

Literature Classification of
Office of Film and Literature Classification

Classification Board & Classification Review Board
Annual Report **2001 / 2002**



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Literature Classification of
Office of Film and Literature Classification



Letter of Transmittal



▲ *The Hon Daryl Williams AM QC MP,
Commonwealth Attorney-General*

Literature Classification of
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The Hon Daryl Williams AM QC MP
Attorney-General
Parliament House
CANBERRA ACT 2600

Dear Attorney-General

I am pleased to forward this report on the management and administrative affairs of the Classification Board and financial statements for both the Classification Board and Classification Review Board for the year ended 30 June 2002.

This report has been prepared in accordance with section 67 of the *Classification (Publications, Films and Computer Games) Act 1995*.

Yours sincerely

A handwritten signature in black ink, appearing to read "Des Clark".

Des Clark
Director

25 September 2002

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Introduction

This report is presented in accordance with the Department of the Prime Minister and Cabinet's reporting guidelines for annual reports. It includes the reports of the Classification Board (the Board) and the Classification Review Board (the Review Board) as well as the financial statements for each.

The Office of Film and Literature Classification (OFLC) provides administrative support to both boards. This report discusses activities in 2001-2002 in relation to the OFLC's outcomes and outputs structure and also the five corporate objectives from the OFLC Corporate Plan 2001-2006.

A diagram showing the relationship between the OFLC's outcome and outputs structure and its Corporate Plan reporting framework is shown under "Corporate Planning Framework" (page 34).

Financial statements for the Classification Board, Classification Review Board and the OFLC are at Appendix Nine.

Information about the OFLC can also be found on its website www.oflc.gov.au. Guidelines on the classification of films, publications and computer games, a classification database and recent media releases are available on the website.

A copy of this report, as well as annual reports from previous years, are also available.

Director's Overview



▲ *Des Clark, Director, OFLC*

The reporting year 2001-2002 has been a productive one for the OFLC. We have consolidated a number of key projects and the year has been one of forward planning, with the development of significant long-term objectives.

The OFLC's primary outcome is that Australians make informed decisions about films, publications and computer games which they, or those in their care, may view, read or play. In doing this, 6481 decisions were made in 2001-2002. The quality of Board decisions has been ensured by the employment of standards procedures. There is every indication that the Australian public is using the Board's decisions regularly and with confidence. Our consumer research indicates a high level of awareness of film classification in this country. In addition, from the large number of decisions made, only a very small proportion are the subject of public debate.

Corporate Plan

In last year's Annual Report I foreshadowed the development of a new Corporate Plan. During the reporting period the OFLC Corporate Plan for 2001-2006 was finalised. This Plan, the first for some time, provides an overarching strategic direction and focus for the OFLC and a framework for the development of the Annual Report. It also links to the Government's Outcomes and Outputs reporting framework. All OFLC staff were involved in developing the Corporate Plan.

The first three objectives in the new Corporate Plan reflect the OFLC's impact on its clients and the community. During the year, with regular liaison, the OFLC has consolidated and developed its relationships with key stakeholders. Through its reviews, the OFLC has continued to monitor and be in touch with current community attitudes and standards.

The last two objectives are about the OFLC's information procedures and staff development. To this end, the OFLC has updated how it provides information, and enhanced its financial, technical and personnel procedures to provide for an efficient work environment.

In conducting its activities, the OFLC has regularly liaised with the Office of the Attorney-General and the Attorney-General's Department. The OFLC has a close working relationship with these offices and jointly they provide expert advice to the Government.

During the reporting year the OFLC:

- launched the Review of the Classification Guidelines for Films and Computer Games;
- introduced its Corporate Plan;
- commenced the next round of recruitment for the Classification Board;
- implemented its new corporate structure;
- continued its work on existing key projects such as the ARIA Code and Advertising reviews; and
- increased its liaison with international bodies.

The Review of the Classification Guidelines for Films and Computer Games

On 24 August 2001, the Review of the Classification Guidelines for Films and Computer Games commenced with the release of the discussion paper for public consultation.

The review reflects the OFLC's engagement with community concerns about a range of issues including media convergence. The review provides Australians with the opportunity to have their say on matters such as how violence, sex, drug use and coarse language should be classified.

The call for submissions had the largest response of any guidelines review. More than 370 written submissions were received. In accordance with the instructions of Commonwealth, State and Territory Ministers with censorship responsibilities, significant progress has been made on drafting combined guidelines for films and computer games.

The review has also received input from clients and media coverage. At the end of the reporting year, the OFLC had redrafted the draft combined guidelines and was receiving positive feedback from the Board, other users of the guidelines, industry and related organisations. The review is ongoing and due to be completed during the next reporting period.

Implementing the New Corporate Structure

The OFLC continued to implement its new corporate structure, a project which commenced in 1998. The OFLC now has the resources to tackle a range of projects, including planning for the conference *Classification in a Convergent World* to be held in September 2003.

Recruiting the Classification Board

With the terms of appointment for most members of the existing Board due to expire in October 2002, the OFLC commenced recruiting for Board members in April. The advertisements for the positions attracted huge interest and almost 1000 applications. This is a great response which will ensure that the make-up of the Board continues to reflect the broader Australian community. The recruitment process is continuing.

Legislative Change

Amendments to the *Classification (Publications, Films and Computer Games) Act 1995* came into force on 22 March 2002. The amendments were primarily technical and procedural, reflecting several years' practical experience of the operation of the national classification scheme.

Community Liaison Scheme

During the year, the OFLC expanded the Community Liaison Scheme and co-located its staff to the Sydney premises. The co-location positions the Scheme to achieve a more strategic role in industry education and improved compliance.

Increased International Liaison

The OFLC has developed relationships with classification bodies from New Zealand, Singapore, the United Kingdom, Norway, South Africa and the United States. This increased liaison has enabled the OFLC to acquire knowledge and understanding of international classification issues, ratings procedures, and upcoming trends and products, which in turn will assist the OFLC to plan for the coming years.

Keeping Pace with New Technology

Australians have a reputation for quickly embracing new technology. As formats have changed, the OFLC has kept up with new and evolving media. When films or computer games on new formats have been submitted for classification during the year, the OFLC has acquired the appropriate technology so that the Board can view the material and classify it.

Other Projects

The OFLC is consolidating and developing a number of projects that commenced in previous years, such as the review of the ARIA Code and the Advertising Review.

In March 2002, as part of the Advertising Review, Censorship Ministers announced a number of improvements to the Advertising Exemption Scheme, which allows certain cinema films to be advertised in advance of their classification. The OFLC is now working with the cinema industry to formulate improved arrangements for advertising films. The OFLC is working towards ensuring that films are advertised in a way that works for the public and for industry and, to this end, has consulted with key parties to raise compliance levels in cinema advertising. The community gains much of its classification information from advertising, so the result will benefit the community. Further work on the review will continue during the next reporting year.

During the year, the OFLC focussed on raising community awareness and understanding of classification. In February 2002, consumer research commissioned by the OFLC indicated that the profile of the OFLC and the national classification scheme is more visible than ever before to Australians.

I expect that 2002-2003 will be an even busier year and a number of projects will come to fruition.

Finally, I would like to thank the Classification Board and the staff of the OFLC for their commitment and energy during the year. Their talent and focus has enabled the OFLC to serve the Australian community and industry clients with a classification service that is successful and effective.

