



procedures for spectrum planning and licensing of services.

RMBC is a government organisation attached to the National Radio and Broadcasting Management Committee of China. The organisation is involved in supervising and managing the local radio and broadcasting station, as well as providing assistance and advice.

## The Japan Prize

The Japan Broadcasting Corporation (NHK) is calling for nominations from international media organisations for its 25th Japan Prize for the world's best educational programming.

For further details contact the Japan prize contest secretariat at the NHK - Japan Broadcasting Corporation, Shibuya-ku, Toyko 150-8001, Japan. Tel: 81 3 3465 6199 or visit their web site at <[www.nhk.org.jp/jp-prize](http://www.nhk.org.jp/jp-prize)>.

## Temporary community broadcasting licences

For radio and television broadcasts in the period 10 June to 19 July 1998, in order of area served.

<i>Licensee</i>	<i>Area served</i>	<i>Freq- (MHz)</i>	<i>Period</i>	<i>Issue date</i>
<b>New South Wales</b>				
Bathurst and District Community Radio Broadcasters Inc.	Bathurst	100.1	1-7-98 - 31-7-98	24-6-98
Nepean Christian Broadcasters Ltd	Blue Mountain	99.9	15-6-98 - 28-2-99	3-6-98
Central Hunter Community Broadcasters Inc.	Cessnock	96.5	1-7-98 - 27-9-98	30-6-98
Newcastle Christian Broadcasters Ltd	Cessnock	96.5	1-7-98 - 27-9-98	30-6-98
Coffs Harbour Christian Broadcasters Inc.	Coffs Harbour	106.3	1-7-98 - 30-9-98	30-6-98
Mt Helen FM	Murrundi	101.7	15-7-98 - 27-9-98	29-6-98
Lake Waves FM Community Radio Inc.	Morrisett	97.3	1-7-98 - 27-9-98	30-6-98
Port Stephens FM Radio Inc.	Nelson Bay	97.3	1-7-98 - 27-9-98	30-6-98
Nimmitabel Community Radio Group	Nimmitabel	96.9	1-7-98 - 31-12-98	30-6-98
Sydney Youth Radio Inc.	Sydney	96.9	27-6-98 - 26-7-98	3-6-98
Gadigal Information Service	Sydney	94.5	5-7-98 - 3-8-98	25-6-98
Peel Valley Christian Broadcasters Inc.	Tamworth	89.7	1-7-98 - 31-12-98	23-6-98
Manning Great Lakes Christian Broadcasters Inc.	Taree	103.3	1-7-98 - 30-6-99	30-6-98
<b>Victoria</b>				
3 NRG Inc. (Bulla FM)	Melbourne	99.4	1-7-98 - 31-12-98	23-6-98
3CCFM Association Inc.	Melbourne	99.5	1-7-98 - 31-12-98	24-6-98
Employment Access Radio Inc.	Melbourne	94.9	15-6-98 - 30-6-98	12-6-98
Golden Days Radio For Senior Citizens Inc.	Melbourne	95.7	1-7-98 - 31-12-98	30-6-98
Nu Country Music Radio Inc.	Melbourne	94.9	1-7-98 - 2-8-98	24-6-98
Radio Station 3TD Association	Melbourne	99.5	1-7-98 - 31-12-98	24-6-98
WYN FM Community Radio Inc.	Melbourne	88.9	1-7-98 - 19-1-99	24-6-98
Whitehorse - Boroondara FM Inc.	Melbourne	94.1	1-7-98 - 31-12-98	18-6-98
WYN FM Community Radio Inc.	Werribee	88.9	1-7-98 - 19-1-99	24-6-98
<b>Queensland</b>				
Christian Air Broadcasters Assoc Inc	Gold Coast	95.7	1-7-98 - 31-7-98	24-6-98
Cool FM Community Radio Association Inc.	Gold Coast	100.1	1-7-98 - 31-12-98	30-6-98
Radio Hope Island Ltd	Gold Coast	94.1	1-7-98 - 31-7-98	24-6-98
Hott FM Ltd	Gold Coast	94.9	1-7-98 - 31-7-98	19-6-98
Community Radio Sandy Straits Association Inc.	Hervey Bay	101.9	22-6-98 - 12-8-98	19-6-98
Fraser Coast Community Radio Inc	Hervey Bay	107.5	22-6-98 - 12-8-98	19-6-98
Wide Bay Christian Broadcasters	Maryborough	105.1	3-7-98 - 30-11-98	29-6-98
Community Radio of Wondai Association Inc (CROW)	Wondai	90.7	1-7-98 - 31-3-99	30-6-98
<b>Western Australia</b>				
Esperance Sunshine Broadcasting Inc	Esperance	103.9	10-6-98 - 9-12-98	9-6-98
Heritage FM Inc.	Gosnells	93.7	1-7-98 - 31-12-98	30-6-98

