Australian Government

Department of Communications and the Arts

Monitoring program for the Netflix Classification Tool 2018–19

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Monitoring program for the Netflix
Classification Tool 2018–19

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Executive summary

In December 2016, the then Minister for Communications and the Arts (the Minister) approved a pilot of the Netflix Classification Tool (the Tool) to produce Australian classification ratings and consumer advice for films and television series available online in Australia via the Netflix streaming service. The pilot was administered by the Department of Communications and the Arts (the Department) in consultation with key stakeholders—Netflix International B.V (Netflix) and the Classification Board (the Board). In the context of broader considerations with industry self-classification, it is essential to glean the lessons from case studies such as this to inform future policy decisions.

An evaluation of the pilot (conducted between December 2016 and May 2018) found that the Tool generated the same rating, or one rating higher than the Board (where it was a borderline decision only) in 96% of instances. Taking into account the Tool classification decisions that were lower than the Board's classification decision, and acknowledging the different application of consumer advice by the Board, the Tool generated classification decisions that were 'broadly consistent' in 93% of instances.

Although there were differences in the consumer advice generated by the Tool and consumer advice applied by the Board, which resulted in the Board revoking some of the Tool's classification decisions, overall the assessment was made that the Tool was capable of producing classification decisions and consumer advice that informs Australian consumers about content in a film. On this basis, the former Minister approved the Tool for ongoing use on 17 October 2018. The outcomes of the pilot generated some media interest.

In order to ensure the Tool continues to produce ratings and consumer advice that are broadly consistent with Australian community standards and classification decisions made by the Board, the Department commenced an ongoing monitoring program. This involved assessing decisions of the Tool from January to December 2018.

Key findings of the monitoring program are:

- The Department evaluated 77 decisions made by the Tool. This sample included a statistically valid random selection of 66 classification decisions and 11 targeted decisions. The Tool generated the same rating, or one rating higher than the Board (where it was a borderline decision only) in 94% of instances.
- The Tool generated classification decisions that were 'broadly consistent' in 89% of instances. This takes into account the Tool classification decisions that were lower than the Board's classification decision, and recognises the variance of consumer advice by the Board.
- In the majority of cases where the consumer advice was different to the Board, the Board revoked that decision.

Based on these findings, it is the Department's view that the Tool continues to provide classification ratings that align with Australian community standards and consumer advice that informs the Australian public. The Department makes the following recommendations:

1. that there be no variation to the conditions of approval of the Tool; and
2. the Tool continue to be used in Australia.

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1.   Background

1.1   Classification of content in Australia

Under the Classification (Publications, Films and Computer Games) Act 1995 (the Act), films, computer games and certain publications must be classified before they can be 'published' (which includes sold or distributed) in Australia.

The increased volume of content now available to Australians has placed pressure on the traditional means by which the Board classifies material. A contemporary means of addressing the increasing volume of content is the use of automated tools to generate classification decisions, which is not only of benefit to industry but also in line with global best practice. These tools are programmed to analyse the classifiable elements of a film or game to generate a classification decision—that is, a rating and consumer advice.

The Act was amended on 11 September 2014, to provide the Minister responsible for classification with the power to approve classification tools for the purposes of classifying publications, films and/or computer games. Classification decisions produced from approved classification tools are taken to be classification decisions of the Board. The Board may revoke a decision of a tool if it determines an alternative decision and/or consumer advice.

Industry self-classification has also been extended to online games. In 2016, following a successful pilot, an automated tool for mobile and online games operated through the International Age Rating Coalition (IARC) was approved by the Minister for ongoing use in Australia. The IARC Tool uses a questionnaire completed by game developers to gather pertinent information of game content and its impact level. From this, it generates the appropriate classification rating and consumer advice for each participating country. IARC has been adopted by ratings bodies covering the United States and Canada, Brazil, Germany, Europe and South Korea.

Ongoing checks of the results of the IARC Tool's ratings have demonstrated that it remains a tool that produces classification ratings that align with Australian community standards.