Des Clark
Director

Overview of the National Classification Scheme



The national classification scheme is a cooperative scheme involving the Commonwealth, States and Territories. It came into effect on 1 January 1996 with the commencement of the *Classification (Publications, Films and Computer Games) Act 1995* (the Classification Act). Under the scheme, the Commonwealth is responsible for the classification of films (including videos and DVDs), computer games and certain publications, while the States and Territories are responsible for the enforcement of classification matters under their respective classification enforcement legislation.

Commonwealth

The Classification Act

The Classification Act forms part of the Commonwealth's contribution to the national classification scheme. The Classification Act establishes the Board and sets out the procedures the Board follows when making classification decisions. The Classification Act also establishes the Review Board which, on application, reviews classification decisions made by the Board.

The Classification Act provides that appointments to the Board and the Review Board are to be made having regard to the desirability of ensuring that the membership of each board is broadly representative of the Australian community.

National Classification Code and Classification Guidelines

The Board and the Review Board must make classification decisions in accordance with the National Classification Code (the Code), which is a schedule to the Classification Act. The classification guidelines assist in applying the criteria in the Code. Commonwealth, State and Territory Ministers with censorship responsibilities approve the Code and the guidelines.

The Code names and broadly describes the classification categories for classifiable material.

The guidelines describe in more detail the nature of the different classification categories, and the scope and limits of material suitable for each category. Separate guidelines exist for publications, films and computer games. The guidelines are approved by all Commonwealth, State and Territory Ministers with censorship responsibilities.

The guidelines are sequentially reviewed to ensure that they continue to reflect current community standards. The Guidelines for the Classification of Publications were reviewed in 1999. In the reporting period, the OFLC launched the combined review of the Guidelines for the Classification of Films and Videotapes and the Guidelines for the Classification of Computer Games. The review is described in detail at Objective Two.

When making classification decisions, the Board and the Review Board are also obliged to take into account the matters set out in section 11 of the Classification Act. Such matters include standards of morality, decency and propriety generally accepted by reasonable adults; artistic merit; the general character of the publication, film or computer game; and the persons or class of persons to or amongst whom it is published.

Commonwealth Legislative Changes in the Reporting Period

The Commonwealth *Classification (Publications, Films and Computer Games) Amendment Act (No 1) 2001* (the 2001 Amendment Act) received Royal Assent on 22 March 2001 and came into effect on 22 March 2002.

The 2001 Amendment Act made a number of primarily procedural and technical changes to the Classification Act to streamline the classification process.

Changes to the Classification Act include:

- a) clarifying the term “person aggrieved” for the purpose of applying for review of a restricted classification decision;
- b) expanding the range of films that are exempt from classification to include certain current affairs, hobbyist, sporting, family, live performance, musical presentation, religious, community or cultural films (where the film does not contain contentious material that would warrant a classification of M15+ or higher);



▲ At the meeting of Commonwealth, State and Territory officials held at the OFLC on 13 June 2002 are, from left, Paul Hunt (OFLC), Des Clark (OFLC), Catherine Dineen (Victoria), Christina (OFLC), Ros Chenoweth (Northern Territory), Alina Hughes (OFLC), Elizabeth Kelly and baby Lucy (Australian Capital Territory), Paul Griffiths (Commonwealth Attorney-General's Department), Peter Maloney (Tasmania), Jim Thomson (Western Australia), David Cannavan (Queensland), Tricia Flanagan (OFLC), Andrew Osborne (New South Wales), Katherine O'Neill (South Australia). Also present were Cynthia Kaye (OFLC) and Michelle Vaughan (OFLC).

- c) empowering the Director to waive all or part of the fees payable under the Classification Act for special interest material having a limited distribution; and
- d) providing for serial classification of certain publications.

States and Territories

As part of the national classification scheme, each State and Territory has enacted classification enforcement legislation that complements the Classification Act. State and Territory classification legislation prescribes penalties for classification offences and enforces classification decisions in the particular jurisdictions. Some jurisdictions have reserved censorship powers.

Other Functions

In addition to making classification decisions about films, computer games and certain publications, the Board and the Director perform a number of other functions under the national classification scheme. These include:

The Advertising Exemption Scheme

The Classification Act empowers the Board to grant a certificate of exemption for certain unclassified public exhibition films, allowing them to be advertised before they have been classified.

Films that receive a certificate of exemption must comply with conditions set out in the Classification (Eligible Films) Determination 1999. These conditions include displaying the message “This film is yet to be classified” on advertising material for the film.

Film Festivals and Events

Under the national classification scheme, State and Territory classification enforcement legislation provides that organisations which run film festivals may become “approved organisations”. An approved organisation can apply to the appropriate authority to have unclassified films that will be shown at a film festival or event exempted from the classification requirements of the relevant State or Territory laws, provided that the organisation meets the criteria set out in the approved guidelines.

The Director of the Board is the appropriate authority for film festivals in Victoria, New South Wales, Western Australia, the Australian Capital Territory, the Northern Territory and Tasmania. The Director became the appropriate authority for film festivals in Tasmania in March 2002.

In South Australia, exemption applications should be directed to the South Australian Attorney-General’s Office. In Queensland, the contact officer for applications is Mr David Cannavan, Film Classification Officer, Queensland Office of Fair Trading.



▲ Board member Rachel Williams returns material to Applications staff member Natasha Tetradis in the secure storeroom.

Authorised Assessors

Under the Classification Act, the Director may authorise a person who has been trained by the OFLC to make assessments as to the likely classification of a computer game. Authorised assessors can submit an application for the classification of a computer game, accompanied by a recommended classification if the game is likely to be classified G, G8+ or M15+. Where an application for classification of a computer game is accompanied by such a recommendation, the Board considers the authorised assessor's recommendation before making a decision on the application.

Australian Customs Service

The Australian Customs Service (ACS) is responsible for decisions concerning the status of material imported into, or exported from, Australia. The Customs (Prohibited Imports) Regulations 1956 (the Prohibited Imports Regulations) describe classes of goods that must not be imported into Australia. The Customs (Prohibited Exports) Regulations 1958 (the Prohibited Exports Regulations) describe classes of goods that must not be exported from Australia.

The ACS is at liberty to intercept any material that it believes contravenes, or may contravene, Regulation 4A of the Prohibited Imports Regulations or Regulation 3 of the Prohibited Exports

Regulations. The criteria in Regulation 4A and Regulation 3 accord with the RC (Refused Classification) criteria in the Code.

By agreement between the ACS and the OFLC, the ACS may refer items intercepted at the border to the Board for advice as to their import or export status. Advice from the Board is one factor the ACS takes into account when making a decision about the import or export status of goods intercepted.

The Director and Deputy Director of the Board have been authorised by the Attorney-General under subregulation 4A(2A) of the Prohibited Imports Regulations and subregulation 3(3) of the Prohibited Exports Regulations to consider requests for permission to import goods to which the Prohibited Imports Regulations apply, or to export goods to which the Prohibited Exports Regulations apply.

Australian Broadcasting Authority

The OFLC does not regulate television, radio or the Internet. The Australian Broadcasting Authority (ABA) regulates these media as provided for in the *Broadcasting Services Act 1992* (the BSA). However, in accordance with the BSA, if the ABA receives a valid complaint about Australian-hosted online content, the ABA may refer the material to the Board for classification. The Board classifies the content using the existing classification guidelines for films or computer games, as appropriate.

