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WORKPLAN POR ALLOCATING COMMUNITY BROADCASTING LICENCES     NO 71 NOV 98     22       NO 75 JUNO 98     28       UCENSING—OPEN NARROWCASTING LICENCES     NO 75 AFR 99     14       NARROWCASTING AUCTIONS RAYER 550 000     NO 75 AFR 99     15       OPEN NARROWCASTING AUCTIONS RAYER 550 000     NO 75 AFR 99     14       ABA TO BECOME CALLOCATIONS ROUND 8     NO 75 AFR 99     15       ONLINE SERVICES     NO 76 MAY9     7       AUSTRALIAN FAMILIES GUIDE TO THE INTERNET LAUNCHED     NO 76 MAY 99     10       PAMILY WEB SITE     NO 71 MO 98     12       INTERNET CONTENT REGULATION     NO 74 MAR 99     13       KIDS INTERNET QUIZ     NO 74 MAR 99     14       ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE     NO 71 MO 74 MAR 99     14       ONDER YUT VI LICENCES TO TARES     NO 71 TIN 99     14       ABA PROPOSES TWO NEW COMMERCIAL RADIO SERVICES FOR THE HUNTER     NO 71 NOV 73 HO 73 FEB 91     35       PLANING     I     IN NEW ADIO SERVICES FOR THE HUNTER     NO 71 NOV 98					
NO 73 FEB 99     22       NO 73 FEB 99     22       NO 77 JUN 99     22       NO 80 SEP 99     18       EUCENSING—OPEN NARROWCASTING     NO 80 SEP 59     19       ARPULCATIONS INTEED FOR OPEN NARROWCASTING LICENCES     NO 75 AFR 99     14       NARROWCASTING ALCITONS RUSE 9159 00     NO 75 AFR 99     19       OPEN NARROWCASTING LICENCE ALLOCATIONS: ROUND 8     NO 70 75 AFR 99     17       ONLINE SERVICES     NO 70 70 70 70 80 SEP 79     10       DRAFT CODE OP RACICES FOR THE INTERNET LAUNCHED     NO 70 70 70 70 90     10       FAMILY WEB SITE     NO 71 NO 74 MAR 99     13       KIDS INTERNET QUIZ     NO 74 MAR 99     13       KIDS INTERNET QUIZ TO RUN AGAIN     NO 74 MAR 99     15       PAY TV     ICENCES FOR FOXTEL AND OPTUS     NO 73 FEB 99     13       PAY TV     ICENCES FOR FOXTEL AND OPTUS     NO 73 FEB 99     13       PLANNING     I     NO 73 FEB 99     13       PLANNING     I     NO 73 FEB 99     13       ADDITIONAL TELES FOR THE HUNTER     NO 71 NOV 98     10       ADDITIONAL TELEVISION SERVI					
NO 77 JUN 99     22       NO 80 80 80 99     91       APPLICATIONS INVITED FOR OPEN NARROWCASTING LICENCES     NO 75 APP 99     49       NARROWCASTING AUCTIONS RAISE 8150 000     NO 75 APP 99     15       OPEN NARROWCASTING AUCTIONS RAISE 8150 000     NO 75 APP 99     16       OPEN NARROWCASTING AUCTIONS RAISE 8150 000     NO 75 APP 99     17       ABA TO BECOME ONLINE CONTENT REGULATOR     NO 70 NO 76 MAY 97     7       AUSTRALIAN FAMILIES CUIDE TO THE INTERNET LAUNCHED     NO 76 MAY 99     7       AUSTRALIAN FAMILIES CUIDE TO THE INTERNET     NO 71 NO 74 MAR 99     13       KIDS INTERNET QUIZ     NO 75 APR 99     15       FAMILY WEB STFE     NO 71 MAP 91     15       RUDS INTERNET QUIZ     NO 74 MAR 99     14       ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE     NO 77 JUN 99     15       PAY TV     UICENCES TO TARBS     NO 77 JUN 91     14       ABA ALLOCATES RAY TV LICENCES TO TARBS     NO 71 NO 79     40       ABA PROPOSED TWO NEW COMMERCIAL RADIO SERVICES FOR SYDNEY     NO 71 NO 79     41       ABA PROPOSED TWO NEW COMMERCIAL RADIO SERVICES FOR SYDNEY     NO 71 NO 79     10	WORRFLAW FOR ALLOCATING COMMUNITY BROADCASTING LICENCES				
