Code:

ACMA

Australian Communications and Media Authority

ARPANSA

Australian Radiation Protection and Nuclear Safety Agency

EME

Electromagnetic Energy

LIFD

Telecommunications (Low-impact Facilities) Determination 2018

NATA

National Association of Testing Authorities

RF

Radiofrequency

RFNSA

the Radiofrequency National Site Archive website

2.2 Definitions

For the purposes of the Code:

ACMA Regulations

means the *Radiocommunications Licence Condition (Apparatus Licence) Determination 2015 (Cth)*, as amended from time to time.

Act

means the *Telecommunications Act 1997 (Cth)*.

Electromagnetic Energy Report

means a report that shows the maximum predicted levels of EME around the new or upgraded facility. See Appendix B for further details.

Australia Post Delivery Timetable

means the delivery timetables relating to items posted in Australia as published by Australia Post from time to time.

Business Day

means a day, concluding at 5:00 pm, that is not a Saturday, Sunday or a public holiday in the place where the Carrier intends to deploy Mobile Phone Radiocommunications Infrastructure.

Carrier

has the same meaning given by section 7 of the Act.

Communications

has the same meaning as in section 7 of the Act.

Community Sensitive Location

land uses such as residential areas, childcare centres, schools, aged care centres, hospitals and regional icons may be considered as sensitive uses in some communities. It is acknowledged that each location should be evaluated on a site-by-site basis to determine community sensitive locations.

NOTE: The Code does not prohibit a carrier from deploying Mobile Phone Radiocommunications Infrastructure near or on a Community Sensitive Location.

Complaint

means a matter raised with a Carrier about compliance with this Code.

NOTE: A Complaint does not include:

- 1. a request for information;*
- 2. any comments or submissions about Mobile Phone Radiocommunications Infrastructure received by a Carrier during a public consultation or notification process; or*
- 3. Any scientific, health or personal views expressed by a person about proposed or installed Mobile Phone Radiocommunications Infrastructure.*

Consultation

means a process whereby Carriers seek to inform other parties about a proposed project at a particular location with the intention of giving those parties an opportunity to respond to the proposal and to have their responses considered.

Council

for an activity in a state or territory, means an authority of the state or territory responsible for the local government of the area where the activity happens or is to happen and/or the authority in a local area responsible for land use planning decisions. This is usually the Local Government Authority although this may vary in places such as territories.

Development Application / Approval

means approval in accordance with state or local planning laws.

EME Safety Standard

means the ARPANSA Standard for Limiting Exposure to Radiofrequency Fields – 100 kHz to 300 GHz (2021), RPS S-1 (Rev. 1).

Emergency Services Organisation

includes, but is not limited to:

- (a) police forces or services;
- (b) fire services (urban and rural);
- (c) ambulance services; and
- (d) state emergency services.

Exempt Mobile Phone Radiocommunications Infrastructure

means:

- (a) Mobile Phone Radiocommunications Infrastructure installed at the request of the occupier to supply services exclusively to that property and not for re-transmission by radiocommunications to another property; or
- (b) Mobile Phone Radiocommunications Infrastructure used or intended to be used for the purpose of providing a facility for use by, or on behalf of, a defence organisation for defence purposes; or
- (c) Mobile Phone Radiocommunications Infrastructure used or intended to be used for the purpose of facilitating the provision of emergency services by Emergency Services Organisations; or
- (d) Temporary Mobile Phone Radiocommunications Infrastructure in operation for less than one month; or
- (e) fixed, mobile or portable radiocommunications equipment that is intended for operation by Carriers or non-Carriers, and which would otherwise meet the exemption from evaluation requirements set out in the [Advisory Note](#) to the EME Safety Standard or any other equivalent ACMA requirements.

Fixed Radio Links

means Point-to-point and Point-to-multipoint Services, fixed at both ends that are used in the supply of Public Mobile Telecommunications Services and includes but is not limited to microwave and satellite radio communications links.

Frequency Band

means the radiofrequency bands used by the mobile phone networks.

Independent NATA Assessor

means an entity who has demonstrated its technical competency to operate in accordance with ISO/IEC 17020:2012 Conformity assessment—Requirements for the operation of various types of bodies performing inspection.

Installation

in relation to Mobile Phone Radiocommunications Infrastructure, includes:

- (a) the construction of the Mobile Phone Radiocommunications Infrastructure, on, over or under any land;
- (b) the attachment of the Mobile Phone Radiocommunications Infrastructure to any building or other structure; and

- (c) any activity that is ancillary or incidental to the installation of the Mobile Phone Radiocommunications Infrastructure (for this purpose, installation includes an activity covered by paragraphs (a) or (b) above).

Interested and Affected Parties

means people, organisations, companies and businesses who, in the Carrier's reasonable opinion, may have an interest in, and may be affected by the design and/or location of proposed Mobile Phone Radiocommunications Infrastructure, including:

- (a) the owner(s) or occupier(s) of the proposed site;
- (b) persons who reside within the immediate vicinity of the proposed site;
- (c) occupiers of community sensitive locations in the vicinity of the proposed site; and
- (d) other community stakeholders identified by the Carrier.

NOTE: 1. See <https://www.commsalliance.com.au> for examples of immediate vicinity.

Interested and Affected Parties include, but is not limited to local Progress Associations, Parents and Citizens groups, pre-schools and schools, local MPs, resident groups, childcare centres, chambers of commerce, sporting groups, tenants, Occupational Health and Safety Committees, Aboriginal Land Councils and residents in adjacent council areas but living in proximity to a proposal. A local council is a good source of information about potentially affected parties in a locality.

Low Impact Facility

means a facility as determined in the *Telecommunications (Low-impact Facilities) Determination 2018*.

Low RF Power Mobile Phone Radiocommunications Infrastructure

means one or more transmitters operating at a total maximum power into the antenna of no greater than 2 Watts.

NOTE: Examples may include micro-cells, pico-cells, distributed antenna systems and in-building systems.

Mobile Phone Base Station

means a mobile phone radiocommunications transmitter and its associated infrastructure including any antennas, housings and other equipment.

Mobile Phone Radiocommunications Infrastructure

means fixed radiocommunications infrastructure used, intended to be used, or capable of being used to supply Public Mobile Telecommunications Services and includes a Mobile Phone Base Station. (Also referred to in the Code as facility or infrastructure).

NOTE: Mobile Phone Radiocommunications Infrastructure includes both low impact facilities and facilities that are not low impact.

Point-to-multipoint Service

has the same meaning as in the Act. Specific information about particular services is available from <https://www.acma.gov.au>.

Point-to-point Service

means a carriage service which allows a person to transmit a communication to an end-user(s).

Public Mobile Telecommunications Service

has the same meaning given in section 32 of the Act.

RF Hazard Area

means an area where the emission level exceeds the ACMA Regulations mandatory limits for general public exposure to RF EME.

