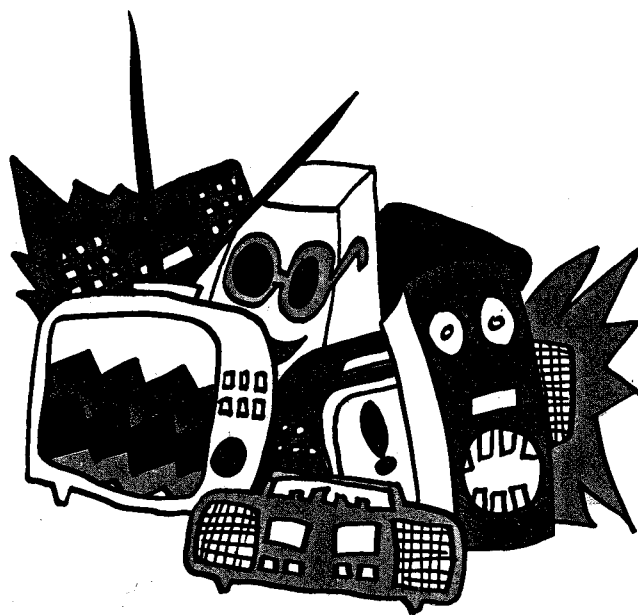


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**BROADCASTING
STANDARDS AUTHORITY**

TE MANA WHANONGA KAIPĀHO



*Broadcasting Standards Authority
Te Mana Whanonga Kaipāho*

**ANNUAL REPORT
FOR THE YEAR ENDED 30 JUNE 1991**

MISSION STATEMENT

To establish and maintain acceptable standards of broadcasting on all New Zealand radio and television, within the context of current social values, research and the principle of self-regulation, in a changing and deregulated industry.

Submitted to the Minister of Broadcasting for presentation to the House of Representatives pursuant to clause 14 of the First Schedule of the Broadcasting Act 1989.

Iain Gallaway
Chairperson

CONTENTS

CHAIRPERSON'S FORWARD	3
THE AUTHORITY	4
Members	
Extended Authority Members	
CHALLENGES	5
Party Political Advertising	
For the Public Good	
Alcohol Advertising Review	
COMPLAINTS	6
Overview	
Analysis of Decisions	
REVIEW OF THE CODES	9
Alcohol Advertising	
The Portrayal of Violence on Television	
Children's Television Programme Standards	
PUBLICATIONS, EDUCATION AND PROMOTION	11
Publicising Complaints Procedures	
School and Community Groups	
Codes of Broadcasting Practice for Radio and Television	
RESEARCH	12
Commissioned Research	
Reference Library	
Local Consultations	
Study Trips	
ADMINISTRATION AND PERSONNEL	13
Meetings	
Review	
Personnel	
APPENDICES	15
Complaints Determined by the Authority	
Financial Reports	

The annual financial reports have been published separately and can be obtained from the Authority, as can the other material mentioned in this document, by writing to

Broadcasting Standards Authority
 PO Box 9213
 Wellington
 New Zealand
 or by calling in to the offices at
 2nd floor
 New Zealand Lotteries Commission Building
 54-56 Cambridge Terrace
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CHAIRPERSON'S FOREWORD

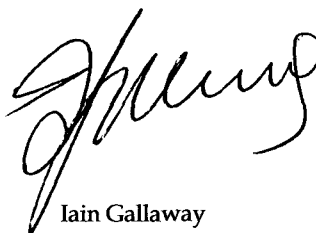
The Authority has completed its second year which has proved to be even more arduous than its first because of the volume and complexity of its workload.

Its responsibilities under Part VI of the Broadcasting Act 1989 were oppressive indeed, and it will seek to have this area of its activities removed before the lead up to the next elections. Fortunately we continued to have the services of our extended Authority members, Messrs David Beatson and Lloyd Falck, whose contribution was invaluable.

Resulting from last year's elections the Rt Hon Jonathan Hunt was replaced as Minister of Broadcasting by the Hon Maurice Williamson. On behalf of the members of the Authority I express my appreciation to the former for his interest, encouragement and support during the first year of our existence. We also welcome the Honourable Maurice Williamson who

has already assessed quickly and clearly his requirements for the broadcasting industry but who is ready and willing to consult with us and listen to us when necessary.

Finally, I take this opportunity of thanking my fellow members, Mrs Jocelyn Fish (who acted as Chairperson during my overseas study trip), Jan Hardie and Joanne Morris for their total support and industry at all times and my Executive Officer Gail Powell and her staff for their loyalty and dedication throughout a very busy year.



Iain Gallaway
Chairperson

THE AUTHORITY



Jan Hardie, Jocelyn Fish, Iain Gallaway and Joanne Morris

Members represent both a geographical and age spread and collectively have a wide range of experiences and perspectives.