Netflix launched in Australia in 2015, and has developed its own automated tool to classify its film content (the Tool). The Tool was designed to produce classification decisions that are in accordance with the Act, the National Classification Code (the Code) and the Guidelines for the Classification of Films (Guidelines).

1.2   The Netflix Classification Tool

On 11 October 2016, the then Minister approved a pilot of the Tool, which commenced in December 2016. Approval for the ongoing use of the Tool was subject to a satisfactory evaluation of the Tool. To administer the pilot, the Department entered into a Memorandum of Understanding (MOU) with Netflix[1], with the pilot administered by the Classification Branch (the Branch) of the Department. The pilot found that the Tool was capable of making classification decisions that were 'broadly consistent' with Australian community standards and decisions of the Board; therefore, the Minister approved the Tool for ongoing use on 17 October 2018. On 20 February 2019, the Minister and Netflix signed an MOU outlining arrangements for ongoing use of the Tool.

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[1] Memorandum of Understanding between Netflix International B.V. and The Commonwealth of Australia 2019

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1.3   Key Performance Measures of 2019

The MOU and the Approval Instrument[2] identify the Key Performance Measures of the Tool. They are:

1.   Accuracy in producing classification decisions (ratings and consumer advice) that are broadly consistent with Australian community standards and classification decisions made by the Classification Board;
2.   Ability to refuse classification to relevant material;
3.   Ability to display classifications (ratings and consumer advice) produced by the Tool on the Australian Netflix web browser interface;
4.   Ability to provide classifications (ratings and consumer advice) generated by the Tool in an agreed format for display on the National Classification Database (NCD);
5.   Ability to update the Australian Netflix Interface with new classification decisions as a result of revocations made by the Classification Board, in a timely manner;
6.   Satisfaction amongst Australian Netflix users (complaints management);
7.   Ability to adapt to changes in the National Classification Scheme;
8.   Ability to make adjustments to the Tool to improve its performance;
9.   The Tool must not produce a classification decision for films already classified by the Classification Board/Classification Review Board/approved tool/public exhibition films and/or upon advice from the Branch; and
10. Ability to advise the Director of the Board/Department of all Tool decisions.

2.   Structure of the monitoring program

The monitoring program commenced in December 2018 and was completed in May 2019. The program examined decisions of the Tool between January and December 2018, which was the first year of operation of the Tool following completion of the pilot of the Tool. The monitoring program comprised two main components—targeted and random assessments—to assess the ability of the Tool to make decisions that are 'broadly consistent with Australian community standards and classification decisions made by the Classification Board' and to identify areas of improvement. Collectively, the random and targeted assessments are referred to in this report as the Monitoring Program.

Targeted assessments: Decisions of the Tool which were the subject of complaints from the public, media interest, or requests from the Board.

Random assessments: A sample of the Tool's decisions selected at random.

The Board[3] viewed each of the titles and made a determination on a classification rating and consumer advice for each film.

In total, 77 titles were assessed. The sample consisted of 66 random titles and 11 targeted titles which were referred to the Board for assessment. The assessments were completed by the Board on 29 March 2019.

Results of the monitoring program were evaluated by the Department against all of the agreed Key Performance Measures. The results are presented in this report.

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[2] Classification (Publications, Films and Computer Games) (Netflix Classification Tool) Approval 2018.

[3] Board members are broadly representative of the Australian community and when making classification decisions, apply generally accepted community standards, within the classification legislative framework.

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2.1   Definition of 'broadly consistent' decisions

The first of the Key Performance Measures, relating to the Tool's 'ability to make decisions that are broadly consistent with Australian community standards and classification decisions made by the Classification Board' was given particular consideration because it establishes the standard for evaluating individual classification decisions of the Tool. It is crucial to the assessment of the Tool's reliability, that it produces classification decisions across the range of classification categories[4], which are aligned with Australian community standards and decisions of the Board.

The set of criteria for 'broadly consistent' classification decisions by the Tool was developed to ensure that consumers receive relevant information to inform their viewing choices and to effectively protect consumers from inappropriate, unsolicited or harmful content.

