

Online content complaints, October 2008

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Complaints received	90
Invalid complaints ¹	4
Investigations terminated ²	6
Investigations completed	68
Content items actioned ³	52

¹A complaint is not investigated by ACMA if:

- the complaint does not meet the statutory requirements under clause 25 of Schedule 5 or subclauses 37(4) and 37(7) and clauses 39 and 41 of Schedule 7 (e.g., no internet address provided; complainant not an Australian resident)
- the complaint falls within the meaning of subclause 26(2) of Schedule 5 or 43(3) of Schedule 7 (frivolous, vexatious, not made in good faith, or made for the purpose of frustrating or undermining the effective administration of the scheme)
- the complaint concerns matters not within the scope of Schedule 5 or Schedule 7 (e.g., the complaint relates to an electronic 'virus').

²A complaint is terminated under subclause 26(4) of Schedule 5 or 43(6) of Schedule 7 if ACMA has insufficient information to conclude the investigation.

³ACMA assesses each piece of online content, such as a single web page or newsgroup posting, separately (these are referred to as 'items' of online content). Action is taken on items of online content found to be prohibited or potentially prohibited.

Established under Schedule 7 to the *Broadcasting Services Act 1992*, ACMA's online complaints hotline enables Australian residents to complain to ACMA about prohibited or potentially prohibited online content, including internet and mobile phone content. Complaints can be registered at www.acma.gov.au/hotline. Online content is assessed in accordance with the National Classification Scheme. The prohibited categories for content are RC (Refused Classification), X 18+ and certain content classified R 18+ or MA 15+ that is not subject to a restricted access system preventing access by minors. ACMA will notify the relevant police force and/or the relevant accredited hotline overseas where content of a 'sufficiently serious' nature (such as child abuse material) is found. For prohibited content hosted in or provided from Australia, ACMA issues a take-down notice, service-cessation notice or link-deletion notice to the relevant content service provider, directing the provider not to host or provide access to the content. Failure to comply with such a notice may result in a penalty of up to \$11,000 per day. For overseas-hosted prohibited or potentially prohibited internet content, 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 (ISPs) are required to provide approved filters to their subscribers.

Items actioned, October 2008

Classification and description of online content ⁴	Online content hosted in or provided from Australia (take-down, service-cessation or link-deletion notice issued)	Internet content items hosted overseas (referred to makers of filters)	Total
MA 15+ – Violence	0	N/A	0
MA 15+ – Sex	0	N/A	0
MA 15+ – Themes	0	N/A	0
MA 15+ – Drug use	0	N/A	0
MA 15+ – Nudity	0	N/A	0
MA 15+ – Language	0	N/A	0
R 18+ – Violence	0	0	0
R 18+ – Sex	0	0	0
R 18+ – Themes	1	0	1
R 18+ – Drug use	0	0	0
R 18+ – Nudity	0	0	0
R 18+ – Language	0	0	0
X 18+ – Actual sexual activity	1	4	5
RC – Crime – promotion/instruction	0	0	0
RC – Violence – depiction	0	0	0
RC – Paedophilia – promotion/instruction	0	1	1
RC – Child – depiction	2	36	38
RC – Bestiality – depiction	0	0	0
RC – Sexual violence – depiction	0	2	2
RC – Sexual fetish – depiction	0	2	2
RC – Sexual fantasy – depiction	0	3	3
RC – Drug use – promotion/instruction	0	0	0
RC – Terrorist-related material	0	0	0
RC – Publication	0	0	0
Cat 1 – Publication	0	0	0
Cat 2 – Publication	0	0	0
Totals	4	48	52

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

Children's and preschool programs granted classification, November 2008

Program title	Series	Episode description	Program style	Program type	Country of origin	New/renewal	Class	Decision date	Applicant
<i>Airtime!</i>	1	PGM/1-PGM/7	Live action	Other program	Australia	New	C	11/26/2008	RJMEDIA Pty Ltd
<i>Chatroom Chicks</i>	1	1-26	Live action	Drama—series	Australia	New	PRC	11/13/2008	Southern Star Entertainment Pty Ltd
<i>Dex Hamilton: Alien Entomologist</i>	1	14-26	Animation	Drama—series	Australia	New	CD	11/24/2008	SLR Productions Pty Ltd
<i>Trapped</i>	1	16-26	Live action	Drama—series	Australia	New	CD	5/11/2008	Northway Productions Pty Ltd

Class – Classification, C – C Classification, CD – C Drama, P – P Classification, PRC – Provisional C, PRP – Provisional P. A classification expires five years after the date it was granted or renewed.

Temporary community broadcasting licences allocated, November 2008

State	Licence area	Licensee	Community served	Frequency	Start	Finish	Allocated
NT	Mt Liebig RA1	Warlpiri Media Association Inc.	Aboriginal	102.5 MHz	17/11/08	16/11/09	4/11/08
NT	Wilora RA1	Warlpiri Media Association Inc.	Aboriginal	100.9 MHz	17/11/08	16/11/09	4/11/08
NT	Willowra RA1	Warlpiri Media Association Inc.	Aboriginal	106.1 MHz	17/11/08	16/11/09	4/11/08
NT	Nyirripi RA1	Warlpiri Media Association Inc.	Aboriginal	102.9 MHz	17/11/08	16/11/09	4/11/08
NT	Nturiya RA1	Warlpiri Media Association Inc.	Aboriginal	105.9 MHz	17/11/08	16/11/09	4/11/08
NT	Laramba RA1	Warlpiri Media Association Inc.	Aboriginal	102.9 MHz	17/11/08	16/11/09	4/11/08
NT	Imangara RA1	Warlpiri Media Association Inc.	Aboriginal	107.3 MHz	17/11/08	16/11/09	4/11/08
NT	Engawala RA1	Warlpiri Media Association Inc.	Aboriginal	102.7 MHz	17/11/08	16/11/09	4/11/08
Vic.	Wodonga RA1	Albury Wodonga Christian Broadcasters Inc.*	Christian	100.7 MHz	21/5/08	20/5/09	4/11/08
NSW	Gosford RA1	Coast Community Broadcasters Inc.	Country and sport	94.1 MHz	22/11/08	21/11/09	12/11/08
NSW	Lake Macquarie RA1	Radio Yesteryear Inc.	Music—1930s to 1960s	97.3 MHz	22/11/08	21/11/09	12/11/08
WA	Augusta RA1	Augusta Telecentre Inc.	General	97.1 MHz	01/02/09	31/01/10	17/11/08
QLD	Gin Gin RA1	Gin Gin Community Broadcasters Inc.	General	104.9 MHz	01/01/09	31/12/09	17/11/08
NT	Alice Springs RA2	8CCC Community Radio Inc.	General	102.1 MHz 102.1 MHz	11/11/08	19/11/08	18/11/09
Vic.	Geelong RA1	Geelong Ethnic Communities Council Inc.	General	94.7 MHz	01/01/08	31/03/09	26/11/08
Vic.	Bendigo RA4	Central Victorian Gospel Radio Inc.*	Christian	101.5 MHz	13/05/08	31/03/09	26/11/08
Vic.	Bendigo RA2	Central Victorian Community Broadcasters Inc.*#	General	89.5 MHz	13/05/08	31/03/09	27/11/08
Vic.	Bendigo RA2	Goldfields Community Radio Co-operative Ltd*#	General	89.5 MHz	13/05/08	31/03/09	27/11/08

* Licence period extended. # Operating under a time-share arrangement.

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