

The next BeCA Public Meeting is 6pm Monday March 6th 2023 at the Bellvista Meeting Place. Please note new time.



The Connector

www.bellvista.com.au

Email: beca.secretary@gmail.com



February 2023

for the Bellvista & Bells Reach Community Association

Issue 1

Welcome to the first edition of the "Connector" for 2023. The BeCA Committee hopes you had a great holiday break and that 2023 will be a healthy and safe year for everyone in our area. We now start a new year and our focus will be to keep our residents up to date with current events/changes which may affect them.

Over the holiday break, we had to sadly report a number of damages and vandalism to council assets in our parks. BeCA through our Facebook site requested residents to continue reporting any vandalism to the police and to advise the council of the damages so they could be fixed asap. The council responses continue to be of a high standard in completion of work required.

We will be working this year with the necessary authorities to see what can be done to reduce these incidents. These crimes are concerning to all residents as we all would like to reside in a safe community.

The Executive of Bellvista and Bells Reach Community Association have decided to make a change to the Public Meeting start times for 2023.

We have done this to welcome more members/ residents to the meetings at an earlier start time. We hope this change will not create too much of an

issue, and should allow members/ residents attending to go home earlier. Most meetings we plan to finish no later than 7.30pm where possible.

The new schedule for Public meetings in 2023 follow-

PUBLIC MEETINGS- Bellvista Meeting Place Lamond st Caloundra West.

6th March 2023 – General Public Meeting (1) – 6pm

5th June 2023 - General Public Meeting (2)– 6pm

4th September 2023 - General Public Meeting (3) – 6pm

6th November 2023 - General Public Meeting (4) AGM – 6pm

We look forward to seeing more of our valued members and interested residents at these meetings in 2023.

Surveys conducted in 2022- The SCC Council reviewed our feedback in December 2022 for items 1,2&3 and their responses follow.

Lighting issues in the suburbs.

The Council technical officer in the Electrical Services Team advised that there is currently an Energex project underway to replace/upgrade all lighting with LED lamps.

Trail bike noises

Council's Response Service team are aware (and have been for a long time) of the issue and are somewhat restricted if dealing with children/ minors. Officers need to know where the kids live to then approach their parent/guardian. Often offenders take off when they do see Council doing patrols. Police can enforce the noise, Council can enforce the local law (of which enforcement to a minor is again difficult without having their parent/ guardian). Patrols ongoing at various times of day/week.

Youth disturbances

Where necessary, CCTV surveillance systems can be used in and around council property and in identified high risk public spaces across the region. Council's Community Development branch are not in a position to respond to incidents of alleged anti social behaviour and encourage all residents to contact the QPS if they are confronted with concerning behaviour.



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Caloundra West

Bellvista Blvd upgrade was delayed due to Council approvals not being in place. Both the Council and Stockland apologise for the delays. These are now in place and work will commence in 2023. We will keep residents advised of progress as it happens, mainly through our Facebook site.

Bellvista and Bells Reach Community Association is our Facebook name. In 2023 BeCA is seeking further Volunteers to join our small team. If you are interested in being a volunteer please contact the President by email to enquire. Email president@bellvista.com.au.

If you are not yet a follower of our Facebook site at present, please do so, and this will allow you to receive our regular Community advices.

Mobile Phone signal issues. (feedback from Optus on the main tower servicing Caloundra West) and separate email response dated 17/1/2023 from Peter Lee Director – Mobile Black Spot Program Communications Services and Consumer Regional Communications (see back page in this newsletter)

Optus -Proposed upgrade to existing telecommunications facility equipment at WATER RESERVOIR, SUGARBAG RD LITTLE MOUNTAIN QLD 4551 in 2023

Optus plan to upgrade the existing telecommunications facility through the addition of new equipment as outlined below:
The removal of 4 (four) existing panel antennas;
The installation of 4 (four) new panel antennas with 5G capability (with length not exceeding 2700mm), installed onto the existing headframe
The removal of 14 (fourteen) existing remote radio units (RRUs) and the installation of 14 (fourteen) new RRUs,
The installation of new ancillary equipment including antennas mounts, feeders, cabling and other associated equipment.