The Board is required to provide classification decisions that align with Australian community standards. They are trained and have a proven track record in this regard, as evidenced by the low number of complaints from the public, the low number of decisions that are reviewed by the Classification Review Board and generally positive feedback about Board decisions received during regular community consultation.

The determination of classification decisions requires close attention to detail and a degree of judgement from Board members in application of the Act, the Code and the Guidelines. On occasion, the Board may have a split decision, rather than a unanimous decision, about what constitutes the most appropriate classification for a film. Such differences of opinion are reflective of the differences in the broader Australian community. The Classification Review Board exists to consider any reviews of decisions that are requested, and after further examination, may make a different classification decision and determine different consumer advice to the Board.

The formulation of consumer advice by the Board is fluid in nature. Generally the most impactful classifiable elements[5] are included in the advice. It is crucial that consumer advice provides useful information about the content of a film, so that it informs and assists consumers' choices.

As part of the evaluation criteria, it was decided during the pilot that if the Tool generated a rating that was one rating higher than a rating decision of the Board, and that rating could be considered to be a 'borderline' decision, the Tool's rating would be evaluated as being a classification decision that is 'broadly consistent' with a decision of the Board and Australian community standards. However, a rating one or more categories lower than that which would have been given by the Board would not be deemed to be 'broadly consistent' because such a rating would not provide adequate protection to consumers.

Therefore, the definition of 'broadly consistent' agreed between the Department and Netflix for the purposes of the monitoring program are as follows:

1.   The rating is the same as the rating of the Board; or
2.   The rating is one level higher than the rating of the Board, where the rating could be considered 'borderline'; and
3.   The classification decision contains an advisory from the agreed consumer advice list provided to Netflix; and the content is present in the film.

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[4] The Australian classification categories are G, PG, M, MA 15+, R 18+, RC

[5] The classifiable elements are themes, violence, sex, language, drug use and nudity.

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3.   Results of the monitoring program

3.1   Summary of the random assessments

In total, 68 of the 2027 Tool decisions made in 2018 (3%) were chosen at random for assessment. However, only 66 decisions were able to be assessed by the Board because two titles had already been classified by the Board. Of the 66 decisions, the following conclusions were determined:

- Fifty-three titles, or 80% of the total, were revoked by the Board

    - Thirty-six titles, or 54% of total decisions, were revoked solely due to differences in the application of consumer advice by the Board.
    - Four decisions, or 6%, were revoked because the Tool classification was one rating level lower than the Board rating.
    - Thirteen decisions, or 20%, were revoked because the Tool rating was one rating level higher than the Board rating.

Table 1: Random assessment results for Ratings only during the 2018-19 year

Result of assessments for rating only	Number	%
Same Rating as the Classification Board	49	74
Rating Higher than the Classification Board	13	20
Rating Lower than the Classification Board	4	6
Total	66	100

3.2   Summary of broadly consistent results within random assessments

The performance of the Tool against the agreed definition of 'broadly consistent' is outlined in Table 2. Of the decisions assessed, 89% (59 of 66 assessed) were evaluated to be 'broadly consistent'. A more detailed overview regarding decisions is provided in Appendix One.

Table 2: Broadly consistent tool decisions

Broadly consistent tool decision	Number	%
Tool decision is broadly consistent	59	89
Tool decision is not broadly consistent (higher rating and different CA*)	1	2
Tool decision is not broadly consistent (lower rating)	4	6
Tool decision is not broadly consistent (same rating but different CA)	2	3
Total	66	100

* CA—Consumer Advice

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3.3   Summary of the targeted assessments

In total, 11 of the 2027 Tool decisions made in 2018 (0.5%) were targeted assessments. The following outlines the rationale for each targeted assessment:

- One was a result of a request from Netflix to check the decision (Cam).
- One was as a result of media commentary (The Night Comes for Us).
- One was as a result of a complaint from the public (Chilling Adventures of Sabrina: Part 1).
- Eight were as a result of requests made by the Board (Dark Tourist Season 1, Drugs Inc. Season 4, The Most Assassinated Woman in the World, The Maus, The Last Heist, White Girl, High Flying Bird and Cupcake & Dino-General Services: Season 1).