MEMBERS

Collectively Members of the Broadcasting Standards Authority have a wide range of interests and experiences.

The Chairperson, Mr **Iain Gallaway**, Q.S.O., M.B.E., a Dunedin barrister and solicitor has been Chancellor of the Anglican Diocese of Dunedin for 30 years and has been involved with numerous national charitable trusts. He has had almost 40 years experience as a sports and current affairs commentator, principally on radio but also on television, and served on the board of the Broadcasting Corporation of New Zealand for two non-consecutive terms.

Mrs **Jocelyn Fish**, C.B.E., J.P., B.A., a farmer and trained teacher from the Waikato, is the immediate past president of the National Council of Women of New Zealand. She has served as an elected representative in local government and as an appointee on the Film Censorship Board of Review. She currently is Deputy Chief Commissioner of the Transport Accident Investigation Commission.

Ms **Jan Hardie**, B.Ed., a trained teacher from Christchurch, has had experience in children's television production, bicultural issues, media and parent education and community action. She currently is a sport administrator and coach.

Ms **Joanne Morris**, LL.M. (Hons), formerly a university senior law lecturer from Wellington, chaired the Ministerial Inquiry into Pornography and is currently a member of the Waitangi Tribunal.

Members have been appointed for staggered terms of one to three years and Ms Morris, originally appointed for one year, was reappointed in June 1990.

EXTENDED AUTHORITY MEMBERS

For the implementation of Part VI relating to allocation of broadcasting time and funds to political parties during election campaigns, two additional members Messrs Lloyd Falck and David Beatson were appointed to the Authority.

CHALLENGES

After a stimulating and challenging first year in which the Authority laid its foundations and explored the range of its work, it hoped for a relatively routine second year which would provide time for consolidation. However, when reflecting on its achievements and accomplishments, it becomes clear that the second year has been even busier and more challenging than the first year!

Three challenges stand out.

PARTY POLITICAL ADVERTISING

In November 1989 the Authority began to study its functions under Part VI of the Broadcasting Act 1989 - the allocation of the funds appropriated by Parliament to political parties for the purchase of time on radio and television for party political advertising. The Authority had anticipated that this would be a very demanding and difficult task and when it began to implement its responsibilities, it also found numerous difficulties with the legislation. Partly as a result of the Authority's recommendations, Part VI of the Act was repealed and replaced in March 1990. However, for reasons independent of the Authority, Part VI was again repealed and replaced in August 1990.

Not surprisingly, the two changes to the legislation - after it began to implement Part VI of the Act - compounded the Authority's difficulties in this area and several steps taken before each repeal had to be repeated. Although this required a number of extra meetings, the Authority was careful to ensure that everyone involved was kept fully informed of all stages of the process and, in turn, that the Authority was fully aware of the views of all the political parties and broadcasters.

A further difficulty arose unexpectedly when, after the Authority had made the allocations, the New Zealand Party became ineligible for its allocation of funds, because it did not field the required number of candidates. As a consequence, the Authority had to re-allocate those funds and it was at this reallocation stage that the only legal challenge to the Authority's decisions was made. An injunction to prevent the Authority's reallocation, in the manner determined by the Authority, was unsuccessfully sought in the High Court by the NewLabour Party.

Although it was a thankless task, the Authority was both pleased and satisfied that it fulfilled its responsibilities with very little criticism from the public, the broadcasters or the political parties concerned. There was considerable sympathy for the Mana Motuhake Party which did not receive any allocation but fortunately it was widely recognised that this was due to the eligibility criteria in the legislation and not the Authority's interpretation or implementation of the Act.

The Authority gratefully acknowledges the assistance of the two Extended Authority members who were appointed, as required by the Broadcasting Act for all matters pertaining to Part VI, by the then Prime Minister and the Leader of the Opposition, Mr Lloyd Falck and Mr David Beatson. Without their invaluable contributions, the process would have been much more onerous for the Authority. It also acknowledges the contribution and support it received from its consultant, Mr Ian McLean, former secretary of the BCNZ, whose ability and experience, in addition to his meticulous attention to detail, were also invaluable.

a very busy and challenging year three challenges stand out.

Although a very daunting task, the Authority believes that its review of the alcohol advertising code will, in the end, be judged to be fair and open.

FOR THE PUBLIC GOOD

A second major challenge for the Authority was the determination of the series of complaints emanating from the widely publicised *Frontline* programme "For the Public Good" which screened on TV1 on April 29, 1990. By the end of June, the Authority had received the first of seven lengthy and detailed complaints arising from this programme. The issues involved were extremely complex and the Authority met many times before issuing its decisions, the first two in December and the remaining in April 1991.