RFNSA

means the Radiofrequency National Site Archive website located at www.rfnsa.com.au.

Site Position

means information that specifically identifies the physical placement of the facility.

Small Mobile Phone Radiocommunications Infrastructure

means Mobile Phone Radiocommunications Infrastructure that meets the requirements of Part 1, Item 8 or 9 of the *Telecommunications (Low-impact Facilities) Determination 2018* including additions to the facility. (Also referred to in this Code as facility or infrastructure).

NOTE: Small Mobile Phone Radiocommunications Infrastructure includes (but is not limited to) microcells and small cells.

Temporary Mobile Phone Radiocommunications Infrastructure / Temporary Facility

means Mobile Phone Radiocommunications Infrastructure as permitted by Part 6A and Part 7 of the Schedule to the *Telecommunications (Low-impact Facilities) Determination 2018*.

2.3 Interpretations

In the Code, unless the contrary appears:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) words in the singular includes the plural and vice versa;
- (d) words importing persons include a body whether corporate, politic or otherwise;
- (e) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (f) mentioning anything after include, includes or including does not limit what else might be included;
- (g) words and expressions which are not defined have the meanings given to them in the Act; and
- (h) a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3 GENERAL OBLIGATIONS ON CARRIERS

3.1 Privacy and Use of Information

- 3.1.1 A Carrier who receives any type of information as described in the Code must use this information only in accordance with Part 13 of the Act and the *Privacy Act 1988 (Cth)*.
- 3.1.2 Where there is any inconsistency between the Code and Part 13 of the Act or the *Privacy Act 1988 (Cth)*, Part 13 of the Act or the *Privacy Act 1988 (Cth)* will prevail.
- 3.1.3 Except as otherwise permitted or compelled by law, information provided for the purposes of the Code must only be used or disclosed in accordance with the following:
- (a) complaint handling;
 - (b) to assist with the purposes of consultation or notification;
 - (c) to assist Government regulator(s) or other Government Departments with their compliance activities; and
 - (d) verifying the accuracy of information held by the Carrier
- but must not be used or disclosed for any other purposes.
- 3.1.4 Unauthorised 'other purposes' include use or disclosure for marketing purposes.

3.2 Provision of Information

- 3.2.1 A Carrier must respond to reasonable requests by a Council for information and assistance for the purpose of Council's forward planning.

NOTE: Examples of the kind of assistance that Carriers should give to Councils include:

1. *providing the Council with the Carrier's forward project plans concerning the deployment of Mobile Phone Radiocommunications Infrastructure;*
2. *providing the Council with the Carrier's plans concerning service level targets for planned Mobile Phone Radiocommunications Infrastructure;*
3. *engaging with other Carriers to explore opportunities for co- location and to investigate opportunities for the coordinated, strategic and efficient deployment of Mobile Phone Radiocommunications Infrastructure;*
4. *providing the Council with an assessment of the opportunities for co-location of Mobile Phone Radiocommunications Infrastructure with the facilities of other Carriers; and*
5. *providing the Council with as much forward planning notice as possible.*

3.3 Timeframes

- 3.3.1 A notice, document or record posted or sent to an address in Australia, as part of the process of notification or consultation, is taken to have been given as follows:
- (a) in accordance with Australia Post Delivery Timetable for the specific Australia Post services utilised;
 - (b) the next Business Day after it was left at the premises, in the case of a notice or document (whether residential or otherwise);
 - (c) the next Business Day for electronic communication; or
 - (d) a delivery time which can be substantiated e.g. Courier receipt.

NOTE: Carriers will use their best endeavours to allow for differences which may arise from holiday periods, or differing timeframes based on a specific Australia Post service used.

3.4 General Information Provision

- 3.4.1 A Carrier must respond to reasonable requests for information related to its obligations under the Code.
- 3.4.2 Information provided under this Code must be clear, legible, and in plain English.
- 3.4.3 A notice mentioned in this Code may reference multiple sites.
- 3.4.4 Where a Carrier has identified a school as an Interested or Affected Party in its consultation plan, it must have regard to that school's formal holiday periods.
- 3.4.5 Where there is a large physical separation between facilities on a premises, they should be dealt with as separate sites for the purposes of consultation.
- 3.4.6 Where the Carrier considers a request for information does not relate to its obligations under the Code, the Carrier must inform the requestor the reason(s) why this information will not be provided.

NOTES: 1. The Carriers refusal to provide information, that does not relate to its obligations under the Code, is not a breach of the Code.

2. Not all information will be made available to the public on request due to some of the information considered in the written procedures of a Carrier being commercial in confidence or confidential.

- 3.4.7 A Carrier must keep documentary evidence of its compliance with the Code for a period of two years.

NOTE: In the instance where an investigation is underway by the ACMA, records will be retained until the investigation is closed.

- 3.4.8 The Carrier's likely date range for construction must be to the nearest month.

4 MOBILE PHONE RADIOCOMMUNICATIONS INFRASTRUCTURE SITE SELECTION, AND DESIGN AND OPERATIONAL REQUIREMENTS

This section applies to new site selection, and the design and operational requirements for Mobile Phone Radiocommunications Infrastructure.

4.1 New Site Selection

4.1.1 The Carrier must have regard to the following when selecting a new site for the deployment of Mobile Phone Radiocommunications Infrastructure:

- (a) the mobile coverage and service objectives of the area;
- (b) the likelihood of an area being a community sensitive location,

NOTE: Residential areas, childcare centres, schools, aged care centres, hospitals and regional icons may be considered as sensitive uses in some communities. It is acknowledged that each location should be evaluated on a site-by-site basis to determine community sensitive locations. It is common for facilities to be installed in Residential Areas to satisfy coverage objectives.

- (c) relevant planning and environmental considerations;
- (d) the radiofrequency interference the planned service may cause to other mobile telecommunications services; and
- (e) any obligations to co-locate facilities.

NOTE: A Carrier's internal processes may have regard to factors beyond the minimum mandatory requirements set out under clause 4.1.1.

4.2 Site Design and Operational Requirements

EME assessment and compliance

4.2.1 The Carrier must create an Electromagnetic Energy Report for Mobile Phone Radiocommunication Infrastructure in accordance with the ARPANSA prediction methodology and report format (as referenced in Appendix B).

NOTE: The ARPANSA prediction methodology requires cumulative predictions from all Mobile Phone Base Station equipment installed at the site.

4.2.2 The ACMA may request a copy of the Electromagnetic Energy Report, and the Carrier must provide a copy of the Electromagnetic Energy Report to the ACMA within 14 days of the request being made.

4.2.3 The Carrier must be able to demonstrate compliance with the ACMA Regulations.

Compliance with the EME Safety Standard

- 4.2.4 For each RF Hazard Area, the carrier must comply with section 5.6 Protection of the general public (a) – (c) of the EME Safety Standard.

