

## Internet complaints in June 2006

ACMA's internet complaints hotline enables Australian residents to complain to ACMA about prohibited or potentially prohibited internet content. Complaints can be registered on the ACMA website at [www.acma.gov.au/hotline](http://www.acma.gov.au/hotline). Internet content is assessed in accordance with the National Classification Code and Guidelines. The prohibited categories for Australian-hosted content are RC (Refused Classification), X 18+ (consensual sexually explicit material), and material rated R 18+ (Restricted) that is not protected by adult verification procedures. For overseas-hosted content, the prohibited categories are RC and X 18+. For Australian-hosted prohibited items, ACMA issues a take-down notice to the relevant internet content host, directing it not to host the content. Failure to comply may result in a maximum penalty per day of \$5,500 for an individual and \$27,500 for a corporation. For overseas-hosted prohibited or potentially prohibited items, ACMA notifies the content to the suppliers of approved filter software in accordance with procedures outlined in the internet industry codes of practice. Under the codes, internet service providers are required to provide one or more approved filters for the use of their subscribers. In addition, if ACMA finds internet content is of a 'sufficiently serious' nature (such as child pornography), it will notify the relevant police force and/or the relevant accredited hotline overseas.

### Items actioned, June 2006

Classification and description of internet content <sup>4</sup>	Australian-hosted items (take-down notice issued)	Overseas-hosted items (referred to makers of filters)	Total
X – Actual sexual activity	0	20	20
RC – Child – depiction	0	13	13
RC – Sexual fetish – depiction	0	1	1
RC – Sexual violence – depiction	0	1	1
RC – Sexual fantasy – depiction	0	1	1
Totals	0	36	36

4. Descriptions of internet content in this table are based on the National Classification Board's Guidelines for the Classification of Films and Computer Games 2005, available at <http://www.oflc.gov.au/resource.html?resource=62&filename=62.pdf>

### Internet complaints, June 2006

Complaints received	42
Invalid complaints <sup>1</sup>	1
Investigations terminated <sup>2</sup>	6
Investigations completed	52
Items actioned <sup>3</sup>	36

1. A complaint is not investigated by ACMA if:
  - the complaint does not meet the statutory requirements under subclause 22(3) and clause 25 of Schedule 5 (eg no internet address provided; complainant not an Australian resident); or
  - the complaint falls within the meaning of subclause 26(2) of Schedule 5 (frivolous, vexatious, not made in good faith, or made for the purpose of frustrating or undermining the effective administration of the scheme); or
  - the complaint concerns matters not within the scope of Schedule 5 (eg the complaint relates to an electronic 'virus').
2. A complaint is terminated under subclause 26(4) of Schedule 5 if ACMA has insufficient information to conclude the investigation.
3. ACMA assesses each piece of internet content, such as a single web page or newsgroup posting, separately (these are referred to as 'items' of internet content). Action is taken in relation to items of internet content found to be prohibited or potentially prohibited.

## ITU supports ACMA's 2006 International Training Program

ACMA is once again offering a training program to assist staff from communications organisations in our region to understand and learn from our experiences, particularly in liberalising the communications market in Australia.

For the first time, the 2006 program is being supported and funded by the International Telecommunication Union (ITU). Dr Eun Ju Kim, the ITU's Regional Director, said she was pleased to support this program because it offers staff

from communications companies and regulators a unique opportunity to learn from Australia's experiences and to develop contacts with like professionals from other countries. The ITU will offer several fellowships to enable staff from developing countries to participate.

This year, the program will be held from 4 to 15 September and ACMA is offering four training modules:

- Regulation of Telecommunications,

Broadcasting and Online Content (Melbourne)

- Spectrum Management (Canberra)
- Frequency Assignment (Melbourne) and
- Technical Operations (Hobart).

The program involves sessions provided by ACMA representatives as well as representatives of the communications industry, consumer organisations and other state and commonwealth regulatory bodies. This wider

support is to ensure participants gain the widest possible perspective on the Australian communications environment.

For more information about the International Training Program, see the ACMA website at [www.acma.gov.au](http://www.acma.gov.au) (go to ACMA > About ACMA > International Activities) or contact Margaret Fogarty by email to [margaret.fogarty@acma.gov.au](mailto:margaret.fogarty@acma.gov.au).