Two additional members were co-opted to assist the Authority in the determination of these complaints, Sir David Beattie, a former Governor-General and High Court Judge, and Mr Geoffrey Whitehead, former Chief Executive of Radio New Zealand and of the Australian Broadcasting Corporation. Their expertise was of great assistance during the Authority's consideration of the intricate broadcasting and legal issues.

Two important issues had to be resolved before the Authority could begin considering the myriad of details contained in the complaints. The first was whether to hold formal hearings, as requested by some of the parties. After carefully considering all arguments, the Authority decided not to hold formal hearings but to determine the complaints "on the papers".

The second was that of concurrent jurisdiction, as some of the complainants also filed claims for substantial damages in the High

Court. The Authority first decided the complaints from The Treasury and the Business Roundtable, neither of which had commenced court proceedings. After further deliberation, the Authority determined all aspects of the remaining complaints which did not involve matters of disputed fact. It decided that those complaints involving questions of factual disagreement should be resolved by the High Court and those parts of the complaints have been deferred accordingly.

ALCOHOL ADVERTISING REVIEW

The third major challenge for the Authority this year has been its review of the Alcohol Advertising Code. In 1989 the Authority identified three priority areas in the *Codes of Broadcasting Practice* for review: (1) restrictions on the promotion of alcohol (2) the portrayal of violence and (3) the protection of children.

The details of these reviews will be covered in a later section of this report.

The Authority recognised from the outset that alcohol advertising is a very sensitive issue and attempted to be very open and even-handed in the process. The Authority believes that as the review has progressed the concerns of those parties who questioned the Authority's procedures have eased and that the review has proceeded in a way which, we trust, will be judged to be fair and open and conducted with integrity

COMPLAINTS

Having rapidly accumulated experience and a base of decisions relating to many of the standards in the *Codes of Broadcasting Practice*, the Authority this year has been able to issue its more straightforward decisions with increasing efficiency. It has also added to its number of benchmark decisions. In the future it hopes that it will be able to issue even briefer decisions, referring to these earlier and fuller decisions as precedents.

There has been some criticism of the length of time taken from the date a programme is screened until the Authority's decision is published. There are a number of reasons contributing to this delay. In the first place, the Broadcasting Act allows the complainant 20 working days to lodge a complaint and the broadcaster 60 working days to respond to the complaint. The complainant then has a further 20 working days in which to refer his or her complaint to the Authority. This means that more than four months may pass from the time the programme in question is screened until the complaint is first seen by the Authority. The Authority then allows the parties full opportunity to make submissions and, in the interests of justice, the submissions are referred to the parties for further comment.

There have been lengthy delays in obtaining responses from some broadcasters, primarily TVNZ Ltd, which has taken four to five months, and sometimes six, to respond on a number of occasions. The Act does not provide for any time limits but it does state that both complainant and broadcaster shall be allowed reasonable opportunity to make submissions in writing and it also specifies that the Authority shall give proper consideration to a complaint and observe the principles of natural justice. The Authority has decided that a maximum of 60 working days is generally sufficient time for responses and has notified broadcasters accordingly. It is believed that they will respond responsibly. This practice should also contribute to reducing the time required to issue a decision.

However, the Act provides a right of appeal to the High Court against a decision or order made by the Authority and the Authority therefore offers no apology for the care taken and the detail provided in its decisions. To the best of its knowledge, no other similar body in any country is subject to this provision other than, of course, the inherent right of judicial review.

OVERVIEW

A full list of the decisions can be found in the Appendix but the Table on the following page provides an interesting overview.

In the year ended 30 June 1991, the Authority determined 45 complaints and 26 complaints are at present being processed. A further 6 complaints are in abeyance. A total of 77 in one year may or may not be considered a large number of formal complaints which broadcasters have not been able to resolve to listeners' or viewers' satisfaction. However, it is pertinent to point out that at the end of June there are no fewer than one hundred radio broadcasters and three national television broadcasters, plus the subscription service offered by Sky Television, and Canterbury regional television operating in New Zealand.

Because the complaints upheld by the Authority receive much more media attention than those it declines, many people are surprised to learn that the Authority has in fact declined significantly more complaints than it has upheld.

As also can be seen from the table, the Authority has only made orders requiring a broadcaster to make a statement on the air, usually a correction, in eight cases. It has used its more powerful sanction, that of removing advertising from the air, only once - in the decision on the New Zealand Business Roundtable complaint about the "For the Public Good" *Frontline* programme. In the Authority's view, broadcasters are endeavouring to maintain acceptable standards in their broadcasts and the Authority commends broadcasters for their vigilance.

A total of 77 complaints have been determined or are in progress.