INCENSING—OPEN NARROWCASTING     NO 75 APR 90     14       APPLICATIONS INVITED FOR OPEN NARROWCASTING LICENCES     NO 75 APR 90     14       NARROWCASTING AUCTIONS RAISE 9150 000     NO 73 FEB 90     90       OPEN NARROWCASTING LICENCE ALLOCATIONS: ROUND 8     NO 80 SEPT 90     13       DAULINE SERVICES     NO 75 APR 90     10       DANINE GONTENT REGULATOR     NO 75 CM 90     10       DART CODE OF PRACTICE FOR THE INTERNET LAUNCHED     NO 72 DEC 96/JAN 90     10       DRAFT CODE OF PRACTICE FOR THE INTERNET LAUNCHED     NO 71 NO 78 MAR 90     13       KIDS INTERNET GUILZ TO THE INTERNET LAUNCHED     NO 73 APR 90     15       KIDS INTERNET QUIZ     NO 74 MAR 90     15       KIDS INTERNET QUIZ TO RUN AGAIN     NO 74 MAR 90     15       KIDS INTERNET QUIZ TO RUN AGAIN     NO 74 MAR 90     15       NUS INTERNET QUIZ TO RUN AGAIN     NO 74 MAR 90     16       ONLINE CONTENT REGULATION     NO 75 APR 90     10       NORINE CONTENT REGULATION     NO 75 APR 90     10       ONLINE CONTENT REGULATION     NO 75 APR 90     10       ONLINE CONTENT REGULATION     NO 75 APR 90     10					
LICENSING—OPEN NARROWCASTING     U       AIPLICATIONS INVITED FOR OPEN NARROWCASTING LICENCES     NO 75 APR 90     14       NARROWCASTING AUCTORING RAISE \$150 000     NO 75 APR 90     13       ONLINE SERVICES     NO 80 SEPT 90     13       DIABAT TO BECOME ONLINE CONTENT REGULATOR     NO 76 MAY 90     10       DRAFT CODE OF PARATILES GUIDE TO THE INTERNET LAUNCHED     NO 72 DEC \$9/(AN 90     10       DRAFT CODE OF PRACTICE FOR THE INTERNET LAUNCHED     NO 71 DATS APR 90     10       DRAFT CODE OF PRACTICE FOR THE INTERNET LAUNCHED     NO 74 MAR 90     13       KIDS INTERNET CONTENT REGULATION     NO 74 MAR 90     14       ONLINE CONTENT REGULATION     NO 74 MAR 90     15       KIDS INTERNET QUIZ     NO 74 MAR 90     14       ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE     NO 71 JUN 90     14       ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE     NO 71 JUN 90     14       ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE     NO 71 MO 73 FEB 90     13       PLANING     Int NEW RADIO SERVICES FOR FOR THE HUNTER     NO 71 MO 74 MAR 90     14       ABA PROPOSAL ON TV RECEPTION CONCERENS IN SOUTH WEST WA     NO 71 NO 74 MAR 90					
APPLICATIONS INVITED FOR OPEN NARROWCASTING LICENCES   NO 75 APR 99   14     NARROWCASTING LICENCE ALLOCATIONS: ROUND 8   NO 80 SEPT 99   15     OPEN NARROWCASTING LICENCE ALLOCATIONS: ROUND 8   NO 80 SEPT 99   16     ALTO BECOME ONLINE CONTENT REGULATOR   NO 76 MAY 90   7     AUSTRALIAN FAMILIES GUIDE TO THE INTERNET LAUNCHED   NO 70 DC 2D ECS 98(/AN 99   10     DRAFT CODE OF PRACTICE FOR THE INTERNET LAUNCHED   NO 71 NOV 30   7     INTERNET CONTENT REGULATION   NO 74 MAR 99   15     KIDS INTERNET QUIZ   NO 75 APR 99   15     KIDS INTERNET QUIZ TO RUN AGAIN   NO 74 MAR 99   14     ONLINE CONTENT REGULATION BILL: PASSES THROUGH THE SENATE   NO 77 JUN 99   14     ABA ALLOCATES NT 7V LICENCE TO DERGAT   NO 73 FEB 99   10     ONCRE PAY TV   ILCENCES TO TARBS   NO 71 NOV 98   4     ABA ALDOCATES NT 7V LICENCE TO DERGAT   NO 71 NOV 98   14     ABA ALDOCATES NT 7V LICENCE TO DERGAT   NO 71 NOV 98   14     ABA PROPOSES TWO NEW COMMERCIAL RADIO SERVICES FOR SYDNEY   NO 80 SEP 99   3     ABA PROPOSES TWO NEW COMMERCIAL RADIO SERVICES FOR SYDNEY   NO 80 SEP 99   9     IN INW RADIO SERVICES FOR NOULO				NO 60 3EP 99	10