NOTE: Section 5.6 Protection of the general public (a)—(c) of the EME Safety Standard sets out measures that the Carrier must take to protect members of the general public who may be exposed to RF fields due to their proximity to antennas.

- 4.2.5 To satisfy compliance with the EME Safety Standard, the Carrier must have regard to:
- (a) the kinds of people who may have access to the area;
 - (b) the need for physical barriers;
 - (c) relevant occupational health and safety requirements;
 - (d) the views of the property owner;
 - (e) any site changes that have been made; and
 - (f) any other matter which may be relevant to ensure site safety with regards to EME.
- 4.2.6 The Carrier must ensure that technical staff of the Carrier who may be involved in activities on or adjacent to Mobile Phone Radiocommunications Infrastructure are trained in radio frequency exposure safety.
- 4.2.7 The Carrier must ensure that RF transmission equipment no longer in service does not transmit, or is removed.

5 SMALL SCALE INFRASTRUCTURE

Small scale infrastructure telecommunications facilities have minimal visual impact and are designed to provide local coverage to a small area. This section also covers fixed radio links.

5.1 Notification for Low RF Power Mobile Phone Radiocommunications Infrastructure and Fixed Radio Links

- 5.1.1 The Carrier must notify Council of all proposed Low RF Power Mobile Phone Radiocommunications Infrastructure and Fixed Radio Links under the Carrier's control.
- 5.1.2 The Carrier must notify the manager (if applicable), and the owner or occupier of the property in/on which the proposed equipment is to be located.
- 5.1.3 The Carrier must notify the owners or occupiers of a residence in the immediate vicinity of the proposed site.
- 5.1.4 The Carrier must include the following information in a notification about the proposal:
 - (a) the address of the proposed location and Site Position;
 - (b) a written description of the proposed facility;
 - (c) a statement setting out the applicable regulatory arrangements that the Carrier intends to rely on to install the infrastructure and the reasons that those arrangements apply;
 - (d) a reference to the relevant section of this Code applicable to the proposal;
 - (e) a statement that the proposed infrastructure will be in compliance with the ACMA EME regulatory arrangements; and
 - (f) the contact details of the Carrier's representative.

5.2 Notification for Small Mobile Phone Radiocommunications Infrastructure

This section applies to infrastructure that meets the requirements of Part 1, Item 8 or 9 of the *Telecommunications (Low-impact Facilities) Determination 2018* including additions to a Radiocommunications Facility. For example, this section includes (but is not limited to) microcells and small cells.

Notification

- 5.2.1 The Carrier must notify Council of the proposed installation.
- 5.2.2 The Carrier must notify the manager (if applicable), and the owner or occupier of the property in/on which the proposed facility is to be located.
- 5.2.3 The Carrier must notify the owners or occupiers of premises in the immediate vicinity of the proposed site.

- 5.2.4 The Carrier must notify community sensitive locations in close proximity of the proposed site.

NOTE: For examples of close proximity see <https://www.commsalliance.com.au/Documents/all/codes/c564>

- 5.2.5 The Carrier must include the following information in a notification about the proposal:
- (a) the address of the proposed location and Site Position;
 - (b) a brief written description of the proposed facility;
 - (c) the contact details of the Carrier's representative;
 - (d) an invitation to make comments on the proposal;
 - (e) the timeframe for comments to be submitted within;
 - (f) details about how to obtain detailed information about the proposal from the RFNSA website, including a direct link or 'QR code' (or similar), or alternatively how to receive hard copy information from the Carrier via mail or other means; and
 - (g) the closing date to make comments by which must be at least 10 Business Days after the date on which the notice is issued.

Detailed Information (RFNSA website information)

- 5.2.6 Further information about the proposal must be provided on the RFNSA website including:
- (a) the address of the proposed location and Site Position;
 - (b) a detailed written description of the proposed facility;
 - (c) plans / site drawings;
 - (d) a statement setting out the applicable regulatory arrangements that the Carrier intends to rely on to install the infrastructure and the reasons that those arrangements apply;
 - (e) a reference to the relevant section of this Code applicable to the proposal;
 - (f) a statement that the proposed infrastructure will comply with the ACMA EME regulatory arrangements;
 - (g) an Electromagnetic Energy Report for the proposal (see Appendix B);
 - (h) the contact details of the Carrier's representative;
 - (i) a link to the Communications Alliance information portal;
 - (j) an invitation to make comments on the proposal; and
 - (k) the closing date to make comments by which must be at least 10 Business Days after the date on which the notice is issued.
- 5.2.7 The Carrier must place a sign about the proposed Mobile Phone Radiocommunications Infrastructure at the site proposed and ensure the sign complies with the format and placement requirements in Appendix D2 and E3.

Council and public submissions

- 5.2.8 The Carrier must review and respond to submissions that were received during the comment period.
- 5.2.9 Upon completion of the notification period, the Carrier must provide to the submitters:
- (a) a statement about the Carrier's intended action(s) regarding the intended work; and
 - (b) a likely timeframe for when construction is intended to commence, unless the Carrier decides not to proceed with the construction.
- 5.2.10 The Carrier must not proceed with construction:
- (a) prior to the completion of the timeframe specified in clause 5.2.5 (e); and
 - (b) until it has met its obligations under clause 5.2.9(a) and (b).

6 CONSULTATION REQUIREMENTS FOR INSTALLATION AT A NEW SITE WITHOUT DEVELOPMENT APPLICATION

Section 6 applies if a Carrier proposes to install Mobile Phone Radiocommunications Infrastructure at a new site.

Section 6 does not apply if Development Approval is required for all or part of the facility. Section 6 does not apply to the installation of small-scale infrastructure as described under section 5.

NOTES:

1. For the purposes of section 6, a new site is a site where there is no existing Mobile Phone Radiocommunications Infrastructure.

2. The consultation requirements of this Code do not apply to Mobile Phone Radiocommunications Infrastructure that require Development Approval. In such cases it is expected that public consultation will occur through the Development Application process or covered by State Government legislation.

Consultation with Council and Interested and Affected Parties

The consultation process will involve the development and implementation of the consultation plan and allow for the plan to be modified, if necessary.

6.1 Development and Evolution of Consultation Plan

6.1.1 In developing a consultation plan for a site, the Carrier must endeavour to meet the objectives of:

- (a) identifying and informing Council(s) and Interested and Affected Parties of the proposed project;
- (b) providing clear and accurate information about the project to Interested and Affected Parties in an accessible form;
- (c) using its reasonable endeavours to identify Community Sensitive Locations;

NOTE: Examples of sites which have sometimes been considered to be sensitive include residential areas, childcare centres, schools, aged care centres, hospitals and regional icons.

- (d) meeting the reasonable needs and expectations of the community; and
- (e) considering the consultation tools in Appendix C in order to ensure its consultation plan is fit for purpose;
- (f) identifying and attempting to resolve potential issues early in the site planning process; and
- (g) obtaining mutually acceptable outcomes on individual projects.