ANALYSIS OF DECISIONS

TOTAL

JULY 1990 - JUNE 1991 - 45 Decisions Issued
 JULY 1989 - JUNE 1990 - 12 Decisions Issued

Basis of Complaint

(1989 -1990 figures in brackets)

	TOTAL	Balance/Unfair Inaccurate Reporting	Privacy
Declined	25 (6)	12 (-)	1 (1)
Upheld (all or in part)	19 (6)	13 * (1)	- (1)
Declined Jurisdiction	1 (-)		
	Alcohol Advertising	Violence	Sexism
Declined	1 (3)	- (-)	- (-)
Upheld (all or in part)	1 (2)	- (1)	- (1)
	Racism	Other	Good Taste &Decency (including language)
Declined	1 (-)	2 (-)	8 (2)
Upheld (all or in part)	2 (-)	2 (-)	2 (-)
Declined Jurisdiction			1 (-)

* All nine orders made by the Authority related to complaints about balance, fairness and accuracy. Eight orders required the broadcast of a correction and one awarded \$500 costs to the complainant.

Advertising Decisions

(excluding promotional advertising)
 (1989 - 1990 figures in brackets)

	Total	Alcohol	Product	Political
Declined	3 (3)	1 (3)	1 (-)	2 (-)
Upheld (all or in part)-	5 (3)	1 (2)	3 (1)	1 (-)

By Broadcaster and Programme

July 1990 - June 1991

TVNZ	Total	News	Frontline	Holmes	Advertising	Talkback	Docu- mentary	Other
Declined	20	1	6	2	2		2	7
Upheld (in part)	14	-	3	4	3		2	2
Declined Jurisdiction	1							1

TV3	Total	News	Frontline	Holmes	Advertising	Talkback	Docu- mentary	Other
Declined	2	2			-			
Upheld (in part)	2	1			1 (alcohol)			

RNZ	Total	News	Frontline	Holmes	Advertising	Talkback	Docu- mentary	Other
Declined	1				1 (alcohol)	-		
Upheld (in part)	2				1 (political)	1		

Private Radio	Total	News	Frontline	Holmes	Advertising	Talkback	Docu- mentary	Other
Declined	2	1				1		
Upheld (in part)	1	-				1		

REVIEW OF THE CODES

In July 1989 when the Authority approved the *Codes of Broadcasting Practice for Radio and Television* it did so on an *interim, pro forma* basis and said at the time that it would examine in detail each of the codes in due course. Three areas were given priority:

1. restrictions on the promotion of liquor
2. the portrayal of violence on television and
3. children's TV programme standards.

All three are specifically named in the Broadcasting Act as areas in which the Authority must encourage broadcasters to develop and observe codes of broadcasting practice.

ALCOHOL ADVERTISING

When one of the major broadcasters requested that this area be examined - both because the current code was being extended in its interpretation by some broadcasters to the extent that made a mockery of the existing codes - and because it wished the restrictions in the current code to be eased, the Authority was more than ready to treat this as a priority. It first reviewed the research literature regarding the impact which advertising of alcohol has on attitudes and behaviour and examined rules elsewhere regarding the promotion of alcohol on radio and television. It then issued a discussion paper which identified those areas which, in the Authority's view, required examination.

The public was invited to respond through either formal submissions or informally through letters and the Authority received hundreds of letters about alcohol advertising in addition to 66 formal submissions. It was disappointed to read outspoken criticism of the Authority in the media emanating from representatives of the

liquor industry and advertisers. Such intemperate comments contributed nothing towards the Authority's efforts to conduct a fair and thorough enquiry. However as time progressed the Authority has established a good working relationship with all parties involved in this review.

Because of the interest in this matter, the Authority extended its closing dates for formal submissions until the end of January 1991. It then invited representative groups of the various sectors - advertising, liquor industry, broadcasting, health groups and community lobby groups - to present their submissions orally to the Authority. Fourteen submissions were heard over two days in March and April of this year. In addition it also listened to and read the comments of persons who attended the Authority's public consultations on broadcasting concerns in Dunedin and Hamilton and on the Turangawaewae Marae.

After the hearings were completed, the Authority prepared a position paper to discuss with broadcasters. This it has done and has invited broadcasters to draft a revised code for consideration by the Authority.

THE PORTRAYAL OF VIOLENCE IN TELEVISION

The Authority's own research released in August 1990 disclosed that television violence is one of the most important concerns mentioned spontaneously by New Zealand television viewers. In their discussions with individuals and community groups, members of the Authority and politicians are constantly told that people are worried about the amount of violence portrayed on television. Consequently the codes about the portrayal of violence were chosen as a *priority for review*.

The Authority followed much the same process as in the review of the alcohol

Three codes were given priority for review: alcohol advertising, television violence and children's programme standards.

