

- Formalise the system of monitoring housemate behaviour from the control room by drawing up guidelines for appropriate behaviour. The control room will use the guidelines to identify risky situations and immediately refer them to production executives for advice.
- Identifying problematic behaviour at an early stage, and intervening if necessary, will have a positive impact on the nature and context of material that is available for broadcast.

#### FURTHER UNDERTAKINGS

ACMA subsequently obtained additional undertakings from Ten.

1. Ten undertakes that *Big Brother Uncut* production processes will be amended to allow time for classifiers to view the program, and that time and production resources will be available to recompile the program if necessary for classification purposes. Ten will compile *Big Brother Uncut* in enough time to allow the program to be viewed in its entirety so that any required classification changes can be made before the program
2. In 2006, two classifiers will separately assess each episode of *Big Brother Uncut*. The first classifier will be the full-time classifier of the *Big Brother* programs who is based on the set in Queensland. The second classifier will be Network Ten's senior classifier, Sally Stockbridge.
3. For the duration of *Big*

airs. This will include enough time to modify and revise all or part of the program as necessary. In any event, Ten will ensure that all classification matters are fully considered in accordance with Undertaking 2.

*Brother Uncut* in 2006, we will provide a weekly report to ACMA on any code complaints we receive about the program and Network Ten's response to them. The report will be provided on a confidential basis in a form agreed between Network Ten and ACMA.

This information will provide an alternative and immediate form of monitoring that demonstrates Network Ten's ongoing compliance with the code, as well as any issues of concern to the public.

We could provide additional reporting to ACMA on request.

## 4MCY Nambour breached complaints handling code



The full reports on these investigations into potential breaches by licensees are on the ACMA website, [www.acma.gov.au](http://www.acma.gov.au). Go to ACMA > Publications > Broadcasting > Investigations and then Radio operations and Television operations. The reports are arranged in order of licensee.

ACMA has found Hot 91 FM Pty Ltd, the licensee of commercial radio station 4MCY Nambour, breached the Commercial Radio Codes of Practice 2004 by not informing a complainant that she had the right to refer her complaint to ACMA if she was not satisfied with its response.

On 11 August 2005, ACMA received a complaint about an advertisement broadcast by 4MCY on 8 August 2005. The complainant considered that the advertisement was inappropriate and did not meet contemporary standards of decency. ACMA

also investigated whether 4MCY had complied with the relevant complaints handling procedures.

ACMA determined that the licensee of 4MCY breached clause 5.7 of the codes in that the licensee did not inform the complainant that she had the right to refer the complaint to ACMA if she was not satisfied with its response.

ACMA also determined that the licensee did not breach clause 1.5(a) of the codes in that the program content met contemporary standards of decency, having regard to

the likely characteristics of the audience of the licensee's service.

ACMA noted that the licensee indicated that all future complaints will now be recognised by both the General Manager and the Managing Director, both of whom are aware that in all cases a complainant must be referred to ACMA. ACMA considers this action addresses the compliance issue raised by the investigation and will continue to monitor the licensee's performance in this regard.