NARROWCASTING AUCTIONS RAISE \$150 000     NO 73 FEB 99     9       OPEN NARROWCASTING LICENCE ALLOCATIONS: ROUND 8     NO 80 SEPT 93     15       OMLINE SERVICES     NO 76 MAY 99     7       ABA TO BECOME ONLINE CONTENT REGULATOR     NO 76 MAY 99     7       AUSTRALIAN FAMILIES GUIDE TO THE INTERNET LAUNCHED     NO 72 DEC 96/JAN 91     10       DATT CODE OF PRACTICE FOR THE INTERNET LAUNCHED     NO 71 NO 78 MAY 91     7       INTERNET CONTENT REGULATION     NO 71 NO 74 MAR 91     15       IDES INTERNET QUIZ     NO 74 MAR 91     15       KIDS INTERNET QUIZ     NO 74 MAR 91     15       KIDS INTERNET QUIZ TO RUN AGAIN     NO 74 MAR 91     16       ONLINE CONTENT REGULATION BIL: PASSES THROUGH THE SENATE     NO 71 MO 74 MAR 91     15       PAY TU     ENDESTING ILCENCE TO DERGAT     NO 71 MO 91     14       ABA ALLOCATES PAY TU LICENCES FOR STOT TARBS     NO 71 NO 98     16       MORE MAY TU LICENCES FOR TOT THE AND OTTUS     NO 71 NO 98     16       PAN TO     IN RW RADIO SERVICES FOR THE HUNTER     NO 71 NO 98     16       ADDITIONAL TELEVISION SERVICES FOR SYDNEY     NO 80 SEP 91     30				NO 75 ADD 00	1.4
OPEN NARROWCASTING LICENCE ALLOCATIONS: ROUID 8     NO 80 SEPT 99     13       ONLINE SERVICES     NO 70 AD SEPT 99     13       ABA TO BECOME: ONLINE CONTENT REGULATOR     NO 70 AD 70 DEC 98/JAN 99     10       DRADT COE COME: ONLINE CONTENT REGULATOR     NO 70 AD 72 DEC 98/JAN 99     10       DRADT CODE OP PRACTICE FOR THE INTERNET     NO 81 OC 79     10       FAMILY WEB SITE     NO 71 NOV 98     7       INTERNET CONTENT REGULATION     NO 74 MAR 99     13       KIDS INTERNET QUIZ     NO 74 MAR 99     14       ONLINE CONTENT REGULATION     BILL PASSES THROUGH THE SENATE     NO 77 JUN 99     14       ABA ALD CORCES TO RUN AGAIN     NO 74 MAR 99     13       ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE     NO 77 JUN 99     14       ABA ALD CORCES FOR TO RUN AGAIN     NO 75 MAY 99     9       MORE PAY TV     ILCENCES TO TARES     NO 77 JUN 99     14       ABA ALD CATES PAY TV LICENCE TO DERGAT     NO 76 MAY 99     9       MCRE PAY TV LICENCES FOR THE HUNTER     NO 71 NOV 98     7       IN TWE RADIO SERVICES FOR THE HUNTER     NO 71 NOV 98     7       ABA PROPOSES TWO NEW COM					
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AUSTRALIAN FAMILIES GUIDE TO THE INTERNET LAUNCHED   NO 72 DEC 96/JAN 99   10     DRAFT CODE OF PRACTICE FOR THE INTERNET   NO 81 OCT 99   10     FAMILY WEB SITE   NO 71 NOV 98   7     INTERNET CONTENT REGULATION   NO 74 MAR 99   13     KIDS INTERNET QUIZ TO RUN AGAIN   NO 75 AFR 99   15     KIDS INTERNET QUIZ TO RUN AGAIN   NO 75 MAR 99   14     ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE   NO 77 JUN 99   14     ABA ALLOCATES PAY TV   ICENCE TO DERGAT   NO 73 FEB 99   13     PAY TV   ILECENCES FOR FOXTEL AND OPTUS   NO 73 INV 99   9     MORE PAY TV LICENCES FOR THE HUNTER   NO 71 INV 98   