The national seminar on television violence will be one of the highlights of next year's work.

advertising codes. It first studied the massive body of literature relating to the impact which the watching of television violence has on viewers. Then it set out in a discussion paper the questions it felt required answering and invited the public to make its views known to the Authority, either informally or through formal submissions. It planned to hold a national seminar in March to stimulate a well-considered and informed public debate about this very important issue. However, due to budget cuts, the seminar was postponed until July 1991.

The seminar will provide all the interested parties with an opportunity to hear both the latest research perspectives from distinguished authorities from the UK and Australia and the perspectives of the New Zealand people most concerned - broadcasters, parents, educationalists, and those involved in coping with violence in our community. After hearing each other's perspectives, it is hoped that all the parties will have a better understanding of the complexity of the issues and the difficulty the Authority faces in assessing the present codes.

Members will then review the existing codes regarding the portrayal of violence on television and refer any inadequacies to the broadcasters.

CHILDREN'S TELEVISION PROGRAMME STANDARDS

In its review of this code the Authority has not followed quite the same process as with

the other code reviews. Instead the Authority has sought to facilitate the sharing of ideas among broadcasters, community interest groups with an interest in childrens' programmes and members of the Authority, in the hope that a consensus, or at least a position acceptable to all parties, would evolve.

The Authority first published a discussion paper which presented both desk research and the views of some New Zealand community and media groups relating to the standards of children's television programmes. It then invited broadcasters and other interested parties to respond to the discussion paper. The views of community groups and individuals were aired during the local consultations and a national workshop, involving representation from a wide range of community groups and broadcasters, was held in connection with the seminar on television violence in July 1991. A key part of that workshop was an address by Barbara Biggins who is a leading Australian proponent of the need for age specific, diversified quality children's programming.

The Authority has already received a commitment from TVNZ and TV3 to provide more on-screen consumer information about the classification of programmes and the "watershed" for adult programmes, so that parents can make informed choices. It is now ready to discuss other childrens' programme standards matters in more detail with the television broadcasters.

PUBLICATIONS, EDUCATION AND PROMOTION

In the Authority's opinion, viewers and listeners are the vital ingredient in ensuring that broadcasters maintain acceptable standards. Indeed, the pressure on broadcasters from the public is likely to have more immediate and direct impact on standards of broadcasting than an independent statutory body. Consequently, the Authority believes that part of its role is to raise public awareness about broadcasting standards and to encourage and support the media education initiatives of community groups and schools.

PUBLICISING COMPLAINTS PROCEDURES

When a Parliamentary Select Committee was receiving submissions from the Authority on television violence, one of the committee members suggested that the Authority was "the best kept secret in town." The Authority accepts that there may be some truth in that remark. However, it observes that not only the Authority but also broadcasters have a statutory obligation to publicise the procedures for making formal complaints.

The Authority has not been able to launch a large campaign for publicising its complaints procedures because of the considerable expense involved, but it has advertised on several occasions in the print media nationwide and has organised a modest radio and television campaign on all radio stations throughout the country and on TVNZ and TV3. It has no authority enabling it to ensure that broadcasters are themselves fulfilling their obligations to publicise the formal complaint procedures

but most broadcasters have co-operated with the Authority in its campaign and provided discounted advertising space for the Authority's advertisements.

Last year the Authority published a brochure and a poster, in the English, Maori and Samoan languages, which it has continued to distribute widely to broadcasters for use when answering enquiries, and to community groups, libraries and other public forums.

SCHOOL AND COMMUNITY GROUPS

The Authority encourages invitations from school and community groups to speak about standards matters. It particularly commends the efforts of those community groups which focus on media issues such as the Children's Television Foundation, Children's Media Watch and Media Aware. It is vitally important that the members of the public be kept informed of standards issues and that they have the opportunity to debate standards issues and to plan effective ways of communicating their concerns to broadcasters and to the Authority.

CODES OF BROADCASTING PRACTICE FOR RADIO AND TELEVISION

The Authority is in the process of updating the *Codes* which it published in its first year and distributed to all public libraries and tertiary institution libraries. Copies of the *Codes* can also be purchased from the Authority.

RESEARCH

In addition to assessing the issues raised in the determination of complaints and reading and listening to public views and submissions, formal and informal, the Authority has studied the research findings from around the world but particularly from the UK, Canada, Australia and the USA. It has also enthusiastically fulfilled one of its functions specified in the Broadcasting Act, the commissioning of research.

COMMISSIONED RESEARCH

As noted earlier, the Authority commissioned a public opinion survey which focused on the public's attitudes and perceptions of violence on television. This was a nation-wide telephone survey which attempted to look at this complex issue from a contextual perspective. The Authority also commissioned a study of *Key Informants* from the Alcohol and Community Health Research Unit, attached to the Auckland University Medical School. This research assessed what persons involved in education and the advertising and market research industries think the impact of alcohol advertising has on young people. The Authority's discussion paper on Children's Television Programme Standards canvassed the views of some of the community groups involved in media issues, reviewed the literature and summarised what is happening in other countries.