# Investigating programming issues

**U**nder the *Broadcasting Services Act 1992*, each broadcasting industry sector is required to develop codes of practice applicable to the broadcasting operations of its section of the industry. The ABA supervises the operation of the codes and performs an independent adjudicator role if complaints are not resolved between the complainant and the broadcaster concerned.

## The complaints process

Under codes of practice, primary responsibility for the resolution of complaints rests with the broadcasters themselves. The Act lays down a general procedure for complaint handling whereby complainants are required to approach the broadcaster first, who in turn is obliged to respond. However, if a complainant does not receive a response within 60 days, or considers the response received to be inadequate, the matter can be referred to the ABA for investigation. The ABA must investigate such complaints.

Complaints about possible breaches of the program standards (children's television and Australian content) and conditions of licence may be made directly to the ABA.

The ABA may make a finding that a broadcaster has breached a code of practice or a broadcaster may admit a breach of a code. Breaches of the codes are not breaches of the Act, although the ABA may make compliance with a code a condition of licence. Generally the ABA seeks to ensure that broadcasters take action to remedy breaches or to put in place procedures to ensure they do not recur.

## Investigations

In the period 1 January to 31 March 1998, the ABA found 19 breaches of industry codes of practice. Three breaches were admitted by the broadcasters before the ABA finalised its investigation.

The remaining 16 investigations covered six broad issues: the inaccurate presentation of factual material; invasion of privacy; program classification; complaints handling; community participation in community radio; and providing a service otherwise than in accordance with a class licence.

## Action taken

The licensee of TCN 9 Sydney advised the ABA that relevant staff were informed of the breach decision and were instructed to take care in the preparation of future programs 'A Current Affair' and '60 Minutes'. The licensee also advised the ABA that relevant staff would be made aware of the ABA's ruling about 'Pacific Drive' and instructed to pay careful attention to the classification of programs.

QTQ 9 Brisbane assured the ABA that the breach by the 'Today' program was due to a misinterpretation of the code by the program's producers and that steps would be taken to ensure that the breach does not recur.

The ABA's finding of an invasion of privacy, by the ATN 7 Sydney program 'Today Tonight', led to ABA discussions with the licensee about the seriousness of a breach of the code relating to privacy.

The licensees of NRN and NEN informed the ABA that they would make arrangements to ensure future compliance with the code when daylight saving was operating in NSW.

CTC 10 informed the ABA that new procedures for the handling of complaints had been implemented as a result of this finding.

The ABA has undertaken to conduct training sessions with relevant staff at 2UE Sydney with regard to the ABA's finding against the station.

The licensee of 2HD Newcastle broadcast several apologies to the complainant relating to the broadcast of his words without permission.

The licensee of 5AA Adelaide undertook to meet with all presenters at the station to inform them of their obligations relating to individual's privacy.

The ABA has held discussions with the ABC regarding the breaches by the program 'Four Corners'.

The licensee of community radio broadcasting station 4DDB Toowoomba informed the ABA that the requirement for presenters to sign an agreement has

### Investigations by the ABA into unresolved complaints

#### **Breaches found in the period 1 January to 31 March 1998**

Number of ABA investigations resulting in breaches: 19

- ABA investigation, breach decision 16
- breach admitted by licensee 3