



Public Consultation Document

Telstra Reference No: 54484
Payphone ID: 08917700Y2
Address: The former Parnpajinya Community site,
via Colley Road,
Newman WA 6753

It is proposed that a payphone be removed from:
The former Parnpajinya Community site,
via Colley Road, Newman WA 6753
(Payphone ID: 08917700Y2)

The next nearest payphone is located outside:
14 Hilditch Avenue, Newman WA 6753
(Payphone ID 08917702X2)
which is approximately 2 kilometres from the current site.

This removal has been prompted by Telstra due to the residents of the Parnpajinya Community moving away abandoning the site. Currently the payphone sits behind a locked gate and cannot be accessed.

Telstra intends making a final decision on this proposal by:
12th June 2024.



Legislative Requirement Paragraph 13 (1) (b) of the Payphone Public Consultation Determination

Public Consultation Document – when Telstra cannot continue to reasonably operate a payphone at the site

- i) Telstra's reasons for the payphone removal proposal including facts upon which the proposal is based.

Why we are proposing to remove this payphone.

Telstra's Response

Telstra cannot reasonably access the payphone which is within the former Parnpajinya Community site, which is now abandoned and the payphone sits behind a fence and locked gate.

- ii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts

Evidence to prove the facts upon which this proposal is based.

Telstra's Response

Our local Telstra technician has attended site on a number of occasions to find the payphone unreasonably accessible due to it being situated behind a locked gate of an abandoned site. Conversations with the local Newman Police and East Pilbara Council Ranger has confirmed that the residents have moved away from site and into town.

- iii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts

The criterion that applies to this proposed payphone removal

Telstra's Response

Telstra cannot continue to reasonably operate the payphone at the site.

- iv) details of how a person can complain about the proposed removal of the payphone

How a complaint (or request for further information) may be made.

Telstra response:

Should you wish to make a complaint regarding the decision, it must be made within 20 working days of the final decision which will be posted on the Telstra Payphone website. Complaints can be made through the

Telstra Payphone Siting Manager
Locked Bag 4850
Melbourne Vic 3001

or by calling us on 1800 011 433 selection Option 2
or email payphones@team.telstra.com



To make a written objection to the ACMA regarding a Telstra payphone complaint, it must be within 10 working days from when the primary universal service provider provided its written response to the complaint

www.acma.gov.au/payphones

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.

- v) notification, for the purposes of the Privacy Act 1988, that should a person make a complaint, Telstra may be required to disclose the complainant's personal information (as contained in the complaint) to the ACMA.

Notification for the purposes of the Privacy Act 1988

Telstra response:

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.