



The ABA Service Charter is available on the ABA website at www.aba.gov.au/aba/serv_charter.htm or for printed copies, tel (02) 9334 7700.

Revised service charter

The ABA has released a revised Service Charter.

'The charter explains the standards of service that the clients of the ABA can expect. It also sets out the steps that may be taken if these standards are not met,' said Ms Maddock.

'The ABA is committed to providing high quality service to all who deal with it. While we always strive to deliver quality service, we welcome comment about your dealings with us.'

'If you have a problem or a complaint, please contact us. Our commitment is to try to resolve any difficulties quickly and effectively,' said Ms Maddock.

No applications received for Lord Howe Island community radio licence

The ABA has decided not to proceed with the allocation of a community radio broadcasting licence for Lord Howe Island at this time.

The ABA sought applications for the licence on 13 September 2002. The closing date for applications was 10 October 2002. No applications had been received by the closing date.

Aspirant community broadcaster Lord Howe Island Radio Station Association Incorporated has been broadcasting under a temporary community broadcasting licence since October 2001, however it advised the ABA that it would not be applying for the permanent licence. No other

groups or individuals contacted the ABA expressing an interest in applying for the licence.

'The ABA may readvertise the licence at some time in the future. The ABA hopes that during the intervening period links can be formed between the current aspirant group and the broader Lord Howe Island community to provide a more extensive service,' said Professor Flint.

Any other groups who are interested in providing a community radio broadcasting service will be able to broadcast under a temporary community broadcast licence, sharing the one frequency (100.1 MHz) available in the area for this purpose.

Extensions of time for:

6AR and 6NR to convert to FM

The ABA has extended the time period within which the Perth community radio services 6AR and 6NR are required to convert from AM to FM. The extension is until 23 October 2003.

The ABA determined the Perth licence area plan on 12 October 2001. In the plan, the ABA made channel capacity available for both 6AR and 6NR to change their broadcasting frequencies. 6NR is to move from 927 kHz to 100.1 MHz and 6AR is to move from 1170 kHz to 100.9 MHz.

While 6AR and 6NR have begun the process of converting to FM, both have indicated last minute difficulties in meeting the requirement to convert by the due date (23 October 2002) and requested an extension of time. 6NR is known to be switching frequencies in the near future, but this will be from a temporary transmitter site.

C and P programs

Programs granted C and P classification between 25 September and 21 October 2002. Producers interested in submitting programs for classification should contact the ABA's Children's Television section on (02) 9334 7700.

Program title	Origin	Class.	New/renewal	Decision dated	Applicant
At the Zoo	Australia	C	new	3-10-2002	Southern Star Entertainment
Don't Blame Me	Australia	CD	new	27-9-2002	Southern Star Entertainment Pty Limited
The Shapiies (series 2, episodes 7-13)	Australia	CD	new	3-10-2002	Light Knights Productions Pty Ltd
Wicked Science	Australia	CD	new	17-10-2002	Jonathan M Shiff Productions Pty Ltd

C - children's program, C Drama - C Australian drama program, P - preschool program, Class. - Classification