

COMPLAINTS TO COMMERCIAL TV STATIONS ABOUT PROGRAMS, OCTOBER-DECEMBER 2005

	Bias/inaccuracy	Classification	Closed caption	Commercial content	Commercial general	Commercial placement	Discrimination	Drug use	Language	Privacy	Sex/nuity	Upsetting material	Violence	Total	% all
Comedy	-	5	-	-	-	1	19	-	4	-	1	-	1	31	14.5%
Current affairs	11	11	-	-	-	-	6	-	1	3	-	-	-	32	15%
Documentary	-	1	-	-	-	-	-	-	-	-	-	-	-	1	0.5%
Drama	-	7	-	1	-	4	1	2	1	-	1	-	5	22	10.3%
Information	-	1	-	-	-	-	-	-	1	-	-	-	-	2	.9%
Movies	-	1	-	1	-	3	-	-	2	-	1	-	1	9	4.2%
Music video	-	1	-	-	-	-	-	-	1	-	1	-	-	3	1.4%
News	10	11	-	-	-	-	4	-	-	6	-	2	-	33	15.4%
Program promo	-	2	-	-	-	-	24	-	6	-	4	-	2	38	17.8%
Sport	-	10	-	-	-	1	-	-	1	-	-	-	-	12	5.6%
Unspecified	-	3	1	5	1	1	1	-	4	-	4	-	-	20	9.3%
Variety	-	1	-	2	-	1	3	-	3	-	1	-	-	11	5.1%
Total	21	54	1	9	1	11	58	2	24	9	13	2	9	214	-
% all	9.8%	25.2%	.5%	4.2%	.5%	5.1%	27.1%	.9%	11.2%	4.2%	6.1%	.9%	4.2%	-	100.0%

Issues including 'Complaints handling', 'Consumer advice' and 'Suicide' had 0 complaints about any program. Categories including 'Children', 'Quiz' and 'Religious' had 0 complaints about any category. Source: Free TV Commercial Television Industry Code of Practice 2004: Complaints Summary October to December 2005

Internet complaints in February 2006

ACMA's internet complaints hotline enables Australian residents to complain to ACMA about prohibited or potentially prohibited internet content. The hotline was established under Schedule 5 to the *Broadcasting Services Act 1992*. Complaints can be registered on the ACMA website 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, directing it not to host the content. Failure to comply with such a notice 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, February 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 – Actual sexual activity	0	21	21
RC – Child – depiction	0	43	43
RC – Bestiality – depiction	1	0	1
RC – Sexual fetish	0	1	1
RC – Sexual fantasy – depiction	0	10	10
Totals	1	75	76

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, February 2006

Complaints received	82
Invalid complaints ¹	11
Investigations terminated ²	6
Investigations completed ³	70
Items actioned ³	76

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.