

The full reports on these investigations into potential breaches by licensees are on the ACMA website, 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.

4RIM asked to develop volunteer and conflict resolution policies

ACMA found that community radio station, Scenic Rim Broadcasting Association Inc, licensee of the service 4RIM Boonah (100.1 FM) in South-East Queensland, breached the Community Broadcasting Code of Practice by failing to have volunteer guidelines or conflict resolution policies in place.

ACMA found that the licensee of 4RIM breached clauses 5.1, 5.2 of the code, in that it did not have in place, as at 18 May 2006, guidelines outlining the principles of volunteering and rights and responsibilities of volunteers,

and by not making these guidelines easily available to all volunteers in document form. ACMA also found that the licensee breached clause 6.2 of the code by not having in place, as at 18 May 2006, a written policy and procedure that outlines mechanisms to facilitate internal conflict resolution within the organisation.

ACMA asked the licensee to submit, by December 2006, revised guidelines outlining the principles of volunteering and a revised written policy and procedure for internal conflict

resolution. Since this is the licensee's first breach of the relevant clauses, ACMA considers that fulfilling the requested action is sufficient and will continue to monitor the licensee's performance.

The investigation report is on the ACMA website at www.acma.gov.au (go to ACMA > Publications > Broadcasting > Investigations > Radio operations).

Internet complaints in September 2006

ACMA's internet complaints hotline enables Australian residents to complain to ACMA about prohibited or potentially prohibited internet content. Complaints can be registered at 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 (ICH), directing the ICH 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 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, September 2006

Classification and description of internet content ⁴	Australian-hosted items (take-down notice issued)	Overseas-hosted items (referred to makers of filters)	Total
X 18+ – Actual sexual activity	0	9	9
RC – Child – depiction	0	19	19
RC – Sexual violence – depiction	0	2	2
RC – Sexual fetish – depiction	0	1	1
RC – Sexual fantasy – depiction	0	3	3
Totals	0	34	34

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, September 2006

Complaints received	41
Invalid complaints ¹	4
Investigations terminated ²	7
Investigations completed	48
Items actioned ³	34

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.