4     ABA ALLOCATES PAY TV LICENCES FOR TO DERGAT   NO 71 INV 98   4     ABA ALLOCATES PAY TV LICENCES FOR TO OLEGAT   NO 71 INV 98   4     ABA PROPOSEL TWO NEW COMMERCIAL RADIO SERVICES FOR SYDINEY   NO 80 SEP 99   3     ABA PROPOSAL ON TV RECEPTION CONCERNS IN SOUTH WEST WA   NO 71 NOV 98   10     ADDITIONAL TELEVISION SERVICES IN REMOTE REGIONS OF AUSTRALIA   NO 73 FEB 99   13     METROPOLITAN RADIO. SERVICES FOR THE MARTING   NO 71 NOV 98   7     NEW RADIO SERVICES FOR THE D					_
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KIDS INTERNET QUIZ   N0 75 APR 99   15     KIDS INTERNET QUIZ TO RUN AGAIN   N0 74 MAR 99   14     ONLINE CONTERNT REGULATION BILL PASSES THROUGH THE SENATE   N0 77 MAR 99   14     ABA ALLOCATES TO TARBS   N0 77 JUN 99   14     ABA ALLOCATES PAY TV LICENCES TO TARBS   N0 77 JUN 99   14     ABA ALLOCATES PAY TV LICENCES TO TARBS   N0 77 JUN 99   14     ABA ALLOCATES PAY TV LICENCES FOR TO DERGAT   N0 76 MAY 99   9     MORE PAY TV LICENCES FOR TOTHE HUNTER   N0 71 NOV 98   4     ABA PROPOSES TWO NEW COMMERCIAL RADIO SERVICES FOR SYDNEY   N0 80 SEP 99   3     ABA PROPOSAL ON TV RECEPTION CONCENS IN SOUTH WEST WA   N0 71 NOV 98   10     ADDITIONAL TELEVISION SERVICES IN REMOTE REGIONS OF AUSTRALIA   N0 73 FEB 99   13     METROPOLITAN RADIO: SUBMISSIONS   N0 71 NOV 98   7     NEW RADIO SERVICES FOR THE COMA REGION   NO 73 FEB 99   13     METROPOLITAN RADIO: SUBMISSIONS   N0 71 NOV 98   6     NEW RADIO SERVICES FOR THE COMA REGION   NO 80 SEPT 99   9     NEW RADIO SERVICES FOR THE COMA REGION   NO 73 FEB 99   7     NEW RADIO SERVICES FOR THE COMA REGION   NO 73 FEB 99   7 <					
KIDS INTERNET QUIZ TO RUN AGAIN   NO 74 MAR 99   14     ONLINE CONTENT REGULATION BILL PASSES THROUGH THE SENATE   NO 77 JUN 99   15     PAY TV     14     ABA ALLOCATES FOT TARBS   NO 77 JUN 99   14     ABA ALLOCATES PAY TV LICENCE TO DERGAT   NO 76 MAY 99   9     MORE PAY TV LICENCES FOR FOXTEL AND OPTUS   NO 73 FEB 99   13     PLANNING     11   NO 71 NOV 98   4     ABA PROPOSAL ON TV RECEPTION CONCERNS IN SOUTH WEST WA   NO 71 NOV 98   6     ABA PROPOSAL ON TV RECEPTION CONCERNS IN SOUTH WEST WA   NO 71 NOV 98   6     ADDITIONAL TELEVISION SERVICES IN REMOTE REGIONS OF AUSTRALIA   NO 73 FEB 99   13     METROPOLITAN RADIO SERVICES FOR WOLLONGONG   NO 71 NOV 98   6     FIVE NEW RADIO SERVICES FOR THE COMA REGION   NO 71 NOV 98   7     NEW RADIO SERVICES FOR THE COMA REGION   NO 71 NOV 98   6     NEW RADIO SERVICES FOR THE COMA REGION   NO 71 NOV 98   6     NEW RADIO SERVICES FOR THE COMA REGION   NO 80 SEP 99   9     UP TO EIGHT NEW RADIO SERVICES PROPOSED FOR CANBERA   NO 71 NOV 98   6     UP TO EIGHT NEW RADIO SERVICES PROPOSED FOR CANBERA </td <td></td> <td></td> <td></td> <td></td> <td></td>					
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are dealing with similar problems in a different context. INHOPE aims to do all that as well as consider some of the difficult policy issues that arise in this area. For example, the issue of hotline responses to Internet Relay Chat was the subject of a quite detailed paper that was produced for a meeting earlier this year where a number of suggestions were made.