The major piece of Authority research this year was commissioned through the Educational Research and Development Centre at Massey University. Three senior lecturers in education and a statistician were asked to develop a scale for measuring the amount of violence portrayed in television programmes and then to analyse the violence content on the three major channels over one week. This research also examined the violence level for each type of programme and measured the subjective

impact of the violence on the viewer. The results of this complex and sophisticated research will be announced at the National Seminar on Television Violence.

REFERENCE LIBRARY

As an extension of its role in conducting research, and as the only public or statutory body with that function in broadcasting standards matters, the Authority has begun to assemble a modest reference library on standards matters which it makes available to interested parties.

LOCAL CONSULTATIONS

As part of its efforts to understand the public's expectations and views, the Authority organised three local, informal hearings which were advertised widely in the communities involved. People were invited to share their views on any standards matters with members of the Authority. The first one was held in Dunedin in September 1990 and the second in Hamilton in November. The third was held on the Turangawaewae Marae as part of the Authority's efforts to understand the Maori perspective on television standards matters.

The Authority is very grateful to all those people who made the effort to share their views with the Authority, at local consultations or through informal letters or formal submissions.

STUDY TRIPS

One of the most useful sources of information for the Authority this year has been the Chairperson's study trip to Canada, the UK and Sweden to examine standards issues - particularly the procedures for formal complaints, self regulation and the role of statutory bodies in alcohol advertising and the portrayal of violence. It has been very important to the Authority to compare and

An analysis of the violence content on the three main channels over one week was the major research this year.

The study trips of the Chairperson and Executive Officer have been a source of much valuable information and understanding.

to understand the practices elsewhere and to learn of new and alternative perspectives. In addition to the wealth of information and material which has been gleaned and gathered, a personal relationship has been established with the regulatory bodies, broadcasters and advertisers in these countries which should prove invaluable in the future, particularly with regard to the exchange of information.

The Executive Officer also explored a number of these issues in North America, at the end of a personal trip.

As a result of observing the procedures elsewhere, the Authority feels confident in confirming its view that the system which

serves the public best is a combination of self-regulation and an independent statutory body which generally serves as an appellate body. It remains convinced that advertising is an essential element in broadcasting and that whilst it is proper that an industry authority should consider complaints against advertisers in the first instance, the Authority should remain as an independent appellate arbiter. This is the position in the UK, Canada and Sweden where complaints can be made direct to the Government appointed statutory bodies, either in the first instance or where the complainant is dissatisfied with a broadcaster's response.

ADMINISTRATION AND PERSONNEL

Members' and staff's expectations that, after the high level of activity of the first year, work loads would diminish to a more manageable level, proved unrealistic. Staff have continued to give an impressive performance at this consistently high pace of activity. The full workload of the Authority and the small number of persons serving it is responsible for the persistent pressure. The variety of challenges, although demanding, are also exciting and the staff and members of the Authority continue to work together well, respecting the experience and contribution of each person in the team and enjoying the degree of autonomy which each has in the performance of his or her duties.

MEETINGS

This financial year members have met on 29 days to consider standards issues plus 9 days on matters relating to allocating time

and money to political party advertising. In addition members have spent long hours studying the large amount of documentation connected with each complaint and the enormous body of research information relating to its priority areas. It is fortunate that they have been able to give this amount of time to the Authority's work.

REVIEW

In February the Minister of Communications, the Hon Maurice Williamson, informed the Authority that it would be reviewed by officials of the Ministry of Commerce. He raised a number of issues and invited the Authority's response. The Authority was also assured that various groups representing the public would be consulted as well as broadcasters, advertisers and other industry interests. Members and staff will be relieved when the outcome of the review is known.

PERSONNEL

The Authority lost a key staff person, the Advisory Officer, Mr Alan Doyle, midway through the year, when he left to accompany his wife to a diplomatic post overseas, but was fortunate indeed to find a replacement of the highest quality in Dr Michael Stace. It also appointed a part time research officer, Ms Jacque Naismith, who has been a welcome addition to its staff.

The Authority has a small staff who have multiple roles.

Executive Officer	Gail Powell, M.A.
Advisory Officer (complaints)	Dr Michael Stace LL.M., D.Jur. (since January)
	Alan Doyle LL.M. (until February)
Research Officer, part time (research administration)	Jacque Naismith B.A., Dip. Ed. (since September)
Administration Officer (clerical and financial administration)	Ann Hensley
Secretary/Clerical Assistant	Deborah Houston
Receptionist/WP Operator (shared with NZ On Air)	Caron Mills (until June) Madeline Palmer (since June)

With a total of only four full time staff and two part time staff, the Authority does not have the luxury of employing specialist staff and, because of financial restrictions, its ability to use outside consultants is curtailed. Consequently, the staff are required to do a multiplicity of jobs which they complete with versatility and efficiency.