- 6.1.2 The Carrier must develop a consultation plan prior to commencement of consultation and provide to Council, which must:
- (a) outline the consultation that the Carrier proposes to carry out in relation to the site; and
 - (b) seek comment from Council(s) on the consultation plan.
- 6.1.3 The consultation plan must include:
- (a) a map of the consultation area around the proposed site;
 - (b) Community Sensitive Locations to be notified; and
 - (c) Interested and Affected Parties within a distance specified and justified by the Carrier, to consult with and seek comment from.
- 6.1.4 The Carrier must review the consultation plan having regard to any comments received from the Council(s) under clause 6.1.2.
- 6.1.5 The Carrier must comply with its consultation plan and any amendments made to the plan.
- 6.1.6 Where it can reasonably be expected that an adjacent local government area will be impacted by a proposal, the Carrier must also seek comment from the Council administering that adjacent local government area.
- 6.1.7 The Carrier's consultation for each proposal must be open, transparent and fit for purpose.

NOTE: The size and scope of the consultation plan should be weighed against the likely impact the proposal will have on directly affected parties, relevant stakeholders and community sensitive locations.

Carriers should consider various consultation tools when dealing with sites that contain multiple residences.

The Consultation Guidelines in Appendix C should be used for guidance. The Carrier's consultation plan may evolve in response to feedback from stakeholders.

Information about a proposal to be communicated to Council and Interested and Affected Parties

Notification

- 6.1.8 The Carrier must provide a notification to Council and Interested and Affected Parties which contains:
- (a) the address of the proposed location and Site Position;
 - (b) a brief written description of the proposed facility;
 - (c) the contact details of the Carrier's representative;
 - (d) an invitation to make comments on the proposal;
 - (e) the timeframe for comments to be submitted within;
 - (f) details about how to obtain detailed information from the RFNSA website, including a direct link or 'QR code' (or similar), or alternatively how to receive hard copy information from the Carrier via mail or other means; and

- (g) the closing date to make comments.

Detailed Information (RFNSA website information)

- 6.1.9 Further information about the proposal must be provided on the RFNSA website which includes:
 - (a) the address of the proposed site and Site Position;
 - (b) plans / site drawings;
 - (c) a detailed written description of the proposed facility;
 - (d) the rationale for the proposal;
 - (e) the Consultation Plan;
 - (f) a statement setting out the applicable regulatory arrangements that the Carrier intends to rely on to install the infrastructure and the reasons that those arrangements apply;
 - (g) a reference to the relevant section of this Code applicable to the proposal;
 - (h) a statement that the proposed infrastructure will comply with the ACMA EME regulatory arrangements;
 - (i) an Electromagnetic Energy Report for the proposal (see Appendix B);
 - (j) the contact details of the Carrier's representative;
 - (k) an invitation to make comments on the proposal;
 - (l) the timeframe for comments to be submitted;
 - (m) any key dates related to the proposal (e.g. consultation dates, construction dates);
 - (n) a link to the Communications Alliance information portal; and
 - (o) a copy of the Notification.
- 6.1.10 The Carrier must update the information on the RFNSA to reflect any amendments to the consultation plan, including relevant dates, as soon as practical.
- 6.1.11 The Carrier must ensure that the detailed information remains publicly accessible until the construction is complete.
- 6.1.12 The Carrier must make the detailed information available on request by email or post.

On-site signage

- 6.1.13 The Carrier must place a sign about the proposed Mobile Phone Radiocommunications Infrastructure at the site proposed and ensure the sign complies with the format and placement requirements in Appendix D2 and E3.

Timeframe for Consultation

- 6.1.14 The Carrier must give Councils a total of 20 Business Days to provide comments on the proposal.
- 6.1.15 The Carrier must allow Council to provide comment on the consultation plan within the first 10 Business Days of the overall 20 Business Day period.
- 6.1.16 The Carrier must give Interested and Affected Parties 15 Business Days to provide comments on the proposal.
- 6.1.17 If a written request is received by a Carrier from any Interested and Affected Parties for an extension period to comment on the proposal, a Carrier must grant an additional 5 Business Days to that party.

NOTE: Where an Interested and Affected Party contacts a Carrier expressing concerns over time to respond, the Carrier can inform them of the option for an extension of time under clause 6.1.17.

Timeframe for Interested and Affected Parties can differ if identified at a date which occurs after the initial Notification correspondence.

FIGURE 1

Example timeline for Council and Interested and Affected Parties to comment on the proposed installation.

Business Days	Day	Council	Interested and Affected Parties (Note: the process for Interested and Affected Parties in this column does not need to start on the same day as the Council process).
		The Carrier sends correspondence including the Notification and the consultation plan to Council for comment.	The Carrier sends Notification to Interested and Affected Parties in accordance with the consultation plan.
1	Wed	Correspondence is taken to have arrived at Council. Time for Council to comment on proposed installation plans and consultation plan starts.	Notification is taken to have arrived at the Interested and Affected Parties. Time for Interested and Affected Parties to comment on the proposed installation plans starts.
2	Thur		
3	Fri		
	Sat		
	Sun		
4	Mon		
5	Tue		
6	Wed		
7	Thur		
8	Fri		
	Sat		
	Sun		
9	Mon		
10	Tue	Close of 10 Business Day period for Council to comment on consultation plan ends.	
11	Wed		
12	Thur		
13	Fri		
	Sat		
	Sun		
14	Mon		
15	Tue		Close of period for Interested and Affected Parties to comment on the proposal.
16	Wed		
17	Thur		
18	Fri		
	Sat		
	Sun		
19	Mon		
20	Tue	Close of period for Council to comment on the proposal.	

NOTES to Figure 1: The figure shows the overall number of days allowed for the Carrier to receive Council's comments on the consultation plan, and to receive Council and Interested and Affected Parties comments on the proposed installation plans.

1. Notification can be delivered to Councils and Interested and Affected Parties on the same date
2. Timeframes in the figure are based on email correspondence.
3. Public holidays and weekends are not counted as Business Days.
4. Delivery times for letters sent are based on the timeframes in clause 3.3.
5. An extension of 5 Business Days to the processes outlined in the table above can be requested by Interested and Affected Parties as per clause 6.1.17.

6.2 Assessing and Reporting on Outcomes

- 6.2.1 The Carrier must have written procedures for responding to the comments of Interested and Affected Parties, including likely timeframes for response.
- 6.2.2 At the end of the consultation process the Carrier must assess all comments and decide how to proceed.
- 6.2.3 The Carrier must engage with and respond to comments received from Interested and Affected Parties during the consultation period.

NOTE: Response times may vary depending on the volume and complexity of the comments received.