A more detail overview regarding decisions is provided in Appendix Two.

3.4   Changes to decisions of the Tool

Certain Tool decisions were changed by the Board mostly because of differences in the application of consumer advice. To further understand these differences, a factual comparison between ratings and consumer advice of the Netflix Tool and the Board for the titles included in the monitoring program is provided at Appendix 1 and Appendix 2.

In developing the Tool, the Board provided the Department with a list of consumer advice that is generally used by the Board. The Department provided this list to Netflix who calibrated the Tool to be able to produce the advisories on the list. The Board has greater flexibility than an automated tool to determine advisories and maintains discretion on the range of consumer advice at its disposal.

On occasion, as evidenced with the series, Chilling Adventures of Sabrina: Part 1 (Sabrina), the consumer advice generated by the Tool was represented differently to how the Board would formulate consumer advice. For this series, the Tool generated the consumer advice of 'Strong Horror Themes Strong Blood and Gore Strong Violence'. The consumer advice generated by the Board was 'Strong horror themes and violence'. Although, in this instance, the Tool has not produced consumer advice exactly like the Board's advice, the advice generated by the Tool provides information about the content of the series. Based on research[6] about the comparative use of ratings and consumer advice, it is unlikely that such consumer advice, when viewed alongside the correct rating, would jeopardise a consumer's ability to make an informed choice about viewing the series for themselves or their children. Further examples like this are outlined in Appendix 1 and Appendix 2.

3.5   Performance against Key Performance Measures (KPM)

KPM 1: Accuracy in producing classification decisions (ratings and consumer advice) that are broadly consistent with Australian community standards and classification decisions made by the Classification Board

Measure: Measurement of Netflix Tool decisions against evaluation criteria.

Based on the results of the monitoring program, it is the opinion of the Department that the Tool has demonstrated its ability to generate classification decisions (ratings and consumer advice) that are 'broadly consistent' with Australian community standards and classification decisions made by the Board. In particular, the monitoring program found that the Tool generated a classification decision that was the same, or one rating higher than a decision of the Board, in 94% of instances. A 'broadly consistent' decision was generated in 89% of instances.

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[6] Classification Usage and Attitudes Research, November 2016.

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KPM 2: Ability to refuse classification to relevant material

Measure: Ensuring the Tool does not classify any material the Classification Board would decide is Refused Classification[7].

The Tool did not generate any decisions in the refused classification category.

Netflix has control over the content it chooses to stream for its Australian audiences. Netflix has advised that content that would likely be refused classification is not part of their suite of programs. As such, the risk of content that would be refused classification appearing on Netflix in Australia is unlikely.

KPM 3: Ability to display classifications (ratings and consumer advice) produced by the Tool on the Australian Netflix web browser interface

Measure: Ensuring Tool decisions are being published on the Australian Netflix interface in an accurate (agreed format) and timely fashion.

Classifications (ratings and consumer advice) are being displayed on the Australian Netflix web browser interface. The Department is aware that classification information may not be being displayed on all interfaces, for example, on mobile phones. The Department will continue to work with Netflix on this issue.

KPM 4: Ability to provide classifications (ratings and consumer advice) generated by the Tool in agreed format for display on the National Classification Database (NCD)

Measure: Ensuring Tool decisions are being provided for publication on the National Classification Database in an accurate and timely fashion.

Decisions of the Tool are being published on the NCD accurately and within acceptable timeframes. The NCD is hosted on www.classification.gov.au.

KPM 5: Ability to update the Australian Netflix Interface with new classification decisions as a result of revocations made by the Classification Board in a timely manner

Measure: Ensuring Netflix are updating their interface as a result of revocations in a responsive fashion.

Netflix are able to update their interface if a classification decision needs to be changed in a timely manner.

KPM 6: Satisfaction amongst Australian Netflix users (complaints management)

Measure: Monitoring any consumer complaints received by the Department and/or Board and/or Netflix about Netflix content. All complaint titles referred to Board to assess.

Since the Tool was approved for ongoing use (on 17 October 2018), and up until 30 June 2019, there have only been two complaints[8] regarding decisions of the Tool.

