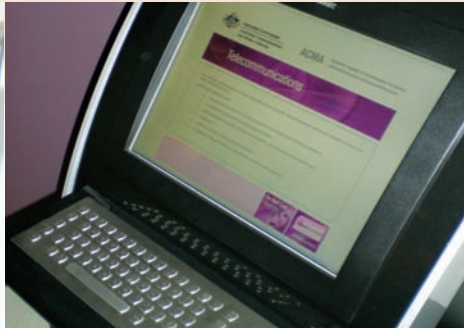


Web kiosks up and running

'As the Chairman of ACMA, I believe that we must demonstrate—and are demonstrating—a commitment to embracing new technologies and communications channels.'



JASON IVES TRIALS ONE OF THE NEW WEB KIOSKS.

'A recent example is the addition of web kiosks to the reception area of each Central Office, which allow members of the general public to interact electronically with ACMA.

These user-friendly and innovative tools help visitors to:

- access the ACMA website and other relevant sites
- complete, submit and/or print ACMA forms
- make secure online payments to ACMA
- utilise government resources such as the Do Not Call Register.

Each kiosk has been branded with an ACMA screensaver that also provides information about the organisation's core business to visitors waiting at reception.

I was keen to get this done. It is a very early harbinger of how we must transform the way we present ourselves to stakeholders and how they will eventually engage electronically with us. In other words, public access to ACMA's extensive range of online resources and publications helps to promote electronic business as an option for clients, and enhances the regulator's position as a forerunner in the adoption of new technology.

I'd welcome other such ideas'—**Chris Chapman.**

Children and mobile phones: Advice for parents

As the school year begins, ACMA is urging parents to check the suitability of their children's mobile phones.

In Australia, children's use of mobile phones increases dramatically between the ages of 11 and 13. While mobiles are a great way for parents to keep in touch with their children, a few simple steps can help to ensure the phone does not cause more problems than it solves.

ACMA advises parents to:

- **protect** your child's mobile phone number by ensuring it is only given to trusted friends and family. Children should not respond to texts or calls from people they do not know
- **check** whether your child's phone has internet access (a common feature on new phones).

Service providers can recommend appropriate levels of internet use and prevent access to adult content. If the phone is second-hand, service providers can restrict access to services that require age verification

- **ensure** your child understands that many of the funky downloads and ringtones advertised on TV are subscription services that can accumulate large bills in a only a few days

- help your child **manage** his or her money by buying a pre-paid phone that has a monthly credit limit
- keep any unpleasant or bullying messages and **report** them to the mobile provider and the police. Almost all malicious calls can now be traced.

Complaints about offensive content on mobile phones can now be reported to ACMA on www.acma.gov.au/hotline. Mobile service providers can also block access to 1900 and premium rate services.

For more information about keeping young people safe on mobile phones, ACMA's Mobile Phones – Child Safety Checklist includes advice on avoiding risks such as accessing offensive content on mobiles and 'stranger danger' contact on mobile chat services.

The Child Safety Checklist is available on the ACMA website at www.acma.gov.au (go to For the public—Consumer & community advice > Telecommunications: Your rights & safeguards > Safety, privacy & security > Mobile phones – child safety checklist).