- 6.2.4 The Carrier must prepare a consultation report which includes:
- (a) summary of comments received during the consultation process;
 - (b) the Carrier's consideration and assessment of these comments;
 - (c) a statement about the Carrier's intended actions regarding the proposed work; and
 - (d) where construction is intended to proceed a range of likely dates for commencement of construction.

NOTE: The consultation may not always:

1. *satisfy all participants; or*
2. *resolve all differences of opinion or values.*

- 6.2.5 The Carrier must ensure the report prepared under clause 6.2.4 is:
- (a) sent to Council and concurrently published on the RFNSA; and
 - (b) made available to a member of the public on request.
- 6.2.6 The Carrier must:
- (a) not commence the work until after the report prepared under clause 6.2.4 has been sent to Council; and
 - (b) update the RFNSA where construction is intended to proceed, to reflect any changes in the likely date range for the commencement of construction.

7 NOTIFICATION FOR INSTALLATIONS AT AN EXISTING SITE WITHOUT DEVELOPMENT APPROVAL

Section 7 applies if a Carrier proposes to install Mobile Phone Radiocommunications Infrastructure at an existing site. For the purposes of section 7, an existing site is a site where there is existing Mobile Phone Radiocommunications Infrastructure, except small scale infrastructure as described under section 5.

Section 7 does not apply if Development Approval is required for all or part of the facility. Section 7 does not apply to the installation of small-scale infrastructure as described under section 5.

NOTE: The consultation requirements of this Code do not apply to Mobile Phone Radiocommunications Infrastructure that require Development Approval. In such cases it is expected that public consultation will occur through the Development Application process.

7.1 Notification to Council, Interested and Affected Parties and the public

Notification

- 7.1.1 The Carrier must provide notification to the Council and identified Interested and Affected Parties which includes:
- (a) the address of the proposed location and Site Position;
 - (b) a brief written description of the proposed facility;
 - (c) the contact details of the Carrier's representative;
 - (d) an invitation to make comments on the proposal;
 - (e) the timeframe for comments to be submitted within;
 - (f) details about how to obtain detailed information about the proposal from the RFNSA website, including a direct link or 'QR code' (or similar), or alternatively how to receive hard copy information from the Carrier via mail or other means; and
 - (g) the closing date for comments which must be at least 10 Business Days after the date on which the notice is issued.

Detailed Information (RFNSA website information)

- 7.1.2 The Carrier must ensure that the RFNSA detailed information is publicly accessible during the notification period.
- 7.1.3 The Carrier must make information from the RFNSA available on request by email or post.
- 7.1.4 Further information provided about the proposal must be published on the RFNSA website which include:
- (a) the address of the proposed location and Site Position;
 - (b) a written description of the proposed facility;
 - (c) a statement setting out the applicable regulatory arrangements that the Carrier intends to rely on to install the infrastructure and the reasons that those provisions apply;

- (d) a reference to the relevant section of this Code applicable to the proposal;
- (e) a statement that the proposed infrastructure will comply with the ACMA EME regulatory arrangements;
- (f) an Electromagnetic Energy Report for the proposal (see Appendix B);
- (g) contact details of the Carrier's representative;
- (h) a link to the Communications Alliance information portal;
- (i) an invitation to make comments on the proposal; and
- (j) the closing date to make comments by which must be at least 10 Business Days after the date on which the notice is issued.

NOTES:

1. Typical methods for delivery of notification include, email, letter box delivery, locally circulating public notices, and placement of a sign on site. Additional methods can be used such as newspaper notices or social media, where they are fit-for-purpose.

2. Where an Interested and Affected Party has subscribed their ongoing interest in the existing facility via the RFNSA website, this party will be emailed notification

7.2 Council and public comments

- 7.2.1 Before commencing the work, the Carrier must have regard to any comments received from the public, Interested and Affected Parties and Council.

8 NOTIFICATION FOR TEMPORARY MOBILE PHONE RADIOCOMMUNICATIONS INFRASTRUCTURE

Temporary Mobile Phone Radiocommunications Infrastructure (Temporary Facility) used or intended to be used for the purpose of facilitating provision of emergency services by an Emergency Service Organisation in accordance with Part 7 of the Schedule to the LIFD is exempt from this section.

Section 8 applies to Temporary Mobile Phone Radiocommunications Infrastructure deployed in accordance with Part 6A of the Schedule to the LIFD that is in operation for more than 30 calendar days.

8.1 Notification for Temporary Facilities

- 8.1.1 The Carrier must notify Council of a Temporary Facility.
- 8.1.2 The Carrier must notify the manager, owner or occupier of the property in/on which the Temporary Facility is to be located.
- 8.1.3 The Carrier must notify the owners or occupiers of residences in the immediate vicinity of the Temporary Facility site.
- 8.1.4 The Carrier must include the following information in the notification:
 - (a) the address of the Temporary Facility location and Site Position;
 - (b) a written description of the Temporary Facility;
 - (c) the anticipated timeframe for the Temporary Facility;

NOTE: The anticipated timeframe for commencement and removal of the temporary facility should be the nearest month.

- (d) a statement setting out the applicable regulatory arrangements that the Carrier intends to rely on to install the infrastructure and the reasons that those arrangements apply;
- (e) a statement that the proposed infrastructure will be in compliance with the ACMA EME regulatory arrangements;
- (f) a reference to the relevant section of this Code applicable to the proposal;
- (g) the contact details of the Carrier's representative; and
- (h) the Carrier must place a sign about the Temporary Facility (including information on the purpose and anticipated timeframe) at the site proposed and ensure the sign complies with the format and placement requirements in Appendix D2.

NOTE: Notification under this section should be given at least one week prior to installation, where possible.

- 8.1.5 If the Temporary Facility is located in a remote part of Australia or will be used for emergency services by an Emergency Service Organisation, the Carrier may place the sign, for the purposes of clause 8.1.4(h) during the time of construction.

- 8.1.6 If the Temporary Facility will be in operation for a period longer than originally described under clause 8.1.4(c), the Carrier must:
- (a) undertake another notification under clause 8.1 and provide updated information;
 - (b) provide reasons in the notification why the temporary facility needs to be in operation for a period longer than originally described; and
 - (c) replace the onsite signage with updated information.

NOTE: Notification under this section should be given at least one week prior to installation, were possible.

9 RADIO EMISSIONS AND HEALTH AND SAFETY INFORMATION

9.1 RF EME Health and Safety Information

- 9.1.1 If requested, the Carrier must make available to the public, at no charge:
- (a) information regarding how they address RF EME health and safety issues in relation to their networks; and
 - (b) information about where research reports on the health and safety impacts of radiofrequency infrastructure may be obtained. The Carrier may meet this requirement by referring members of the public to the relevant industry body or Government agency.

NOTE: The Carrier should keep informed via relevant scientific bodies of the significance of the results of scientific investigations or studies on EME.