Classification Board Profiles



**DES CLARK***Director*

APPOINTED	17 April 2000
APPOINTMENT EXPIRES	16 April 2004

Des Clark, 56, was appointed as the Director of the Board and the OFLC on 17 April 2000.

Prior to his appointment Des was working as an independent consultant in strategic communications. He was also Deputy Chairman of the Australian Film Commission and Chairman of the Melbourne International Film Festival. Under his Chairmanship the Festival more than doubled its audience and delivered a budget surplus.

Des has extensive experience of community development and consultation having served three terms as a Councillor at the City of Melbourne from 1986 to 1993 and a term as Lord Mayor in 1992-1993. During that time he played a leadership role in the restructure of the organisation and strategic planning for cultural development and inner city living.

He worked on the restructure of local government in Victoria, at the City of Port Phillip and in two other municipalities, where his management experience and community based skills were successfully utilised. Prior to working in local government, Des worked as a teacher and educational administrator. His professional training is in the visual arts.

He grew up in rural Victoria and has lived most of his adult life in Melbourne. He has travelled extensively. Des has been a member of many community organisations and boards. His interests are cinema, opera, ballet, tennis and racing. He is married to the artist Irene Clark.

**SIMON WEBB***Deputy Director*

APPOINTED	11 October 1999
APPOINTMENT EXPIRED	31 December 2001

Simon Webb, 44, was the Deputy Director of the Board and the OFLC until his appointment expired in December 2001. He had previously managed the OFLC policy function. He has had wide experience of community life and a successful career in management.

Simon has professional expertise in facilitating community involvement in policy making, planning and development. He has managed a number of private and community businesses and has a strong interest in community development, education and the arts. He was previously General Manager of the Arts Council (Australian Capital Territory). Simon has worked in hospitals, new suburban developments, special schools and a variety of community facilities with young people, migrants and people disadvantaged by age, gender, poverty or lack of skills.

Simon has a farming background. He has managed exploration camps in remote parts of Australia and has worked in the construction and tourism sectors and with community groups in Western Australia, New South Wales and the Australian Capital Territory. He has been an actor and producer of children's theatre, and worked with children and their families in urban, rural and remote communities in Western Australia. Widely travelled and with a broad life experience, Simon is the father of two children and brought a range of practical and creative management skills to the Board.


PAULYNE WILLIAMS *Senior Classifier*

APPOINTED 19 March 1997
APPOINTMENT EXPIRES 31 May 2003

Paulyne Williams, 55, comes from a large country family and has three adult daughters. She has a Bachelor of Arts (majoring in History) from the University of Sydney, and is a Barrister at Law. Paulyne worked as a duty solicitor for the NSW Legal Aid Commission in the early 1980s and represented clients in the Local and higher courts. Her work also involved appearing for prisoners and psychiatric detainees, and she worked briefly as assistant to a senior partner in a major family law firm before going into general practice at the Bar. Paulyne's interests include music, film, reading, travel, and news and current affairs. Paulyne has travelled extensively with her husband in recent years and has come into contact with many people of diverse cultural backgrounds. She has always enjoyed mixing with people and listening to their views.


PAUL HUNT *Senior Classifier
Acting Deputy Director
since 22 August 2001*

APPOINTED 1 June 2000
APPOINTMENT EXPIRES 31 May 2003

Paul Hunt, 34, originally from Tasmania, has had a varied career, including working as a building contractor and an environmental health consultant. He has held positions within local and state government, mainly in the environmental health and development services fields. In these positions he has gained experience in community consultation, as well as considerable experience in balancing community expectations of statutory bodies with the needs of clients.

Immediately prior to joining the Board, Paul spent two years in a management position with the Halls Creek Shire in the Kimberley region of Western Australia. Paul's experience in remote Australia has given him an understanding of sensitive social justice and health issues relevant to rural and remote communities. Paul enjoys interacting with a very wide cross section of people. He is married with two children.



WENDY BANFIELD *Board Member
Acting Senior Classifier
since 22 August 2001*

APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

Wendy Banfield, 39, is the mother of two young children and had been living in Queensland for a number of years before moving to Sydney to take up her appointment. She was raised in South Australia and has worked as a secretary and law clerk in Australia and during working holidays in the United Kingdom. Wendy has studied in South Australia and Queensland obtaining a Bachelor of Arts (Psychology) and a Bachelor of Laws. She has been involved in her local community in Queensland through playgroups, children's gym and other sporting activities. While caring for her children, Wendy continued employment on a casual basis as a high school tutor and in a variety of clerical positions. She is interested in current affairs and social justice issues, particularly the welfare of children.



YIAH CHAN *Board Member*

APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

Born in Hong Kong, Yiah Chan, 33, has lived in Canberra, London and Brisbane and is studying towards a Bachelor of Laws Degree at the Australian National University. Yiah has travelled extensively in North America, Asia, Europe and the Pacific and speaks fluent Cantonese. She has been awarded degrees from universities in Australia and overseas including an MSc in Criminal Justice Policy from the London School of Economics. Yiah has interacted with high school students and a wide variety of organisations and community groups, as a result of her professional involvement in several major social science research projects on crime and the criminal justice system such as juvenile delinquency, watchhouse overcrowding and the fear of crime. Yiah is a World Vision sponsor and a member of the NSW Book Collector's Society, Private Libraries Association and the Humanist Society of NSW. Her interests include literature, film, tennis, the Internet, social and criminal justice issues and listening to a diverse range of music.



DAVID GRIFFITHS *Board Member*

APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

David, born in Wuppertal, Germany in 1948, came to Australia with his British parents in 1952. With his father an RAAF officer posted to different locations, David was educated in a variety of schools and worked in a range of positions before starting nursing training at Adelaide's Glenside Hospital.

In 1973, David graduated as a psychiatric nurse at Hillcrest Hospital and has since had extensive clinical and management experience in community mental health, forensic psychiatry, working with adolescents, and elderly psychiatric services. Prior to joining the Board, he was a supervisor in a private psychiatric clinic.

In his role in the community, David has been involved with such groups as Lions, Rotary, Young Farmers and the Women's Electoral Lobby, providing information on mental health services. He has also run vocational groups with schoolchildren, was a partner in a counselling service and the proprietor of a travel agency.

David has three daughters in Kununurra, Darwin and Melbourne and a son and daughter with five grandchildren in Adelaide and Canberra. He has a passion for sailing and enjoys other sports as a spectator. From June to September 2001 David spent three months on leave from the Board to act as the Coordinator of the OFLC's Community Liaison Scheme. David has a certificate of Business Management and, when not in Sydney, lives with his partner in the historical Victorian town of Beechworth.



KATHRYN REIDY *Board Member*

APPOINTED 11 October 1999
RESIGNED 14 March 2002

Kathryn Reidy, 40, lived on a rural property in Howard Springs on the outskirts of Darwin in the Northern Territory, and is the mother of a pre-school aged daughter. Kathryn is well travelled and has wide experience living among people with varied backgrounds in different communities, including a country town in South Australia, a remote Aboriginal community in the Northern Territory, and the cities of Adelaide, Sydney and London. She has extensive experience working with children, and their parents, as a master teacher and teacher/librarian. Kathryn has a special interest in children's literature, and was a member of a community writing group. She is a member of the Children's Book Council and, while living in the Northern Territory, acted as a judge for this organisation for the Young Territory Writers' Program. In September 2000, Kathryn commenced a 12-month period of leave without pay from the Board to act as Classification Trainer. In March 2002, Kathryn resigned from the Board to take up the position of Classification Education Manager at the OFLC.