The work completed during the first year in respect of the comprehensive personnel policy has achieved its purpose and with some minor fine tuning this year the Authority feels comfortable that it is meeting its statutory and moral obligations to be a good employer.

The assistance of Mr Ian McLean with the requirements of Part VI has been acknowledged earlier. The Authority also wishes to acknowledge the assistance of Mr Brian Fisher who is responsible for the Authority's financial reporting.

The offices provide a comfortable and enjoyable working environment for the staff and members. Sharing office and meeting space with New Zealand On Air also continues to be a satisfactory arrangement which not only allows both organisations to have extra space but also provides for a more dynamic atmosphere and a useful exchange of information and ideas.

APPENDIX 1

COMPLAINTS DETERMINED BY THE AUTHORITY

COMPLAINANT	PROGRAMME	NATURE OF COMPLAINT	DECISION
A. Papprell	"Tomorrow's Schools" <i>Frontline</i> , TVNZ	Lack of balance and dealing with persons unfairly	Not upheld No: 13/90
Group Opposed to Advertising Group (GOAL)	Testimonial cricket match TV3	Breach of liquor advertising rules	Upheld No: 14/90
Brian Perry	Item on <i>Holmes</i> about 6B Limited, TVNZ	Factual inaccuracies, unfair and unjust treatment of Dr Perry	Upheld, Costs of \$500 awarded No: 15/90
Dr Richard Prebble	Items on <i>Holmes</i> and <i>TV1 10 pm News</i> about selection of Labour Party Te Atatu candidate, TVNZ	Factual inaccuracy and lack of balance	Upheld in part, Broadcast of correction ordered, No: 16/90
DBAL	DB Draught Ltd advertisement on IZB RNZ	Breach of liquor advertising rules	Not upheld No: 17/90
Bruce Beetham	3 <i>National News</i> coverage of Beetham budget, TV3	Lack of balance	Not upheld No: 18/90
Labour National Party	Labour Party advertisement on 2ZB RNZ	Misleading Apology requested	Upheld, Broadcast of apology ordered No: 19/20
Judy Malone	"Murderers Among Us: The Story of Simon Weisenthal" TVNZ	Broadcast of advertisements during programme not in good taste	Not upheld No: 20/90
Gold Mining and Exploration Association Inc	"Prospects" TVNZ	Lack of balance in documentary	Upheld No: 21/90
Roger Gregg	"Prospects" TVNZ	Lack of balance, factual inaccuracy in documentary	Upheld in part No: 22/90
Labour National Party	Labour Party advertisement TVNZ	False, misleading and deceptive	Not upheld No: 23/90
H.E. Jensen	Listener advertisement about the Maori battalion, TVNZ	Factual inaccuracy	Upheld No: 24/90
Sonia White	3 <i>National News</i> about the torture of AIDS carrier, TV3	Not in good taste, children should be protected, excessive violence	Upheld in part No: 25/90
Business Roundtable	"For the Public Good" <i>Frontline</i> , TVNZ	Factual inaccuracy, lack of balance	Upheld, Broadcast of correction ordered and TVNZ ordered to refrain from broadcasting advertising programmes for one evening, No: 26/90
Ministry of Treasury	"For the Public Good" <i>Frontline</i> , TVNZ	Factual inaccuracy, lack of balance, deceptive programme practice	Upheld, Broadcast of correction ordered, No: 27/90
Society for the Promotion of Community Standards	"Safer Sex" TVNZ	Lack of good taste and decency, lack of balance	Not upheld No: 28/90
John O'Neill	"Safer Sex" TVNZ	Lack of good taste and decency, failure to maintain law and order, lack of balance	Not upheld No: 29/90
DRSO (Inc.)	<i>Frontline</i> programme on CORSO TVNZ	Lack of balance, factual inaccuracies	Not upheld No: 30/90
Graeme Cook	<i>Fair Go</i> item on Barr Cook Enterprises Ltd, TVNZ	Invasion of privacy	Not upheld No: 1/91
E. Linney	Editorial comment on broadcasting licensing fees, 99FM	Lack of balance, factual inaccuracy	Not upheld No: 2/91
G.B. King	Screening of the film "Jagged Edge," TVNZ	TVNZ's action when upholding the complaint insufficient to ensure that accepted norms of decency are maintained.	Not upheld No: 3/91
Cliff Turner	Display of bloodstain on <i>One Network News</i> , TVNZ	Lack of good taste and decency	Not upheld No: 4/91
Anna Coffey	Screening of the film "Caged Heat", TVNZ	Dissatisfied with TVNZ's action when upholding good taste and decency complaint	Not upheld No: 5/91
A.M. Dewar	Item on <i>News</i> and comment by Mr Bill Ralston, <i>Nightline</i> , Gulf War, TV3	Lack of balance, impartiality and fairness	Not upheld No: 6/91
Liam Wright	Item on <i>Holmes</i> about follow-up on the Cartwright report TVNZ	Factual inaccuracies and misleading	Upheld, Broadcast of correction ordered, No: 7/91