The 5G works are currently undergoing design and relevant property and planning engagement.

Based on current plans and subject to the aforementioned requirements, it's anticipated that the build is planned towards the end of 2023

Latest advice 12/1/23 from Optus- we have the works forecast for completion in April 2023.



Membership

If you own property and/or live at Bellvista, Bells Reach or Arbour, or you have a business on either of the estates, you are welcome to join BeCA.

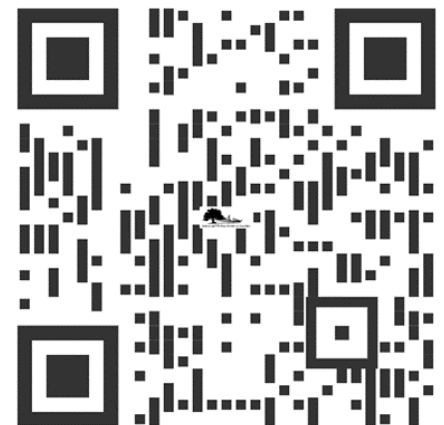
BeCA Membership is FREE and entitles you to vote at Public Meetings and to receive regular newsletter and email news updates.

A strong membership is a strong voice for BeCA!

Complete this Online Application Form on:

<https://bellvista.com.au/membership> or

scan the QR Code below to click the link



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Sunshine Coast Council Service Requests in 2023

Just a reminder, that if you wish to report maintenance or damaged council property or parks, here are some handy contacts from Council:

Urgent Council enquiries

For all urgent enquiries, please call council on **(07) 5475 7272**. You can call this phone number 24 hours a day, 7 days a week for all urgent matters such as:

- . flooded roads
 - . blocked drains
 - . offensive graffiti
 - . animal attacks
 - . fallen /dangerous trees and potholes.
- Council staff will respond to customer enquiries as quickly as possible. Please be patient if you experience delays, during emergency events.

General Council enquiries for issues such as:

- . missing bins or missed bin collections
- . animal registrations
- . rates enquiries
- . other council services.

Online: Complete the Request for service online form

<https://www.sunshinecoast.qld.gov.au/Council/Contact-Council/Request-for-Service-Online-Form>

Also you can **email** customerservice@sunshinecoast.qld.gov.au

Did you know that we accept videos and photos in our anonymous online reporting?

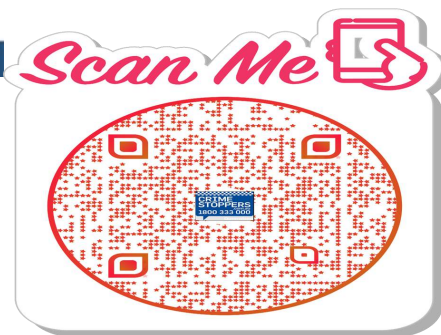


Home security systems and video doorbells are becoming increasingly common in Queensland properties.

We're asking if you've seen anything suspicious or criminal in your own video footage. Have you checked to see if either your own or your neighbour's property has been targeted? You can include information such as time of day, location, address, description of events or people as well as car registration numbers.

If you wish to stay anonymous in your report, head over to crimestoppersqld.com.au/make-a-report/ to upload your video or photo and provide as much detail as you are willing to provide.

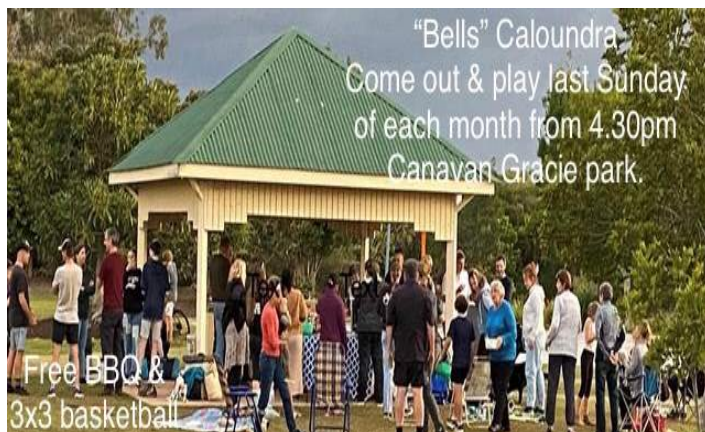
Thank you to our friends at Crimestoppers Qld for this extra information.