In accordance with obligations under the MOU, Netflix publishes the following email address on its customer support website: australia-classifications@netflix.com. The Department and Netflix will continue to advise each other about complaints. All complaints will be provided to the Board for assessment.

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[7] Material that should be Refused Classification is defined as per Item 2 of Schedule Guidelines for the approval of classification tools.

[8] 'Nailed It' and 'Chilling Adventures of Sabrina: Part 1'

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KPM 7: Ability to adapt to changes in the National Classification Scheme

Measure: Ensuring any changes in the scheme that occur are mirrored in the Netflix Tool in a timely fashion; ensuring the Tool reflects current Australian community standards.

There have not been any changes to the National Classification Scheme during the monitoring program, but Netflix has been responsive to changes in the classification IT system (COBRA) which have impacted the operation of the interface with Netflix. This has not compromised the ongoing viability of the Tool at any stage.

KPM 8: Ability to make adjustments to the Tool to improve its performance

Measure: Netflix's responsiveness to feedback about performance of the Tool

Netflix has continued to demonstrate positive engagement with the Branch to requests to adjust the Tool as a result of the assessments.

KPM 9: The Tool must not produce a classification and consumer advice for films already classified by the Classification Board/Classification Review Board/approved tool/public exhibition films and/or upon advice from the Branch.

Measure: Number of films classified by the Tool which have been previously classified.

Netflix has advised that it continues to improve internal processes to ensure titles that have been previously classified by the Classification Board are not classified again by the Tool. The Department is also working on regular exports of the National Classification Database, as agreed with Netflix, to ensure Netflix has a better level of access to metadata for historical titles.

KPM 10: Ability to advise the Director/Department of all Tool decisions

Measure: Ensuring Tool decisions are being provided to the Department via the API in an accurate and timely fashion.

All Tool decisions are entered directly into the Department's internal classification database COBRA via the Application Programming Interface (API). The decisions are then automatically uploaded to the National Classification Database, which is searchable by the public. Reports can be generated for all Tool decisions. This system has continued to work well throughout the monitoring program and any issues found, either by the Department, the Board or by Netflix, have been resolved in a timely fashion by Netflix or the Department's IT area.

4.   Conclusion and recommendations

Based on the monitoring program findings, the Department has reached the following conclusions:

1.   The Tool is competently producing ratings that are the same, or one rating level higher, than a rating made by the Board in 94% of instances.
2.   During the monitoring program, the Tool was able to generate ratings that are 'broadly consistent' in 89% of instances. The reduction in the 'broadly consistent' statistic (93% to 89%) from the previous pilot phase may have been due to the much smaller sample size assessed for the monitoring program.

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3.   The Department acknowledges that on occasions there is alternate consumer advice provided by an automated Tool and the Board. While on numerous instances this involved quite minor differences, it still highlights the need for an overall review and consistency of the type and application of consumer advice by the Board and automated tools.

4.   Netflix has demonstrated an ongoing commitment to feedback on the tool and making the necessary adjustments to further align tool decisions with those of the Board.

The Department makes the following recommendations:

- That there be no variation to the conditions of approval of the Tool; and
- The Tool continue to be used in Australia.

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Appendix 1: random assessments

Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
Ghoul: Season 1 (1)	No	MA15+	Strong Horror Themes Strong Blood and Gore Strong Violence	MA15+	Strong horror themes, violence, blood and gore	Yes	
Saving Sirga: Journey into the Heart of a Lion: Season 1 (2)	Yes, different rating	M	Predatory Animal Behaviour	PG	Predatory animal behaviour, infrequent mild coarse language and brief naturalistic nudity	Yes	
Haapus (3)	No	PG	Mild Violence Mild Coarse Language Mild Themes	PG	Mild themes, violence and coarse language	Yes	
Ponysitters Club: Season 1 (4)	Yes, different rating	PG	Mild Themes	G	Very mild themes	Yes	
Chillar Party (5)	Yes, different consumer advice	PG	Scary Scenes Mild Themes	PG	Mild themes and infrequent coarse language	Yes	
Heavy Haulers: Season 1 (6)	Yes, different consumer advice	PG	Mild Coarse Language Mild Themes	PG	Mild themes and coarse language	Yes	
Seeing Allred (7)	Yes, different consumer advice	M	Coarse Language Mature Themes	M	Mature themes	Yes	
Terrace House: Aloha State: Part 4 (8)	Yes, different consumer advice	M	Crude Humour	M	Occasional coarse language	Yes	