ROBERT SANDERSON *Board Member*

APPOINTED	11 October 1999
APPOINTMENT EXPIRES	10 October 2002

Robert Sanderson, 28, is from Sutton in regional New South Wales. Robert is a qualified accountant but has worked as a shop assistant for Target Australia while studying to obtain degrees in commerce and economics. He was also the managing director of a performance artists and modelling agency catering predominantly to child actors, singers and dancers. He is a keen player of computer games and has been involved in a wide variety of social sports, including as a martial arts instructor and soccer referee. These activities and interests have provided him with many opportunities to interact with young children, teenagers and their parents, and gain an appreciation of their differing attitudes and needs. From March to July 2002, Robert undertook a secondment by invitation to the ABA. During that time he was extensively involved in Internet and television content investigations as well as the review of the Commercial Television Industry Code of Practice.



LYNN TOWNSEND *Board Member*

APPOINTED	11 October 1999
APPOINTMENT EXPIRES	10 October 2002

Lynn Townsend, 58, lived in Hobart, Tasmania and is the mother of four adult children. Lynn has an extensive background as a consultant and researcher dealing with women's issues and providing education and professional training to social, youth and women's service workers. She has also authored a number of reports on complex and difficult social issues such as child abuse, sexual assault and domestic violence, and has been involved in extensive community consultation and education throughout her career.



RACHEL WILLIAMS *Board Member*

APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

Rachel, 34, comes from Ipswich in Queensland and has travelled extensively throughout rural Australia. She is undertaking a Master of Arts in English Literature, researching the travel journals of the young Florence Nightingale through Egypt. Rachel has a varied working background, most recently assisting with the coordination of an equity program for young tertiary students.

In March of 2002, Rachel became the first Australian participant of a professional exchange program with the New Zealand Office of Film and Literature Classification (NZ OFLC), working at their Wellington office for a period of six weeks. During this time Rachel observed closely the NZ OFLC's approach to media convergence, the representation of community views in decision-making, and the serial classification of publications.

She has also worked in the regional arts industry and has been involved extensively in community and cultural activities in a voluntary capacity, mostly with young people and children. Rachel is involved with a Paddington children's group, and is a member of the St James Ethics Centre. As a student of literature and feminism, Rachel has always been interested in the history and consequences of censorship, and brings with her a commitment to social justice.

Part-time Members



MARGARET CLANCY *Board Member*

APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

Margaret Clancy, 52, lives with her spouse in Sydney and has been a temporary member of the Board. Margaret has a long and varied working background, including as a teacher of primary and high school students, in adult literacy for migrant groups, as a journalist and translator, as a scriptwriter for film, television, theatre and radio, and as an actor in Australia and overseas. Margaret's community activities have included doorknocking for the Salvation Army on Red Shield Appeal days and involvement in establishing and running a Neighbourhood Watch program.



BRONWYN HEALY *Board Member*

APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

Bronwyn Healy, 44, lives in the western suburbs of Sydney and is the mother of two primary school children. Bronwyn has had extensive involvement in community affairs, both through her work as a health and welfare professional, and as a parent. She has worked with a diverse range of community groups including women and children, people from non-English speaking backgrounds, people of low socio-economic status, people with disabilities, and the elderly. Bronwyn's community projects and activities have included the Ryde Safe Communities Project, the Ryde Healthy Lifestyle Program, Health Issues for Women Over Sixty, and Keeping Our Kids Safe. She has also been a member of the Management Committee of the Apple Cottage Child Care Centre, a member of the Ryde Hospital and Community Health Services Management Committee, Secretary of the Parent and Teachers Committee at her child's school, and an active participant in various sporting clubs.



GRAHAM SHIRLEY *Board Member*

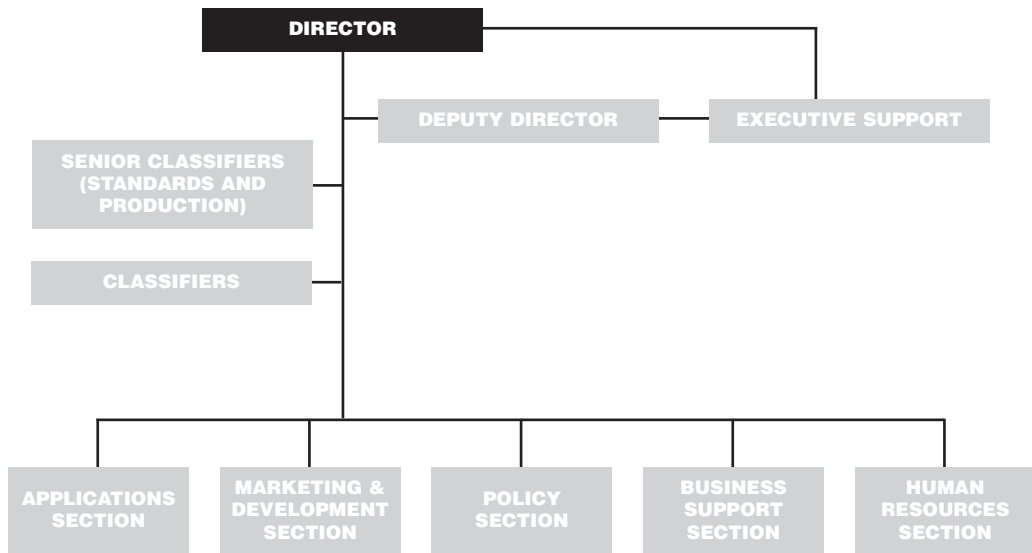
APPOINTED 11 October 1999
APPOINTMENT EXPIRES 10 October 2002

Graham Shirley, 52, is a documentary film-maker, researcher and film historian specialising in Australian cinema. He is co-author of the book, *Australian Cinema: The First 80 Years*, and for three decades has conducted oral histories with numerous veterans of the Australian film and broadcasting industries. Graham was a student in the first intake of the Australian Film, Television and Radio School, and has since made documentaries on subjects as diverse as Australian sport and film history, the history of State aid to education, and special operations during World War II. His research on these and other people's documentaries has brought him into contact with a wide variety of Australians. Graham is the father of three children and has also been a temporary member of the Board.

Corporate Overview



Organisational Structure



The Classification Board

The Board is a Commonwealth statutory body consisting of the Director, Deputy Director, Senior Classifiers and other members. The business of the Board is the classification of films (including videos and DVDs), computer games and certain publications. The Board also classifies Internet material referred by the ABA and provides advice to the ACS in relation to the importation of films, computer games and certain publications. Board members classify material submitted on a daily basis and, apart from the Director, Deputy Director and Senior Classifiers, have no managerial responsibility for the OFLC.

Classification management responsibilities are currently divided into two areas: production and standards. These responsibilities are managed by the two Senior Classifiers. The positions of Director and Deputy Director have responsibilities in relation to the management of the OFLC as well as the business of the Board.

The Classification Review Board

The Review Board is an independent statutory body established to review decisions of the Board.

The OFLC

The Board and the Review Board are supported administratively by Australian Public Service (APS) staff in the OFLC. In addition, the OFLC provides customer service to industry, law enforcement bodies and members of the public.