- 9.1.2 For a specific site, the Carrier must provide, as soon as practicable and at no charge, the following information to Councils and members of the public on request:
- (a) a description of their radiofrequency infrastructure on the site;
 - (b) the radio frequency bands as per the Electromagnetic Energy EME Report format;
 - (c) an EME site compliance certificate prepared by an Independent NATA Assessor;
 - (d) details of any RF hazard areas associated with their infrastructure and management practices to restrict access to RF hazard areas;
 - (e) the levels of exposure to EME emissions in accordance with the Electromagnetic Energy Report (see Appendix B); and
 - (f) coverage information of the area.
- 9.1.3 Clause 9.1.1 does not apply where in the reasonable opinion of the Carrier the information is being sought for commercial purposes.
- 9.1.4 Where the Carrier provides or quotes summaries of scientific information, the Carrier must reference the source of information.
- 9.1.5 The Carrier must not assert anything to the effect that the absence of scientific proof means that there is no possibility of risk arising from the operation of Mobile Phone Radiocommunications Infrastructure.

10 COMPLAINT HANDLING

For the purposes of this Code, a Complaint means a matter raised with a Carrier about compliance with the processes outlined in this Code.

10.1 Carrier to Develop Complaints Handling Procedure

- 10.1.1 The Carrier must have a written procedure for dealing with Complaints.
- 10.1.2 The Carrier must make the procedure available to the public including information about how the Carrier can be contacted by a person in order to make a Complaint.
- 10.1.3 The Carrier must ensure that staff using this Code have received training in the procedure.
- 10.1.4 If it appears to the Carrier that a person making a Complaint requires assistance to express the Complaint in writing, the Carrier must take reasonable steps to provide appropriate assistance to the person.

10.2 Complaint Handling Procedure

- 10.2.1 The Carrier must acknowledge a Complaint, in writing, within ten Business Days of the receipt of the Complaint.
- 10.2.2 The Carrier must provide an expected timeframe for resolution of the Complaint which is commensurate with the complexity of the matters raised in the Complaint.
- 10.2.3 The Carrier must advise the complainant, in writing:
 - (a) of the outcome of the investigation of the Complaint; and
 - (b) any action(s) the Carrier will or has already taken to address the matter(s) raised in the Complaint.

NOTE: A Carriers response does not imply that all Complainants will be satisfied.

- 10.2.4 The Carrier must keep a written record of Complaints and the way in which the Carrier responded to the Complaint.
- 10.2.5 Where an individual makes numerous Complaints regarding the same facility, these can be managed by the Carrier as a single Complaint.
- 10.2.6 Where the Carrier assesses a Complaint cannot be resolved in a mutually agreed manner, the Carrier must inform the complainant of their option to submit the Complaint to the ACMA.
- 10.2.7 Where the Carrier assesses a Complaint to be frivolous or vexatious the Carrier must:
 - (a) record its decision not to proceed with further correspondence and may cease correspondence; and
 - (b) inform the complainant of their option to submit the Complaint to the ACMA.

Submitting a Complaint to the ACMA

The ACMA can accept a Complaint from an Interested and Affected Party who believes that a Carrier has contravened any of the mandatory obligations in this Code. The complaint process is set out in the steps below.

Step 1: The Interested and Affected Party lodges a formal Complaint to the Carrier.

Step 2: The Carrier investigates and responds to the formal Complaint made by the Interested and Affected Party.

Step 3: The Carrier completes consultation and makes a decision about the proposed Mobile Phone Radiocommunications Infrastructure.

Step 4: The Interested and Affected Party lodges a Complaint to the ACMA, using the Complaint form found on the ACMA's website.

If the ACMA decides not to investigate, the reasons for that decision will be given.

If the ACMA decides to commence a formal investigation under Part 26 of the Act, and a breach is found, the ACMA will determine what, if any, compliance or enforcement action should be taken against the Carrier.

Australian Communications and Media Authority

PO Box 13112 Law Courts, Melbourne Victoria 8010

Telephone: 1300 850 115

Email: info@acma.gov.au

Internet: <https://www.acma.gov.au>

11 REFERENCES

Publication

Industry Standards

Limiting Exposure to Radiofrequency Fields – 100 kHz to 300 GHz Radiation Protection Series S-1 (Rev.1)(2021)

<https://www.arpansa.gov.au/regulation-and-licensing/regulatory-publications/radiation-protection-series>

ISO/IEC 17020:2012 Conformity assessment—Requirements for the operation of various types of bodies performing inspection.

ACMA

ACMA's web content on mobile phone towers and base stations

<https://www.acma.gov.au/phone-towers-and-base-stations>

Communications Alliance

Communications Alliance web content on mobile phone towers and base stations

<https://www.commsalliance.com.au/popular-links/mobile-phone-tower-information>

Legislation

Telecommunications Act 1997 (Cth)

Radiocommunications Act 1992

Telecommunications Code of Practice 2021

Telecommunications (Low-impact Facilities) Determination 2018

Competition and Consumer Act 2010 (Cth)

Privacy Act 1988 (Cth)

APPENDIX

A THE EME SAFETY STANDARD

1. The World Health Organization's advice on:

Electromagnetic fields and public health: Base stations and wireless technologies can be found at:

[WHO Publications](#)

2. Australian Radiation Protection and Nuclear Safety Agency's (ARPANSA) advice:

<https://www.arpansa.gov.au/understanding-radiation/radiation-sources/more-radiation-sources/mobile-phone-base-stations>.

The below information is an extract taken from the **Standard for Limiting Exposure to Radiofrequency Fields – 100 kHz to 300 GHz**¹.

The Standard includes:

- Mandatory basic restrictions for both occupational and general public exposure involving all or part of the human body.
- Corresponding reference levels for measurable quantities derived from the basic restrictions.
- Approaches for verification of compliance with the Standard.
- Requirements for management of risk in occupational exposure and measures for protection of the general public.

The Standard supersedes the 2002 Radiation Protection Standard for Maximum Exposure Levels to Radiofrequency Fields — 3 kHz to 300 GHz (Radiation Protection Series No. 3). This Standard is based on the 2020 guidelines of the International Commission on Non-Ionizing Radiation Protection (ICNIRP) for RF electromagnetic fields. ICNIRP is the peak international body developing and disseminating science-based advice on health protection in relation to exposure to non-ionising radiation and is recognised by the World Health Organization for its independence and expertise in this area. The ICNIRP guidelines reflect international best practice on what constitutes a high level of protection for all people against substantiated adverse health effects from exposures to both short- and long-term, continuous and discontinuous RF fields. Further, the principles for protection against adverse health effects of exposure to RF fields in the Standard are based on the ICNIRP Principles for Non-Ionising Radiation Protection, published in 2020.

It is Australian Government Policy to implement international best practice and to adopt international standards where they exist and can be applied to the Australian regulatory environment. The Standard is based on the ICNIRP (2020) recommendations for RF fields (ICNIRP 2020a).