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Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
The Untold Tales of Armistead Maupin (9)	Yes, different consumer advice	M	Sex Scenes Drug Use Mature Themes Coarse Language	M	Coarse language, sexual references, drug use and nudity	Yes	
Follow This: Part 2 (10)	Yes, different rating	MA15+	Strong Drug Use Strong Coarse Language	M	Mature themes	Yes	
Maacher Jhol (11)	Yes, different rating	M	Sex Scenes Mature Themes	PG	Mild themes, sex scene and coarse language	Yes	
Heartthrob (12)	Yes, different consumer advice	M	Sex Scenes Violence Coarse Language	M	Mature themes, violence, coarse language and sex	Yes	
Papa the Great (13)	No	M	Violence Mature Themes	M	Mature themes and violence	Yes	
Heavy Rescue: 401: Season 1 (14)	No	M	Coarse Language	M	Coarse language	Yes	
Chicken Soup for the Soul's Being Dad: Season 1 (15)	Yes, different consumer advice	M	Coarse Language Mature Themes	M	Coarse Language	Yes	
Tope: The Bait (16)	Yes, different rating	M	Violence Coarse Language Mature Themes	PG	Mild themes and coarse language	Yes	
Bilu Rakkhosh (17)	Yes, different consumer advice	M	Violence Coarse Language Mature Themes	M	Mature Themes	Yes	
Dukhtar (18)	Yes, different consumer advice	M	Violence Mature Themes	M	Mature themes and violence	Yes	

Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
Weekend Aristocrats: Season 1 (19)	Yes, different consumer advice	PG	Mild Violence Mild Coarse Language	PG	Mild themes and coarse language	Yes	
The Art of Organized Noize (20)	Yes, different rating	MA15+	Strong Coarse Language	M	Coarse language and drug use	Yes	
Baahubali: The Beginning (Malayalam Version) (21)	No	MA15+	Strong Violence	MA15+	Strong violence	Yes	
Angela's Christmas (22)	Yes, different consumer advice	G	Some scenes may scare very young children	G	General	Yes	
Prince of Peoria: Part 1 (23)	No	PG	Mild Crude Humour	PG	Mild Crude Humour	Yes	
To Noora with Love (24)	No	M	Violence Mature Themes	M	Mature themes, Violence	Yes	
David Attenborough's Natural Curiosities: Season 4 (25)	Yes, different rating	PG	Predatory Animal Behaviour	G	General	Yes	
Come Sunday (26)	Yes, different rating	M	Mature Themes	PG	Mild themes and occasional coarse language	Yes	
Marcella: Season 2 (27)	Yes, different consumer advice	MA15+	Strong Blood and Gore Strong Violence	MA15+	Strong themes	Yes	
The Liar: Season 1 (28)	Yes, different consumer advice	M	Violence Coarse Language Mature Themes	M	Mature themes and violence	Yes	
Schubert in Love (29)	Yes, different rating	M	Violence Mature Themes	PG	Mild themes, violence, sexual references and coarse language	Yes	

