Frequently Asked Questions

Will there be health and safety assessments?

Telstra has advised that an Electromagnetic Energy (**EME**) report will be provided upon confirmation of a final design and made available to the public prior to construction of any telecommunications facility commencing. This would form part of Telstra's community consultation process in accordance with section 6 of the Deployment Code. The EME report will predict the Electromagnetic Fields (**EMF**) across a range of distances up to 500 metres from the proposed facility based on maximum possible strength. Further information about EMF can be obtained from https://www.arpansa.gov.au/

In addition, questions relating to EME and EMF matters can be submitted for consideration at the Telstra Webinar, please refer to the Webinar section of the ConnectStonnington webpage.

Why is a Telstra telecommunications facility being proposed?

Telstra has advised that its mobile coverage and network performance in parts of Glen Iris and Malvern East have declined, leading to issues such as call dropouts, poor indoor reception, and unreliable mobile data services. Petitions were tabled at Council meetings urging Council to advocate for improved Telstra mobile coverage in the area, and similar concerns were raised with the State Member for Malvern, who wrote to Telstra's CEO requesting the issue be investigated and resolved.

What benefits would the facility provide?

The facility is intended to improve Telstra mobile phone coverage, call quality, data performance and network reliability for residents, businesses and visitors in parts of Glen Iris and Malvern East.

Why is Central Park being considered?

Telstra assessed multiple potential sites and identified Central Park as the most viable site capable of meeting Telstra's required coverage objectives. There is currently no alternative council-owned land able to support this infrastructure.

Were other locations considered?

Yes. Telstra assessed 15 candidate sites, including rooftop and co-location sites at private properties, as well as locations within the Stonnington sporting field corridor such as the East Malvern Tennis Club and adjacent sports grounds and parkland. Telstra has advised that, apart from Central Park, none of these sites met its required technical and engineering requirements.

Why is additional network capacity important in this area?

Telstra has advised that although all existing Telstra mobile network facilities in the area have been upgraded to support 4G and 5G technology (where possible), ongoing growth in mobile demand – combined with the recent decommissioning of the former 3G facility at the St James' Anglican Church at 1461 High St, Glen Iris – has resulted in a notable impact on network capability. Increased demand on surrounding sites can quickly constrain available network resources and increase the risk of congestion across the broader area.

What are the impacts during periods of severe congestion?

In extreme cases, customers may experience longer call setup times, delays in making or receiving calls, and reduced data performance for activities such as browsing, streaming and downloading files.

What is the difference between Option A and Option B?

Option A would replace an existing sports light pole within John Landy Oval with a combined sports lighting and Telstra telecommunications pole and would also see Council's existing security cameras relocated onto the new pole. Option B would involve building a new stand-alone Telstra telecommunications pole outside the oval, near Burke Road, and would include removing an existing power pole and undergrounding nearby power lines.

Will either option improve Telstra's mobile coverage?

Yes. Both options are intended to deliver improved Telstra telecommunications coverage and network performance in the local area.

How tall would the structure be?

Both options involve a structure approximately 32 metres high overall (a 26-metre monopole with a 6-metre turret mount).

What happens if the facility does not proceed?

If Option C (Facility does not proceed) is preferred, neither Option A nor B would proceed in Central Park. This means the mobile coverage and network reliability issues currently affecting parts of Glen Iris and Malvern East would not be addressed through this proposal, and Telstra would be responsible for finding an alternative solution. No alternative Council sites are proposed.

Increased traffic in the Glen Iris/Malvern East area, combined with the absence of a dominant Telstra mobile site, may place additional demand on surrounding mobile sites and increase the risk of network congestion. As more users share the available network capacity, customers may experience slower call setup times, reduced call reliability,

intermittent data connectivity and slower browsing, streaming and downloads. In periods of extreme congestion, demand may exceed available capacity, potentially resulting in failed or blocked calls and difficulty accessing data services, leading to an inconsistent and degraded mobile experience across the wider area.

Does a planning permit apply?

Option A does not require a planning permit. Option B requires a planning permit and would be subject to the normal planning process, including public notification.

How long will constructions take?

Construction is expected to take approximately four to six weeks for either option, subject to utility requirements, weather conditions and other site-specific factors.

Will public access be affected during construction?

Temporary pedestrian or traffic management measures may be required during certain construction activities. These arrangements will be planned to minimise disruption and maintain public safety.

Will there be an information session?

Yes. Telstra will host a one-hour online webinar on Monday 24 August 2026, from 6:30pm to 7:30pm. To register, submit a request along with any questions you'd like addressed in advance to Downer (on behalf of Telstra) at community.consult@downergroup.com. You'll be sent a link to join the session closer to the date, once you've registered.

Will community feedback influence the decision?

Community feedback will be one of several factors informing Council's decision, alongside technical, planning, ownership, maintenance, telecommunications requirements, and community benefits. It will help inform the decision but will not be the sole determinant of the outcome.

Will Council receive rental income?

If a lease is approved, Council may receive annual rental income, and there may also be opportunities for Telstra or Amplitel to contribute funding towards local sporting facility improvements.

What happens after consultation closes?

Once consultation closes, Council will carefully review all the feedback received, alongside technical, planning, ownership, maintenance and Telstra's telecommunications requirements. Your feedback matters and will genuinely help

shape this decision. Council will then determine whether to proceed with one of the options, seek more information, or not proceed with any of the options.