The OFLC comprises the following sections:

Applications

The Applications section provides a broad range of administrative support services vital to the smooth running of the classification process. These include the processing of applications, maintenance of an information database, liaison with clients, and storage and security of materials and records.

Marketing and Development

The Marketing and Development section is responsible for providing classification education and training, and public affairs and information services, to a broad range of stakeholders including the Board and OFLC staff, industry, community groups, government agencies and the public. The section is responsible for liaising with community and industry on the development of services, organising conferences, media liaison, reception, enquiries and some complaints handling. The section also includes the Community Liaison Scheme (CLS)¹.

CLS staff members provide retailers, exhibitors and distributors of films, publications and computer games with information about the national classification scheme. These staff members work closely with State and Territory authorities to encourage and monitor compliance with the relevant enforcement provisions.

Policy

Through the Director, the Policy section assists with the provision of advice to the Attorney-General on classification matters. The section also provides secretariat support, briefing and policy papers to the Standing Committee of Attorneys-General (SCAG) (Censorship) and secretariat support to the Review Board. The section undertakes a range of functions including policy development and evaluation, legislative reform, parliamentary liaison and correspondence, and liaison with the Attorney-General's Department.

Business Support

The Business Support section is responsible for providing a broad range of financial, Information Technology (IT) and technical support, and general office services to the OFLC. Financial and office service support includes appropriation and budget management, as well as accounts payable, receipts management, asset control, management reporting, purchasing and general building services.

¹Formerly known as the Community Liaison Officer (CLO) scheme.

Human Resources

The Human Resources (HR) section is responsible for providing a range of HR services to the OFLC. These include provision of advice and information on HR matters, maintenance of personnel records, provision of a payroll service, personnel case management, and development and implementation of a broad range of HR policy and procedures.

Corporate Governance



The Classification Act establishes the Classification Board as a full-time statutory agency within the Commonwealth Attorney-General's portfolio. The OFLC provides administrative support to the Board and is headed by the statutory office of Director.

The Director is required to report to the Attorney-General on the management of the administrative affairs of the Board in accordance with section 67 of the Classification Act.

Section 52 of the Classification Act provides that the Director is responsible for ensuring that the business of the Board is conducted in an orderly and efficient way. Subsection 54(2) of the Classification Act states that:

For the purpose of the *Public Service Act 1999*:

- (a) the Director and the APS employees assisting the Director together constitute a Statutory Agency; and
- (b) the Director is the Head of that Statutory Agency.

The Chief Executive, for the purposes of the *Financial Management and Accountability Act 1997* (the FMA Act), as specified in items 118, 119 and 134 of the schedule to Regulation 5 of the regulations made under the FMA Act, is the Director. As such, the Director is required to prepare financial statements in accordance with section 48 of the FMA Act.

Fraud Control

The OFLC has in place fraud risk identification and control measures for the prevention, detection, reporting and data collection of fraud.

Corporate Management Team

The Corporate Management Team (CMT) sets strategic direction, maintains a general oversight of organisational performance and considers and provides advice to the Director on matters of corporate and governmental significance. The CMT comprises senior classifiers and the managers of each section within the OFLC. Membership over the reporting period was:

- Mr Des Clark, Director
- Mr Simon Webb, Deputy Director (on leave from 2 July 2001 to expiry of his term on 31 December 2001)
- Mr Paul Hunt, as acting Deputy Director from 22 August 2001 and previously as Senior Classifier (Production)
- Ms Wendy Banfield, as acting Senior Classifier (Production) from 22 August 2001
- Ms Paulyne Williams, Senior Classifier (Standards)
- Ms Heather Cole, Manager, Applications
- Ms Patricia Flanagan, Manager, Marketing and Development
- Ms Cynthia Kaye, Manager, Policy

- Mr Manus McFadyen, Manager, Human Resources
- Mr Paul Tenison, Manager, Business Support

Establishment and Maintenance of Appropriate Ethical Standards

The OFLC has taken a number of steps to establish and maintain appropriate ethical standards in the conduct of its business.

All employees of the OFLC are employed under the *Public Service Act 1999* and are subject to the APS Values and Code of Conduct contained in that Act and the Public Service Commissioner's Directions made under the Act. These establish the primary values and standards of behaviour expected of employees in the APS.

Formal procedures for determining breaches of the Code of Conduct as required by subsection 15(3) of the Act have been established by the Director.

The APS Values and Code of Conduct are included in the OFLC Agency Agreement and staff are briefed on the importance of these as part of the induction program. All prospective employees of the OFLC are provided with a copy of the APS Values and Code of Conduct and elements of the *Crimes Act 1914*, and are required to sign a statement to the effect that they have read and understand these provisions before commencing employment with the OFLC.

Board members, as statutory officers, remain subject to the Code of Conduct proposed by the *Report of the Committee of Inquiry Concerning Public Duty and Private Interest* (the Bowen Report), which established principles for the avoidance and resolution of conflicts of interest.

Chief Executive Instructions under the FMA Act have been made by the Director and apply to all employees. Included in the detail of the Chief Executive Instructions are OFLC arrangements for ensuring the proper use and management of public money, public property and other resources of the Commonwealth, and the proper accountability for the use and management of these resources.

The OFLC's policy concerning the acceptance of gifts and benefits requires the registration of any such offers made to staff members. This provides further guidance to employees to overcome any perception of conflict of interest.

The APS Values, Code of Conduct, Chief Executive Instructions and other material relevant to ethical conduct are incorporated, as appropriate, into relevant departmental policies, guidelines and instructions.

The OFLC's Harassment policy and procedures reflect the organisation's commitment to providing a working environment free from all forms of harassment and provide further guidance on appropriate behaviour in the workplace. (For further details on OFLC workplace policy, see Objective Five.)

The OFLC also works within a strong accountability framework. This includes parliamentary scrutiny, external audit by the Australian National Audit Office, the *Administrative Decisions (Judicial Review) Act 1977*, the *Freedom of Information Act 1982* (FOI Act), the *Privacy Act 1988*, the

Ombudsman Act 1976 and, in respect of actions taken concerning OFLC employees, the Review of Actions provisions established in accordance with the *Public Service Act 1999*.

Formal procedures for handling whistleblower reports have also been established in accordance with the *Public Service Act 1999*.

Report on Performance



Outcomes and Outputs

Under the Government's accrual budgeting initiative, the OFLC is responsible for delivering the following outcome:

Australians make informed decisions about films, publications and computer games which they, or those in their care, may view, read or play.

This outcome is supported by two outputs:

Output 1.1 Operation of the national classification scheme.

Output 1.2 Provision of services ancillary to the operation of the national classification scheme including research, the Community Liaison Scheme, policy development and ministerial support.

Outcomes and Outputs Performance

The capacity of Australians to make informed decisions about the films, publications and computer games which they, or those in their care, may view, read or play is enhanced by the operation of the national classification scheme and the provision of ancillary services.



▲ Applications staff member Mercurius with magazine proofs for Senior Classifier Paulyne Williams. In 2001-2002 the Classification Board classified 1516 publications out of a total of 6650 finalised applications.



▲ Board members (from left) Paul Hunt, Rachel Williams and Paulyne Williams discuss the classification of a DVD

A summary of performance under each output appears below, and more detail can be found in the following five chapters. Performance in relation to the OFLC's output performance indicators can be found in Appendix One.