ANONYMOUS REPORT TO CRIME STOPPERS

If you don't need police to attend immediately, you can **fill out an online form** to report some types of crime, traffic incidents and complaints.

Including, property damage, graffiti, hooning, etc.





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The following is an extract of a letter to the BeCA President dated 17/1/2023 from Peter Lee—Director—Mobile Black Spot Program:

I appreciate you sending a copy of your survey results from residents in the area and welcome your proactive approach to finding a solution to the mobile coverage issues. Mobile coverage outcomes can be influenced by a number of factors, including local terrain and other physical obstacles such as trees and buildings (including their internal structure) that may interrupt the quality of signal being received from the nearest mobile base station. It is important to note that these factors can also change over time. The particular type of handset and its settings can also affect mobile reception and mobile customers will need a compatible mobile device in order to access the 4G and 5G networks. Products are available to improve mobile reception including the use of an external antenna or authorised repeater. The most appropriate antenna may depend upon the network and prices can vary. Wi-Fi calling is another option available on the mobile carriers' networks for use with a compatible device allowing some customers to call and text using Wi-Fi over a broadband connection, such as the National Broadband Network. This can be particularly helpful for those experiencing poor or no mobile coverage inside their home by providing an alternative form of connectivity. I see from the survey results that while many residents have raised their mobile coverage

issues with their service provider, an equal number did not report issues. It is recommended that residents experiencing issues with their service contact their mobile provider in the first instance to discuss options available to improve their connectivity, such as Wi-Fi calling and antenna devices mentioned above. If they are not satisfied with their provider's response, they may wish to contact the Telecommunications Industry Ombudsman (TIO) for assistance. While the TIO cannot instruct mobile service providers to install or upgrade mobile infrastructure to improve network performance, the TIO can consider complaints from consumers who feel they are not receiving the mobile phone service for which they are contracted to receive from their provider. The TIO can be contacted via its website at www.tio.com.au/about-us/contact-us or by telephone on 1800 062 058. I note that many residents are using ALDImobile, which is a mobile virtual network operator (MVNO) that provides its services over Telstra's mobile network. MVNOs purchase a mobile network service from one of the three Mobile Network Operators (MNOs), in this instance Telstra, and re-sells this service on to their retail customers, usually at cheaper rates due to lower business overheads. However, MVNO coverage and available services can be less than that of the MNO, as the MVNO typically may not have access to the MNO's full network. MVNO customers, such as ALDImobile, should contact their provider directly to discuss coverage issues and options available to

improve their service. The **Australian Government is committed to increasing connectivity, bridging the digital divide, improving mobile coverage and protecting communities against natural disaster.** To this end, the Government has committed \$2.2 billion to regional connectivity in the October 2022-23 Budget over the next five years. This includes over \$1.1 billion of investment in regional areas, under the Government's NBN policy, to provide full-fibre access to more than 660,000 homes and business in the regions currently relying on copper wire. As part of the \$2.2 billion investment, the Government's Better Connectivity Plan for Regional and Rural Australia (the Plan) commits \$656 million in further new measures to regional communications. This includes \$400 million dedicated to boosting mobile coverage and resilience, \$200 million for place-based connectivity solutions under two new rounds of the Regional Connectivity Program, \$30 million for on-farm connectivity, \$20 million for an independent audit of mobile coverage to better identify and target blackspots, and a \$6 million boost in funding for the Regional Tech Hub. I would encourage you to visit: www.infrastructure.gov.au/bcp for further information about the Plan and updates on funding opportunities which might assist your members and residents. **Additionally, I would encourage you and your community to continue to engage with the MNOs, including Telstra, as experience has shown that when local communities and councils engage with the MNOs, it can increase the likelihood that an application will be put forward for funding under these regional communications programs.** Ultimately, however, any investment in new mobile network infrastructure remains a commercial decision for the MNOs, and the Government cannot direct an MNO to invest in new mobile network infrastructure. Thank you for taking the time to write and I trust that this information will be of assistance.

We acknowledge and appreciate this response from the Federal Government Department.

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