The principles for protection against adverse health effects of exposure to RF fields in the Standard are based on the ICNIRP principles for non-ionising radiation protection (ICNIRP 2020b). These principles have been adapted from those recommended by the International Commission on Radiological Protection for ionising radiation protection (ICRP 2007), in order to establish a comprehensive system of radiation protection over the entire electromagnetic spectrum and for infra- and ultrasound.

¹ https://www.arpansa.gov.au/sites/default/files/rps_s-1.pdf

B ELECTROMAGNETIC ENERGY REPORT FORMAT

Before mobile phone base stations are built or upgraded, the network operator (Carrier) is required to produce a report that shows the maximum predicted levels of EME around the new or upgraded facility.

As this format may be subject to change, it is suggested that the ARPANSA website at <https://www.arpansa.gov.au> be checked for updates.

The Code requires the Carrier to respond to all reasonable requests for predicted EME levels at specific locations.

C CONSULTATION GUIDELINES

This guideline is provided to assist Carriers in developing and implementing appropriate consultation plans for individual infrastructure.

C1 Desired Outcomes

The objectives of the Carrier's consultation with the Council and Interested and Affected Parties are to:

- (a) inform Interested and Affected Parties of the proposal and receive input from them;
- (b) provide adequate time for Interested and Affected Parties to consider and engage in meaningful dialogue on the proposal;
- (c) provide clear and accurate information about the proposal available to Interested and Affected Parties;
- (d) identify and attempt to resolve potential issues early in the planning process; and
- (e) obtain mutually acceptable outcomes on individual proposals.

When considering the desired outcomes it is to be recognised that a consultation program will not always:

- satisfy all participants; or
- resolve all differences of opinion or values.

C2 Determining Size and Scope of Consultation Plan

The Carrier's consultation plan for each site should be open and transparent and fit for purpose. The size and scope of the consultation plan should be weighed against the likely impact the proposal will have on Interested and Affected Parties, relevant stakeholders and community sensitive locations.

Stakeholder Analysis

At an early stage in the planning process, the Carrier is required to undertake a stakeholder analysis to identify who the Interested and Affected Parties may be and the potential for concerns to be raised about a particular proposed facility. The greater the likelihood for concern, the greater the extent and nature of the consultation with stakeholders that is required.

Factors that should be considered in the stakeholder analysis include the following:

- (a) Clear identification of the context of the proposal including consideration of the nature and siting of the facility within the community.

Some examples of facilities which previously have been shown to cause concern are large visually prominent facilities located very close to where people live.

- (b) Adjacent land uses and any sensitive land uses nearby.

Some examples of sites which previously have been shown to be sensitive are residential areas, child care centres, schools, aged care centres and hospitals.

- (c) Identification of potentially Interested and Affected Parties at or near the proposed facility.

It is critical that the Carrier conducts a thorough search to identify, organisations and stakeholder groups in a locality who are potentially affected. Progress Associations, parent groups, sporting groups, tenants, Occupational Health & Safety committees, Aboriginal Land Councils and residents in adjacent council areas but living in proximity to a proposal have previously identified themselves as Interested and Affected Parties. Local councils are a good source of information about potentially Interested and Affected Parties in a locality.

- (d) Possible concerns of those individuals or groups.

Some examples of concerns that have been previously raised include health, visual amenity, potential noise and property values.

- (e) The community history of the locality.

Examples of communities that may require special considerations include those who have higher expectations of consultation, as a result of previous proposals and developments, those who may have dealt with previous trauma and loss such as bushfires or have been involved in a controversial development such as a road proposal.

- (f) Any regulatory controls at the locality.

Examples of sites with relevant regulatory controls include heritage areas, scenic protection areas and national parks. The Carrier should make every effort to integrate the consultation strategy with the requirements of local planning controls and State Planning and Environmental legislation. Seeking views of Local Council and engaging in meaningful dialogue will facilitate the development of an appropriately scoped consultation strategy.

Consultation Plan

Following the stakeholder analysis, the Carrier is required to develop the consultation plan. The content of the consultation plan will vary depending on the likely impact the proposal will have on the Interested and Affected Parties. Factors that should be considered when preparing consultation plans in community-sensitive locations include the following:

- (g) Site selection criteria

The plan should document the evaluation criteria the Carrier used in selecting the preferred location (e.g. technical merits, construction feasibility, town planning and visual amenity issues, community sensitive locations, design criteria and minimisation of EME). Industry best practice would also include evidence of the weighting given to each of the site selection criteria used.

- (h) Community-sensitive locations

The plan should provide evidence of what the Carrier has done in relation to considering community sensitive locations for this specific proposal.

- (i) Desired outcomes and stakeholder analysis

This should be a summary of Sections C1 and C2 of this Appendix for this proposal.

(j) Issues/risk register

This would include a site specific issues register and risk register.

(k) Timeline for consultation activities

The Carrier should be proactive in keeping Interested and Affected Parties informed of the progress associated with the proposal. The Consultation plan should contain a schedule detailing the key activities and milestones such as:

- 1. site selection.*
- 2. design changes.*
- 3. stakeholder analysis (to identify stakeholders & potential concerns).*
- 4. consultation with Council.*
- 5. consultation with Interested and Affected Parties.*
- 6. community feedback analysis.*
- 7. submission of final consultation report to Council.*
- 8. commencement of construction works.*

The timeline should take into account blackout periods relevant to the community concerned during which time messaging is unlikely to be seen or responded to. Periods such as the Christmas – New Year interval, or festivals of significance to the Aboriginal and Torres Strait Islander communities should ensure longer consultation windows.

(l) Consultation Tools

This would include details of specific consultation tools proposed under the consultation plan, such as those outlined in Appendix C2.3.

(m) Evaluation of alternative sites

This would include description of the current preferred proposal and the history and evaluation of alternative sites. This will include consideration of other Carriers' existing and planned mobile phone radiocommunications infrastructure within the service area.

(n) Previous consultation

Details of any previous consultation undertaken with regards to previous facilities in the location or the proposed facility, including engagement with the community in the development of the consultation plan, or agree what signage would be appropriate with the local council.

(o) Carriers response to feedback from Interested and Affected Parties

The consultation plan should document the service level agreement, for example how community feedback will be addressed, including target response times to community queries, for example requests for general information, specific information, response times to telephone or written requests for information etc.

(p) Quality assurance and version control

The consultation plan may be amended from time to time during the consultation process. Therefore, it should have appropriate version control (issue 1, 2 etc) and should document who in the Carrier's or consultant's organisation approved the consultation plan, and date of approval.

Consultation Tools

A number of consultation tools can be selected by Carriers to appropriately communicate with identified individuals and stakeholder(s). The number and type of tools to be used for any one proposal is dependent on the nature of the proposal and the potential level of concern and the stakeholders identified.