Output 1.1 — Operation of the National Classification Scheme

In 2001-2002, the Board finalised 6650² applications and issued 6174³ certificates. The target product turnaround time of 20 business days or less was met in 99.3 per cent of commercial applications. Client satisfaction is measured in part by complaints about turnaround, and the OFLC did not receive any such written complaints during 2001-2002.

Output 1.2 — Provision of Ancillary Services

With respect to the provision of services ancillary to the operation of the national classification scheme, including policy advice and ministerial support, a total of 20 briefs, submissions and papers and 722 items of ministerial correspondence were prepared. One meeting of Censorship Ministers and three meetings of censorship officials were conducted during the year.

² This includes commercial and enforcement classification applications, advices and approvals. See Table 1, Appendix Three.

³ Not all finalised applications require a certificate to be issued, for example, no certificate is issued for withdrawals, advices or fee waivers. See Table 2, Appendix Three.

The CLS, now in its sixth year of operation, continued to operate to the satisfaction of Censorship Ministers and officials participating in the national classification scheme. A total of 725 site visits resulted in 1354 identified breaches being drawn to the attention of proprietors, distributors and exhibitors for corrective action.

Financial Performance

The OFLC's financial performance for the year was substantially in line with the budgeted estimates for the delivery of classification services to appropriate time, cost and quality standards, as established in the OFLC Corporate Plan 2001–2006 (see page 33), and presented in the Attorney-General's Portfolio Budget Statements for 2001-2002.

Expenditure on salaries and suppliers expenses for the year totalled \$5.3m, compared with the budgeted estimate of \$5.1m. Revenue from sale of goods and services exceeded budget forecasts by \$0.2m.

The OFLC's operations are highly reliant on its technology-based assets, particularly specialised software and electronic hardware. In order to maintain and improve performance standards, the asset base is continually reviewed and upgraded as necessary. The OFLC acquired \$310,000 worth of assets during the year, in accordance with its planned program of asset acquisition and replacement.

The final instalment of the OFLC's loan facility with Department of Finance and Administration of \$561,000 was discharged during the year as planned.

All property, plant and equipment assets were revalued using the deprival method by the Australian Valuation Office during the year, in accordance with the requirements of relevant Australian accounting standards.

Corporate Planning Framework



The OFLC Corporate Plan 2001-2006 has been developed within the context of:

- the OFLC's vision to be the leading provider of widely understood media classification services;
- the legislative framework; and
- the Performance Management Framework of the Commonwealth Government.

The Corporate Plan provides overarching strategic direction for the OFLC and a framework for the development of the Annual Report.

OFLC Vision Statement

The OFLC's Corporate Plan 2001-2006 supports the OFLC's vision of being **the leading provider of widely understood media classification services.**

Achieving this vision will require:

- our role, and the implications of classification decisions, to be understood in our community;
- maintenance of productive relationships with those who produce the material we classify;
- efficient and effective management of classification systems; and
- the confidence of participating governments in OFLC decisions and operations.

The objectives to achieve this vision are:

One: To manage the classification system to time, cost and quality standards.

Two: To enhance confidence in, and utilisation of, OFLC classification systems among existing and potential clients.

Three: To enhance community understanding of, and confidence in, classification systems and outcomes.

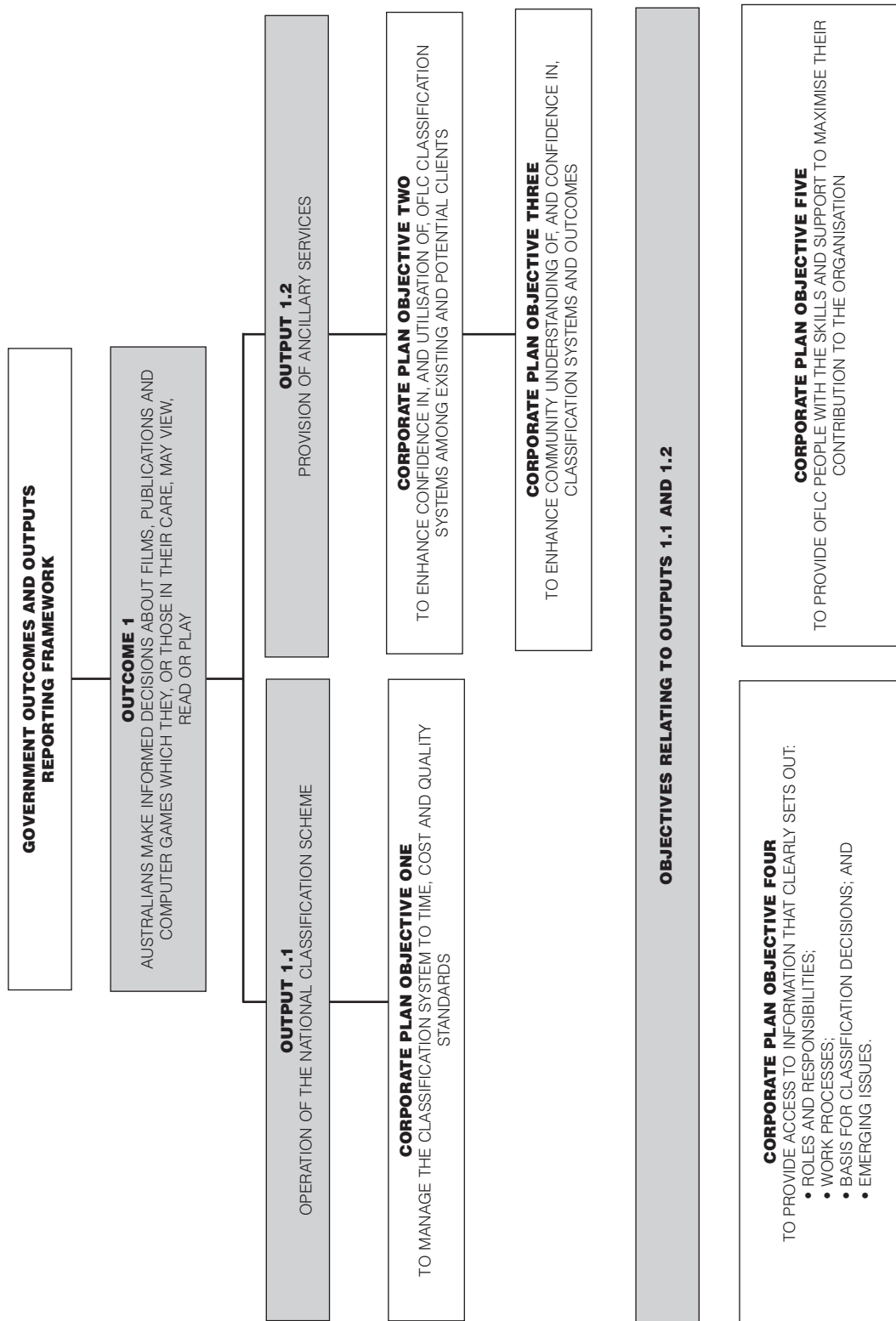
Four: To provide access to information that clearly sets out:

- roles and responsibilities;
- work processes;
- basis for classification decisions; and
- emerging issues.

Five: To provide OFLC people with the skills and support to maximise their contribution to the organisation.