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Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
Bir Baba Hindu (30)	No	M	Violence Coarse Language	M	Violence and coarse language	Yes	
The Beginning and End of the Universe: Season 1 (31)	Yes, different consumer advice	PG	Mild Coarse Language Mild Themes	PG	Occasional mild coarse language	Yes	
Opium and the Kung Fu Master (32)	No	M	Drug Use Violence Mature Themes	M	Mature themes, drug use and violence	Yes	
Pek Yakinda (33)	No	M	Mature Themes Coarse Language	M	Mature themes and coarse language	Yes	
Zindagi Kitni Haseen Hay (34)	Yes, different consumer advice	M	Violence Mature Themes	M	Violence	Yes	
Stretch Armstrong & the Flex Fighters: Season 2 (35)	Yes, different consumer advice	PG	Scary Scenes Mild Violence Mild Themes	PG	Mild themes and animated violence	Yes	
Mango Dreams (36)	No	M	Mature Themes	M	Mature Themes	Yes	
National Parks Adventure (37)	Yes, different consumer advice	G	Very Mild Themes	G	General	Yes	
The Mavericks: Season 1 (38)	No	M	Coarse Language	M	Coarse language	Yes	
The Pink Mirror (39)	Yes, different consumer advice	M	Crude Humour Mature Themes	M	Mature themes and sexual references	Yes	

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Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
Edmilson Filho: Notas, Comedy about Relationships (40)	Yes, different consumer advice	M	Crude Humour Sexual References Mature Themes Coarse Language	M	Crude sexual humour and coarse language	Yes	
Dachimawa Lee (41)	Yes, different consumer advice	M	Violence Coarse Language Mature Themes	M	Crude humour, violence and coarse language	Yes	
Deathgrip (42)	No	M	Coarse Language	M	Coarse language	Yes	
Short Kut: The Con Is On (43)	Yes, different consumer advice	PG	Mild Coarse Language Mild Violence Mild Crude Humour Mild Themes	PG	Mild themes, violence and coarse language	Yes	
Istanbul Kirmizisi (44)	Yes, different consumer advice	M	Sexual References Drug Use Mature Themes Coarse Language	M	Mature themes, drug use and coarse language	Yes	
If I were an Animal (45)	Yes, different rating	PG	Predatory Animal Behaviour	G	General	Yes	
Martyrs of Marriage (46)	Yes, different consumer advice	M	Suicide Themes Mature Themes	M	Mature themes and coarse language	Yes	
Naa Bangaaru Talli (47)	Yes, different consumer advice	MA15+	Strong Sexual Violence Strong Violence	MA15+	Strong themes and violence	Yes	
The Scam (48)	Yes, different consumer advice	M	Violence Coarse Language Mature Themes	M	Violence and coarse language	Yes	

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Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
My Wife Is a Gangster 3: HK Edition (49)	Yes, different consumer advice	MA15+	Strong Blood and Gore Strong Violence	MA15+	Strong violence	Yes	
James Acaster: Repertoire: Collection (50)	Yes, different consumer advice	M	Coarse language Mature Themes	M	Coarse language	Yes	
Phir Bhi Dil Hai Hindustani (51)	Yes, different consumer advice	M	Violence	M	Mature themes and violence	Yes	
Drug Lords: Season 2 (52)	Yes, different consumer advice	MA15+	Strong Drug Use Strong Coarse Language Strong Themes	MA15+	Strong drug themes	Yes	
Clean Break: Season 1 (53)	Yes, different rating	MA15+	Strong Blood and Gore Strong Violence	M	Mature themes and violence	Yes	
Charite: Season 1 (54)	Yes, different consumer advice	M	Drug Use Violence Mature Themes	M	Surgical procedures and drug use	Yes	
Again Kasargod Khader Bai (55)	Yes, different consumer advice	M	Violence Mature Themes	M	Violence	Yes	
Disaster Earth: Season 1 (56)	Yes, different rating	M	Mature Themes	PG	Mild themes	Yes	
Been So Long (57)	Yes, different consumer advice	M	Sex Scenes Coarse Language	M	Sex scenes, sexual references, drug use and coarse language	Yes	
Monty Python Conquers America (58)	Yes, different consumer advice	M	Coarse Language	M	Occasional coarse language and nudity	Yes	