B R O A D C A S T I N G S T A N D A R D S A U T H O R I T Y

Mrs Shirley Earlyly	Talkback host's comments about security for one psychiatric patient Radio Pacific	Lack of balance and factual inaccuracies	Upheld in part No: 8/91
Mr Martin Hine	<i>Crimewatch</i> , TVNZ	Rape reconstructions invite imitation	Not upheld, No: 9/91
Mr Leonard Burbridge	Sudafed advertisement, TVNZ	Use of the Dam Busters' theme not in good taste	Not upheld No: 10/91
Mr G.A. Town	Interview on <i>Holmes</i> with alleged bird smuggler, TVNZ	Lack of good taste and decency and failure to maintain law and order	Not upheld No: 11/91
Mr J.E. Tregurtha	"Ever Decreasing Circles" TVNZ	Reducing the length of a repeat broadcast but not advising viewers in bad taste and dishonest	Not upheld No: 12/91
Mr C.L. Robertson	Interview on <i>Holmes</i> reporting the Aids Foundation's dissatisfaction with the Bill of Rights, TVNZ	Factual inaccuracy and lack of balance	Not upheld No. 13/91
Housing Corporation	Interview on <i>Holmes</i> with Minister of Housing (Rt Hon Jonathan Hunt), TVNZ	Factual inaccuracy and lack of balance	Upheld in part, Broadcast of corrected, No: 14/91
Mrs E. Dunckley	TVNZ's editing practices	Factually inaccurate not to advertise reductions	Referral declined, No: 15/91
Hon Sir Roger Douglas	"For the Public Good" <i>Frontline</i> , TVNZ	Factual inaccuracies, lack of balance	Not upheld in part, Balance deferred pending outcome of defamation proceedings, No: 16/91
Hon Richard Prebble	"For the Public Good" <i>Frontline</i> , TVNZ	Factual inaccuracies, lack of balance	Upheld in part, Balance deferred pending outcome of defamation proceedings, No: 17/91
Hon David Lange	"For the Public Good" <i>Frontline</i> , TVNZ	Factual inaccuracy, lack of balance, invasion of privacy	Not upheld in part, Balance deferred pending outcome of defamation proceedings, No: 18/91
Mr Gareth Seymour	Telecom advertisement, "I've Been Everywhere", TVNZ	Encouraged denigration and discrimination on account of race	Upheld in part, No: 19/91
Nga Kaiwhakapumau I Te Reo	Telecom advertisement "I've Been Everywhere" and L.V. Martin advertisement, TVNZ	Mispronunciation of Maori place names in bad taste	Upheld in part, No: 20/91
NZ Fishing Industry Association	"Net Profits", <i>Frontline</i> TVNZ	Factually inaccurate, dealing with people unfairly, lack of balance	Not upheld No: 21/91
Christian Heritage Party	<i>Decision 90</i> TVNZ	Lack of balance, impartiality and fairness	Not upheld No: 22/91
Mrs Frances Burt	Trailer for the film "Porky's II", TVNZ	Broadcasting a trailer for "AO" film in "PGR" programme not in good taste and decency	Upheld No: 23/91
NZ Aids Foundation	Talkback on NewsTalk IZB RNZ	Comments about Foundation were unfair and in bad taste and lacked balance	Upheld in part, Broadcast of corrected, No: 24/91
Mr R. Mansell	<i>Fair Go</i> item on Barr Cook Enterprises Ltd, TVNZ	Lack of balance and factually inaccurate	* Upheld in part, Broadcast of corrected, No: 25/91
Heritage Mining NL and Gold Resources Ltd	"Quartz and All" <i>Frontline</i> , TVNZ	Lack of balance	Not upheld No: 26/91
NZ Jewish Council	Talkback host's comments about Jews Radio Pacific	Encouraged denigration and discrimination on account of race	Not upheld No: 27/91

OTHER DECISIONS

Mr J. Yeabsley	Item on <i>Holmes</i> about Immigration Service TVNZ	Invasion of privacy and lack of balance	Referred back to TVNZ under s13 (I) for further consideration, No: ID 1/9
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Five formal complaints were withdrawn before a decision was issued.

* Decision appealed to High Court by TVNZ Ltd