The diagram on page 34 shows the relationship between the Government Outcomes and Outputs reporting framework and the objectives of the OFLC Corporate Plan. The table on page 35 outlines the strategies to achieve the objectives.

Outcomes/Outputs and the OFLC Corporate Plan Reporting Framework



Objectives	Strategies
<p>One: To manage the classification system to time, cost and quality standards</p> <p>The OFLC is obliged to meet time standards for our decisions. The cost of making classification decisions is recovered from users and our efficiency is subject to scrutiny. Our credibility is dependent upon consistency in our decision-making.</p>	<p>1.1 In cooperation with clients, streamline procedures to provide timely decisions within the legislative framework.</p> <p>1.2 Ensure that clients receive value for money without compromising classification decisions.</p> <p>1.3 Maintain high quality classification standards through effective knowledge management.</p>
<p>Two: To enhance confidence in, and utilisation of, OFLC classification systems among existing and potential clients</p> <p>This objective addresses our relationships with key government and industry stakeholders. It addresses the requirement to effectively service the Standing Committee of Attorneys-General (Censorship), regulatory reform, media convergence and OFLC communication with other industry, consumer and classification bodies.</p>	<p>2.1 Provide briefing, policy and legislative services to Government and the Standing Committee of Attorneys-General (Censorship).</p> <p>2.2 Improve the OFLC's relationships with existing and potential clients.</p> <p>2.3 Understand emerging product and technology to identify potential clients and industry, technology and communication trends.</p>
<p>Three: To enhance community understanding of, and confidence in, classification systems and outcomes</p> <p>This objective addresses the requirements that decisions of the Board reflect community standards, and that our communities are aware of the OFLC's role and the implications of its classification decisions.</p>	<p>3.1 Identify and develop avenues for dissemination of OFLC information.</p>
<p>Four: To provide access to information that clearly sets out: roles and responsibilities; work processes; basis for classification decisions; and emerging issues</p> <p>This objective is directed toward ensuring that people requiring information relating to the activities or operation of the OFLC are able to access accurate information in a convenient, timely manner.</p>	<p>4.1 Develop and maintain practical information resources relevant and appropriate to external interested parties and internal users.</p> <p>4.2 Establish more effective internal communication within the OFLC.</p> <p>4.3 Establish arrangements for all OFLC staff to have convenient access to information (held on files and stored electronically) that they require in the course of their work.</p> <p>4.4 Improve OFLC handling of external enquiries.</p>
<p>Five: To provide OFLC people with the skills and support to maximise their contribution to the organisation</p> <p>This objective is directed towards ensuring that Board members and support staff are appropriately resourced and that they have the information and support to perform their role and optimise their contribution to the broader objectives of the OFLC.</p>	<p>5.1 Establish, as an integral part of working at the OFLC, an induction, training and orientation policy and process.</p> <p>5.2 Establish, as an integral part of working at the OFLC, a comprehensive and effective performance management system.</p> <p>5.3 Establish appropriate arrangements for the timely recruitment of Classification Board members.</p>

Output 1.1

Operation of the national classification scheme.

Objective One

To manage the classification system to time, cost and quality standards.

The OFLC is required under the Classification Act to meet time standards for classification decisions. The cost of making classification decisions is recovered from users and our efficiency is subject to accountability. Our credibility among consumers and industry is dependent upon consistency in our decision-making.

Consistency is a significant measure of quality as it reflects the application of community standards to the classification of product, and ensures members of the community and industry can make choices in a relatively predictable environment.

Key Achievements

- 6650⁴ applications were finalised during 2001-2002.
- 99.3 per cent of Board decisions on commercial applications were made within the service target of 20 business days.
- A standards database was established as a technical resource accessible by Board members and OFLC staff.
- Weekly internal standards briefings were initiated to ensure information on standards and decision-making is disseminated to relevant staff.
- Equipment continued to be upgraded so that all material can be accessed in the classification process.

Timeliness of Decisions

In the reporting period, 99.3 per cent of Board decisions on commercial applications were made in under 20 business days. This represents 5542 commercial classification decisions. (See Table 3, Appendix Three for further information.)

The Board and the OFLC conduct ongoing reviews of applications procedures to ensure that obligations relating to timely decision-making are met. The Applications section and Senior Classifiers work together, and in cooperation with clients, to develop procedures for streamlining the classification process. A significant volume of product for classification includes longer formats, such as additional material on DVDs. A number of internal procedures have been implemented this year to facilitate timely service to clients with efficient and consistent classification outcomes as the primary focus.

Summary of Board Workload

The OFLC dealt with a similar volume of product during the reporting year as in 2000-2001, finalising a total of 6650 applications. (See table on page 38.) This resulted in 6481⁵ decisions made and 6174⁶ certificates issued.

In commercial product the number of public exhibition films and computer games submitted for

⁴This includes commercial and enforcement classification applications, advices and approvals. See Table 1, Appendix Three.

⁵Finalised applications less than 169 withdrawals. See Table 1, Appendix Three.

⁶Not all finalised applications require a certificate to be issued, for example, no certificate is issued for withdrawals, advices or fee waivers. See Table 2, Appendix Three.

classification increased; the volume of films for sale/hire remained constant; and there was a decrease in commercial publications submitted for classification.

In other workload areas, there was a significant decrease in applications for advice from the ACS. This reflects the full impact of an agreement between the ACS and the OFLC, one feature of which is a cycle of training programs for ACS staff. This program ensures that consistent decision-making based on community standards occurs in both agencies, under their respective powers.

Commercial and Other Applications, Finalised – by Format/Source

Format/Source	No. of applications finalised	No. of decisions
Commercial Film (Public Exhibition)	445	437
Commercial Film (Sale/Hire)	2876	2788
Commercial Computer Games	761	747
Commercial Publications	1521	1516
Certificates of Exemption for Advertising Eligible Films	123	123
Certificates of Approval for Advertisements	95	91
Internet Content	94	93
Enforcement	409	379
Advice to Australian Customs Service	81	75
Approvals to exempt Classification of Films for Festivals/Events	141	141
Fee Waiver Applications	104	91
Total	6650	6481

A breakdown of these statistics is at Appendix Three.

Cost

The current fees for classification services were introduced in November 1997, and are set out in the Commonwealth Classification (Publications, Films and Computer Games) Regulations. The major expenditure of the OFLC goes towards making classification decisions. Fees are based on the cost to the OFLC of classification. The OFLC is developing a framework to undertake a review of fees charged to industry.

In addition, the revision of principles that enable the Director to reduce or waive fees has commenced. The principles recognise, among other matters, the value of supporting local community and cultural events, entertainment and emerging filmmakers.

New Technology

The development of new technology and the convergence of media continue to be issues in the classification of films and computer games. Music compact discs (CDs) are generally not dealt with under classification legislation and are regulated by the Australian Record Industry Association

(ARIA) Code of Practice for Labelling Product with Explicit and Potentially Offensive Lyrics (the ARIA Code). However, if the CDs are enhanced with visuals they fall within the definition of a film in the Classification Act and require classification by the Board. This year there have been developments in the area of DVD audio that require specialised equipment in order to access all the information contained on discs.

The graphics performance of computer games has continued to improve this year, including the introduction of two new gaming consoles Xbox and GameCube.

Quality Decision-making

The Board employs a number of practices and procedures to ensure quality decision-making.

The Board conducts regular internal standards meetings to ensure that issues around current standards are communicated amongst all Board members. This forum provides an opportunity for Board members to debate and discuss classification standards and ensures a consistent approach to future decision-making.

