

## CLC telecommunications research

**T**he Communications Law Centre (CLC) has received funding from the Commonwealth for two telecommunications research projects.

The first, to be undertaken in the Melbourne office, will examine financial problems associated with the use of mobile phones by young people. The Commonwealth grant will support a NSW component to a Victorian study already funded by the Victorian Consumer Credit Fund.

The study will involve young people (aged 16-21 years) from a variety of socio-economic and educational backgrounds and involves survey work and focus groups. Building on anecdotal information, the study will seek to determine the extent to

which young people are finding it difficult to control the size of their mobile telephone bills, the impact this may be having on their budgeting for life's necessities and any other damaging social effects. The study will be followed up with an education kit for teachers, debt counsellors and others, and will aim to empower young people in their choices as consumers, and in dealing with unforeseen financial problems related to their use of mobile phones.

The second project will develop profiles of major overseas telecommunications companies, cable companies and Internet service providers, identifying best practice initiatives in key areas of residential customer-facing activities, with a

particular focus on rural consumers. These elements of the customer relationship will include:

- contact with customers and potential customers;
- complaints handling;
- quality of service reporting;
- service bundling;
- service guarantees;
- formal consumer consultation mechanisms;
- provision of information about services.

The projects are expected to be completed in July 1999 and December 1998 respectively.

**Jock Given**

## From The Archives

### The backhand pelvic flick

Sydney commercial radio broadcaster Ron Casey has done it again - only this time the issue is sexism rather than racism.

On July 29, Casey, who was sitting in for John Laws on Bond Media's 2UE, let forth on Justice Einfeld's controversial sexual harassment decision.

After a sideswipe at radical feminists ("what some like to call dykes") Casey took off:

*And I think Justice Marcus Einfeld is right on the button. So many of these cases - there are - they are ugly girls.*

*Not the ones in this case. But I've always found whenever I've worked at various radio stations before getting the sack, that if you're nice to ugly girls, it sort of helps them - it boosts their day - makes them feel good.*

*And I've always made a practice whenever I work of selecting the ugliest girls and as they walk by, give them a backhand pelvic flick.*

*Now this has one of two reactions. Either they turn around and slap me back, or they glow - and their ugliness melts away and they think, "Ah, at last somebody wants me".*

*And I think to myself - for that little backhand pelvic flick, I have made someone ecstatically happy.*

*And they mightn't have been touched there for years.*

**Labor party boss reappoints Casey.** On August 1, just two days after this broadcast, John MacBean reappointed Casey as 2KY's breakfast announcer.

MacBean is ALP State President in NSW, Senior Vice President of the ACTU, Secretary of the Labor Council of NSW, and managing

director of the Council's station 2KY.

The reappointment reversed his previous decision to sack Casey in April this year following a Tribunal finding [Australian Broadcasting Tribunal] on four different Casey broadcasts between April 1987 and February 1988.

In the Tribunal's view, Casey's remarks about people from Asia were likely to incite or perpetuate hatred against a group on the basis of race, ethnicity or nationality.

A public Tribunal inquiry into whether any action should be taken against Casey and 2KY in relation to remarks broadcast in February this year commences on September 21.

**Communications Update, August 1988**