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Decision title (66 titles)	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for NOT being broadly consistent
Kshanbhar Vishranti (59)	Yes, different consumer advice	PG	Mild Coarse Language Mild Themes	PG	Occasional mild coarse language	Yes	
Chasing Perfection: Season 1 (60)	Yes, different rating	PG	Mild Violence	G	General	No	NO violence in the film
First Match (61)	Yes, different rating	M	Sexual References Drug Use Violence Mature Themes Coarse Language	MA15+	Strong coarse language and violence	No	Tool rating too low
Gour Hari Dastaan: The Freedom File (62)	Yes, different consumer advice	PG	Mild Violence Mild Coarse Language Mild Themes	PG	Mild themes, coarse language and a sexual reference	No	NO violence in the film
The Road to Calvary: Season 1 (63)	Yes, different rating	M	Violence Mature Themes	MA15+	Strong violence	No	Tool rating too low
Free Rein: Season 2 (64)	Yes, different consumer advice	PG	Mild Violence Mild Drug References	PG	Mild themes	No	NO Drug reference in the film
5CM (65)	Yes, different rating	PG	Mild Sexual References Mild Coarse Language Mild Themes	M	Mature themes	No	Tool rating too low
Paradox (66)	Yes, different rating	M	Violence Coarse Language Mature Themes	MA15+	Strong science fiction violence	No	Tool rating too low

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Appendix 2: targeted assessments

Decision title (11 titles)	Reason targeted	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for not being broadly consistent
Dark Tourist: Season 1 (1)	Board request– similar title previously classified with higher rating	Yes, different rating	MA15+	Strong Themes	M	Mature themes, references to sexual violence, sexual references and coarse language	Yes	
Cam (2)	Netflix sought advice from the Board on appropriate consumer advice	Yes, different consumer advice	MA15+	Strong Violence Strong Themes	MA15+	Strong themes, sex and nudity	Yes	
Drugs, Inc.: Season 4 (3)	Board request –concern at R 18+ drug use	Yes, different consumer advice	R18+	High Impact Drug Use	R18+	High impact drug themes	Yes	
The Most Assassinated Woman in the World (4)	Board request—concern about 'blood and gore' in Netflix consumer advice	Yes, different consumer advice	MA15+	Strong Blood and Gore Strong Violence	MA15+	Strong violence	Yes	
The Maus (5)	Board request—concern about elements listed in Netflix consumer advice	Yes, different consumer advice	MA15+	Strong Sexual Violence Strong Horror Themes Strong Violence Strong Blood and Gore	MA15+	Strong horror themes, violence and sexual violence	Yes	

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Decision title (11 titles)	Reason targeted	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for not being broadly consistent
The Last Heist (6)	Board request—concern about strong coarse language and blood and gore listed in Netflix consumer advice	Yes, different consumer advice	MA15+	Strong Coarse Language Strong Blood and Gore Strong Violence	MA15+	Strong themes, strong violence, blood and gore	Yes	
The Night Comes for Us (7)	Board request—Board concerned about alleged high impact coarse language and need to check impact level of blood and gore	Yes, different consumer advice	R18+	High Impact Violence High Impact Coarse Language High Impact Blood and Gore	R18+	High impact violence, blood and gore	Yes	
White Girl (8)	Board request—concerned about seven separate items of consumer advice and concerned that impact may have been higher than MA 15+	Yes, different rating	MA15+	Strong Themes Strong Nudity Strong Violence Strong Sexual Violence Strong Coarse Language Strong Drug Use Strong Sex Scenes	R18+	High impact drug use and sex scenes	No	Tool classification too low
High Flying Bird (9)	Board request—concerned about impact level of classifiable elements in film given the director and storyline of the film	Yes, different consumer advice	M	Sexual References Coarse Language Mature Themes	M	Coarse language	Yes	

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Decision title (11 titles)	Reason targeted	Board revocation and reason	Netflix classification	Netflix consumer advice	Board classification	Board consumer advice	Broadly consistent	Reasons for not being broadly consistent
Chilling Adventures of Sabrina: Part 1 (10)	Public Complaint	Yes, different consumer advice	MA15+	Strong Horror Themes Strong Blood and Gore Strong Violence	MA15+	Strong horror themes and violence	Yes	
Cupcake & Dino— General Services: Season 1 (11)	Board request— concerned by incongruous consumer advice at G level	Yes, different rating	G	Very Mild Crude Humour Very Mild Coarse Language Some scenes may scare very young children Very Mild Violence	PG	Occasional mild coarse language	No	Tool classification too low

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