Hopefully the benefits of the work that INHOPE is doing will extend to Australia and through your involvement in INHOPE, there'll be a forum where we can learn very directly from one another.

# What suggestions would you make to the ABA in terms of promoting the availability of its hotline?

The crucial thing about promoting the availability of the hotline is remembering that you are aiming at the user. You have to think of the mechanisms whereby you can reach the user who may come across illegal content. An obvious way would be to negotiate the provision of a link to your online complaints form from the home pages or logon pages of the main Internet service providers in Australia. That is a priority which could be supplemented by 'offline' promotion.

#### Nigel, I understand Childnet has been doing some work for the European Commission in the area of community awareness. Will you tell us what that work has involved and what it has found?

It is a work project that we started in January this year. In essence we have been looking at existing attempts to communicate awareness of Internet safety.

We looked at projects in a number of different countries to establish what was good practice and what had and had not worked. We conducted focus groups in six different European countries and at the same time, invited one hundred experts on children and Internet use to fill in a similar exercise to the focus groups — but to fill it in on the Net Aware web site. We have been collecting all that information, absorbing it and drawing it together. We'll be producing our final report by the end of the year.

#### What are the topline findings?

Nobody has said to us, why on earth are you doing this? In fact, it has been the opposite. Everyone we have spoken to has said there is a huge need for an Internet safety awareness campaign. There has also been a real concern about communicating effectively with the audience ---- you need to define carefully whether you are aiming your awareness program at parents, teachers, adults or the kids themselves. If you are aiming at children then you have to decide which age group and make sure the resources you produce are tailored to their needs. The third thing that parents have had a very clear view about is their concern that you don't tempt children into looking for material. Rather than telling children and teenagers what not to do, parents thought it was better to empower them by talking in a more informal style about the opportunities and dangers on the Internet.

We are currently doing some further testing with children, which will be completed by the end of the year. It's very important that we find out what they think, in addition to getting the views of their parents.

### When will the results of the full project be available?

The report has to submitted before the end of December and assuming the Commission will give us permission, we hope that it will be published on both their web site and our site in January.

#### Are you aware of what the European Commission is planning following release of the report?

The European Commission has already allocated a substantial budget for awareness programs. I understand that the Commission is planning to host one or more meetings to bring together all the different sectors who have an interest in this issue. Childnet would like to help that happen and hopefully sometime next year, there will be a significant Internet safety awareness program introduced in Europe.

Childnet International is an international organisation committed to promoting children's interests on the Internet. It is based in London but operates around the world.

For more information about Childnet International, visit: <www.childnet-int.org> For more information about INHOPE, visit:

<wra>common about INHOPE, visit:

For more information about the European Commission's support for hotlines, visit <www.inhope.org/uk/ecprog/ecprog.html>

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