

TABLE 2: RADIO LISTENING TABLE

		5.30AM - 12MN, MONDAY - SUNDAY		
		ALL PEOPLE 10+	MEN 18+	WOMEN 18+
		HRS:MINS	HRS:MINS	HRS:MINS
SYDNEY				
	1992	22:36	24:26	23:15
	1991	23:31	24:57	24:43
MELBOURNE				
	1992	22:48	24:41	23:31
	1991	23:34	25:12	24:22
BRISBANE				
	1992	21:21	23:36	21:26
	1991	20:58	23:05	21:07
ADELAIDE				
	1992	23:22	24:44	24:23
	1991	23:58	25:01	25:21
PERTH				
	1992	22:27	24:26	23:03
	1991	22:32	24:28	22:33
NEWCASTLE				
	1992	21:52	23:35	22:24
	1991	21:39	23:54	22:40
CANBERRA				
	1992*	-	-	-
	1991	20:42	22:25	21:19

All calculations are based on the potential audience of each group or sub-group.

* The 1992 figures for Canberra have not been included because only one survey was conducted during that year.

DROP IN THE NUMBER OF COMPLAINTS TO ABA

The number of complaints about commercial television to the ABA dropped by more than 40 per cent this year.

In the six months to June, the ABA received 930 complaints and comments about television programs, compared to 677 for the three months to the end of 1992.

The major categories of complaint were taste and decency on television (211), violence (108), program scheduling (88), news and current affairs in G time (76), sexism (74) and other (100) which included racism, the amount and sound level of advertisements, programs being unsuitable for children, 'live' sport not broadcast live and comments relevant to various standards.

Complaints about television made up 82 per cent of a total of 1139 complaints and comments received by the ABA during the six month period. Complaints about commercial radio comprised 15 per cent, and community radio less than three per cent.

'This is a pleasing trend which we'll be monitoring closely during the transition from standards to codes of practice for the broadcasting industry,' said ABA Chairman, Mr Brian Johns.

'Complaints are an important barometer of the industry's responsiveness to community standards, and they will help the ABA assess how well codes of practice are working.'

Under legislation passed last year all broadcasters are expected to develop self-regulatory codes of practice on pro-

gram content matters and how they handle complaints (see below).

Industry codes for commercial radio, endorsed by the ABA, were introduced in May. The commercial television industry code of practice will start operation on 5 September (see p.1 for further detail on the code).

HOW TO MAKE A COMPLAINT

The procedure for making complaints about radio and television programs has changed.

Until October last year, if you wanted to complain you contacted the Australian Broadcasting Tribunal (ABT). The ABT referred these complaints to television and radio stations to let them know what audiences thought of their programs.

RADIO AND TELEVISION COMPLAINTS 1 JANUARY 1993 TO 30 JUNE 1993

	No. OF COMPLAINTS	% OF TOTAL
Commercial Television		
Taste, decency and morality	211	18
Sexual behaviour	68	6
Violence	108	9
News and Current Affairs in G time	76	7
Program scheduling	88	8
Sexism	74	7
Other	305	27
Total Commercial Television	930	82
Commercial Radio		
Taste, decency and morality	37	3
Language	21	2
Racism	19	2
Other	89	8
Total Commercial Radio	166	15
Community Radio		
Participation and management	16	1
Taste, decency and morality	6	0.5
Discrimination (other than racism)	5	0.5
Other	10	0.5
Total Community Radio	37	2.5
Other		
Open narrowcasting radio (language)	1	
Taste, decency and morality (ABC)	2	
Discrimination-other (SBS)	1	
Misc. television (SBS)	1	
Discrimination - other (SBS radio)	1	
Total Other Broadcasters	6	0.5
Complaints - Total	1139	100

However, on 5 October 1992, a new era of broadcasting regulation began when the new *Broadcasting Services Act 1992* was introduced and the ABA replaced the ABT. As a result, broadcasters now have primary responsibility for resolving complaints.

The ABA is not the first port of call when you want to complain about television or radio. Instead, you must first complain directly to the broadcaster who upset you. They should explain how your complaint will be handled, and what opportunities are available to take the matter further if you're not satisfied with their response.

If you haven't received a reply within 60 days, or you're not happy with the response, you can complain to the ABA

which will investigate and let you know the result. This will apply to complaints about program content and compliance with codes of practice by commercial and community broadcasters.

Broadcasters are now expected to develop self-regulatory codes of practice on program content issues and complaints. The codes will replace ABT program standards which the ABA has preserved to give industry time to develop codes. While the standards still exist, the ABA will continue to accept complaints.

Commercial and community broadcasters will report to the ABA about complaints they have received and how they have been handled.

Complaints about program content on our national broadcasters, the ABC

and SBS, should also be directed straight to them. If you've heard nothing within 60 days, or are not happy with the response, you can then complain to the ABA.

While this new system has been developing since last October, the ABA has been taking a different approach to the handling of complaints. Where a matter appears to involve a breach of the standards, the ABA follows-up with the station to get further information and bring the matter to the broadcaster's attention.

The following table gives the number and nature of complaints received by the ABA in the six months to 30 June 1993.