During the reporting period, the Senior Classifier (Standards) implemented weekly standards briefings with other sections of the OFLC. These briefings provide for communication of information and ensure that the Board's standards are disseminated throughout the OFLC.

A standards database has been established that provides a link between the Board and other areas of



▲ Applications team leader Nick Perrett and Senior Classifier (Production) Wendy Banfield record Classification Board decisions on the public database.

the OFLC including Education and Training. Access to this information ensures that the Board's standards are reflected in both internal and external education and training sessions.

The Senior Classifiers receive telephone comments and complaints from the public about classification decisions. These are communicated to the Board along with details of written complaints. The Board reflects current community standards in its decision-making and this feedback from the community is informative.

Classification Issues

During the reporting period the Classification Board made 6481 decisions, of which nine were the subject of applications for review. Seventy-three titles were the subject of complaints. This reflects a very high level of acceptance of Board decisions.

There was a high incidence of public comment and debate around a number of decisions by the Board that were also the subject of review by the Classification Review Board.

The Classification Board classified the computer game *Grand Theft Auto III* RC (Refused Classification) for sexualised violence. The release of this game had been much anticipated by computer games enthusiasts. The OFLC received a number of complaints about the *Grand Theft Auto III* decision as part of a campaign, primarily by adult gamers. Following an unsuccessful application for review, the applicant submitted a revised version of the game omitting the sexualised violence element and obtained an MA15+ classification with the consumer advice of "High Level Animated Violence".

Material classified in the past is sometimes re-released with changed scenes or additional features. Community standards, reflected in classification guidelines, change over the decades. When modified material is classified using current guidelines, there can be a change to the classification of the original product.

An example of this was the Board's PG (Parental Guidance) classification of *ET – The Extra-Terrestrial (The 20th Anniversary)*, which had previously been classified G in 1982. The Board's PG decision was upheld by the Classification Review Board, and the consumer advice was changed to "Some scenes may disturb small children".

In October 2001, the Board classified the French film *Baise-Moi* R18+ with the consumer advice "Strong Sexual Violence, High Level Violence, Actual Sex". In April 2002, following a number of representations to him concerning *Baise-Moi*, the Attorney-General considered the Board's classification decision and concluded that there was merit in seeking a review of the classification. The Attorney-General, along with all State and Territory Censorship Ministers, has the power to request a review of a Board decision. In May 2002, the Review Board classified the film RC. The film was removed from the program of the cinemas exhibiting it at the time.

The classification of *Baise-Moi* generated debate over the portrayal of actual sex and sexual violence in films. The different decisions taken by the Board and the Review Board reflect the diversity of opinion in the community about these matters.

Customer Service Charter

The Customer Service Charter represents the OFLC's commitment to providing all clients with high quality service. OFLC clients include those who apply to have publications, films and computer games classified, and consumers of these products in the Australian community.

The Customer Service Charter outlines what the Board and the OFLC do, and their objectives, responsibilities and service standards for all clients. It also outlines how clients can give feedback and make complaints about OFLC services.

The standards set out in the Charter include:

- response to correspondence within 30 days;
- classification decisions within 20 working days;
- issue of receipts for payment within three working days; and
- regular consultation with industry and the public.

The OFLC's performance against the standard "classification decisions within 20 working days" is outlined in Appendix Three.

As part of its commitment to customer service, the OFLC has initiated an automatic email response for email correspondence. The automatic response acknowledges the email and informs the writer that they will receive, where appropriate, a full response within 30 days.

The OFLC has incorporated the Customer Service Charter standards into its induction training for new staff. All OFLC staff are aware of, and endeavour to meet, those standards.

The OFLC Customer Service Charter complies with the Department of Finance and Administration's *Customer Service Charter Principles* (June 2000).

Members of the public can obtain a copy of the charter from the OFLC or the website.

Complaints

The OFLC received 664 complaints during 2001-2002 via email, post, facsimile and telephone. This compares with 525 complaints during 2000-2001.

In line with its Customer Service Charter standards, the OFLC responded to most complaints within 30 days of receipt. The OFLC provided written or telephone responses to complaints where a return address or telephone number was provided.

General

The OFLC received four complaints about an unsatisfactory response to correspondence, including two from persons who did not receive a response within 30 days, and four about its website, which is currently being upgraded. There were also three letters concerning moral standards; anti-censorship; and a call for greater censorship.

Publications

The OFLC received 69 complaints about publications. The majority (36 complaints) were “campaign” facsimiles or letters in response to an article in the August 2001 issue of *Cosmopolitan* regarding the “censorship” of women’s genitalia in adult magazines. Other complaints concerned the sexual content of Unrestricted magazines; requests that certain magazines be given a restricted classification; and the display of sexually-oriented publications in shops.

Films — Public Exhibition

The OFLC received 278 complaints about films exhibited in cinemas. There were 148 complaints relating to *Baise-Moi*. Some complaints appeared to be campaign emails or letters. The complaints varied greatly. Individuals and groups expressed both supportive and critical views on, variously, the Board’s R18+ classification decision; the Attorney-General’s decision to request a review of the film; the Review Board’s RC decision; and the removal of the film from cinemas.

Other cinema complaints included 17 about the G classification of *Scooby-Doo*, and eight about the MA15+ classification of *Black Hawk Down*. Three were received regarding the PG classification of *ET – The Extra-Terrestrial (The 20th Anniversary)*. Complaints about coarse language were made against *Best in Show* (four) and *Training Day* (three). There were two complaints about excessive violence in the film *Resident Evil*. *Swordfish* drew two complaints about nudity. There were eight postcard complaints about the film *Dogma* (refer to 2000-2001 Annual Report pages 37-39 for details) and two industry complaints about classification fees. The OFLC also received sundry complaints about various individual films.

Films — Sale/Hire

The 40 complaints received about videos and DVDs were concerned with a range of different films. Complaints were generally about coarse language, nudity, sexual references and sex scenes which in the opinion of the complainant were located in the incorrect classification category.

There was one industry complaint about a lack of research into community standards for adult material.

Computer Games

The OFLC received a total of 226 complaints about computer games, including 161 complaints about the Board and Review Board decisions to grant an RC classification to *Grand Theft Auto III*. A number of these were made by the same complainant. There were 63 complaints about the lack of

an R18+ classification for computer games and eight complaints from those who did not want an R18+ classification. These figures overlap as some people raised several of the above issues as one complaint.

There was one complaint from industry regarding a breach by a rival company.

Audio

Three complaints were received about offensive song lyrics during the reporting year.

Miscellaneous

The OFLC also receives complaints about entertainment products or media that fall outside its area of responsibility.

In 2001-2002, there were 17 complaints about television, one about pay television, one about radio, 12 about online content, one about theatre and five about advertising. In these cases, complainants were referred on to the relevant agency.

Complaints Received

Complaints	Total	%
General	11	2%
Publications	69	10%
Films – Public Exhibition	278	42%
Films – Sale/Hire	40	6%
Computer Games	226	34%
Audio	3	>1%
Miscellaneous	37	6%
Total	664	100%

(See also “Ministerial Correspondence” in Objective Two for a discussion of the issues in correspondence referred by the Attorney-General. Ministerial correspondence handled during the year reflected a slightly different pattern of concern from those handled by the OFLC.)