In all instances it is important that both verbal and written communications are clear, easy to understand and that opportunities for input and feedback are clearly stated. Further, these communications should include ways the community can obtain additional information from a variety of sources.

The Carrier should make information about the proposal available in other languages for any reasonable request.

The below table lists examples of consultation tools which could be employed.

Consultation Tools	
notify immediate residential neighbours	conduct open house/community information sessions
provide a QR code linking to site specific information	consult with Members of Parliament
advertise in community publication or newspaper (fit for purpose)	form community representative committees
conduct door knock	facilitate public meeting
consult ward councillors	conduct one-on-one meetings
consult with other relevant councillors	set up public displays
consult tenant stakeholders	locate signage
notify community representatives	send email notification
consult with community representatives	provide newsletters and fact sheets
notify representatives of sensitive activities	appoint a community relations manager
present to council	provide translation services
consult precinct committees	

D COMMUNICATION INFORMATION FORMATS

The Code requires the Carrier to notify the public about its proposals to construct new infrastructure through the RFNSA, communication methods and by the placement of onsite signs. In using these communications tools, the Carrier is required to ensure all information provided is clear, legible and in plain English. See examples of formats below.

D1 RFNSA Website information

Carriers are required to provide information about the proposal on the RFNSA website. Below is an example format of a website consultation page in relation to a Section 6 Notification.

The screenshot displays a website consultation page for a mobile telecommunications facility. The page is titled "19 Beaconsfield Street HIGHGATE HILL QLD 4101" and includes a "Community Consultation" tab. The main content is organized into several sections:

- Proposal Summary:** Describes the proposed mobile telecommunications network base station on the rooftop of the existing building at 19 Beaconsfield Street, Highgate Hill QLD 4101. It notes that alternative candidates were considered but discounted, and that the existing facility at 27 Smith St, Highgate Hill, did not meet the carrier's requirements. The proposed facility at 19 Beaconsfield Street will allow for the installation of low-band technologies and accommodate expected growth.
- Community Updates & Announcements:** Lists updates from 22 Sep 2017 (consultation ended) and 17 Aug 2017 (consultation program starts and information session).
- Location:** Includes a Google Map showing the location of the "1 Building External Rooftop" on Beaconsfield St.
- Proposal Details:** Lists site proposal details such as six panel antennas, six Remote Radio Units (RRUs), and three Tower Mount Amplifiers (TMAs). It also includes a document list with links to the Community Notification Letter, Design Drawing, Environmental EME Report, and Consultation Report.
- Community Consultation & Having Your Say:** Provides contact information for Fred Smith (Town Planning Services) and the submission closing date of 5:00pm on 8 September 2017.

D2 On-site signage

If the Code requires the Carrier to install a notification sign at the proposed site, where possible the Carrier must adhere to the content and format of the sign as below.

The sign must:

- contain the information in clause 5.2.5, 6.1.8 or 7.1.1 (respectively);
- be weatherproof if installed externally;
- be durable;
- be a minimum size of A3; and
- not be removed by the Carrier until construction is completed.

A Carrier does not have to install a sign if:

- local government approval is required for the sign,
- the Council instructs otherwise,
- it is not practical to do so.

For best-practice placement of these signs, see Appendix E.

E BEST PRACTICE GUIDELINES FOR PLACEMENT OF SIGNS

E1 Introduction

The placement of a sign or signs on the site of a proposed mobile phone base station is intended to provide an opportunity for members of the community to be informed of the proposal or the temporary facility.

The purpose is to supplement the other methods used to inform Interested and Affected parties.

In particular, it is intended to ensure that people who regularly pass by the site, or who regularly visit the locality, are informed and given the opportunity to participate in the consultation process.

In addition, it is intended to provide an opportunity for people who move into the area subsequent to the completion of the consultation process, or observe the construction activities, to have an opportunity to learn about the proposal, or obtain information about what is being built.

E2 Objective

The objectives of these guidelines are to:

- (a) ensure passers-by have the opportunity to learn about the proposal; and
- (b) create consistency of format so that notification signs can be easily recognised as such by the public.

E3 Placement considerations

The Carrier is to have regard for the interests and desires of the property owner or occupier when considering sign placement. There will be occasions when the landowner's wishes preclude a particular location.

Also, when considering the placement of on-site signage, the sign should:

- (a) be placed in a position that is readily visible from the nearest public footpath or other public pedestrian space;
- (b) be placed in a location that is visible (but not necessarily to be read) by motorists, so that they can come back on foot and investigate;
- (c) be placed near the most trafficked frontage as well as a location near the proposed site location, if a property or proposed site has two or more street frontages;

<p><i>NOTE: This does not apply where a public space frontage is well removed from the planned location on site.</i></p>
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- (d) be placed directly on the public space frontage or, where that is not possible, as near as practical to that frontage;
- (e) be legible from a publicly accessible space;
- (f) typically, be affixed to a boundary wall, fence, or similar or if a suitable fixing point is unavailable, be affixed to a tomato stake, star picket or similar and placed adjacent to the boundary;

- (g) be positioned at eye height for a typical adult;
- (h) be placed, if possible, at the entrance to a public thoroughfare if the planned site includes one (e.g. a public arcade from a rear privately owned car park to the street frontage); and
- (i) have consideration given to factors such as the likelihood of the sign being disturbed or its removal during the construction phase and locations less likely to be disturbed by vandals.

F RF WARNING SIGNS

The following are typical examples of signs used to inform and warn of RF radiation hazards at transmitter sites.

F1 Telecommunications facility and RFNSA identification sign

The following sign is used to identify a mobile telecommunications facility and to provide information regarding the National Site Archive (NSA) site number.



FIGURE F1

Example of an identification sign

F2 RF EME Warning Signs

RF EME warning signs are used to identify areas that may exceed the general public and occupational exposure limits. These signs are to be installed at point of access restriction.



FIGURE F2 a

Example of an EME warning sign



FIGURE F2 b

Example of an EME warning sign (Small scale infrastructure)

PARTICIPANTS

The Working Committee responsible for the revisions made to this Code consisted of the following organisations and their representatives:

Organisation	Membership	Representative
Australian Communications Consumer Action Network (ACCAN)	Non-voting	Audrey Roach
Australian Communications and Media Authority (ACMA)	Non-voting	Donna Benson Melissa Moroney
Australian Local Government Association (ALGA)	Voting	Robert Knight
Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA)	Non-voting	Victoria Robertson Matt Skinner
Mobile Carriers Forum (MCF)	Voting	Matt Evans
Optus	Voting	Lisa Kelly
Telstra	Voting	Andrew Sabo
Telstra	Non-voting	Katie Hill
TPG Telecom	Voting	Trudy Schmidt

Craig Purdon of Communications Alliance provided project management support.

Communications Alliance was formed in 2006 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the Telecommunications Act 1997 - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.



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