

From: [Compliance Operations](#)
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] [SEC=OFFICIAL]
Date: Thursday, 11 January 2024 8:06:11 AM

Hi [REDACTED]

Thank you, and to you as well.

No this doesn't fall within my area of investigation, our sister agency the office of the safety commissioner regulates internet based harms and you could consider reporting it to them, if you believe it falls within their remit. You can read more about complaints they can assist with here. <https://www.esafety.gov.au/report/what-you-can-report-to-esafety>.

If [REDACTED] it may also be a criminal act.

Kind regards,

Nic Jones
Compliance Officer
Monitoring and Compliance
Licensing and Infrastructure Safeguards Branch
Australian Communications and Media Authority
T +61 3 9963 6749
E Nicholas.jones@acma.gov.au
acma.gov.au

The ACMA acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past, present and future.

From: [REDACTED]
Sent: Friday, 5 January 2024 11:42 AM
To: Compliance Operations <Compliance.Operations@acma.gov.au>
Subject: Re: Complaint - [REDACTED] [SEC=OFFICIAL]

You don't often get email from [REDACTED] [Learn why this is important](#)

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Hi Nic,

[REDACTED]
[REDACTED]
I'm not sure if the following falls into your area of responsibility but I'll pass it on anyway.

As you are aware [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED] Is this within your area of investigation?

Kind regards

[REDACTED]

On Mon, Nov 20, 2023 at 1:46 PM Compliance Operations
<Compliance.Operations@acma.gov.au> wrote:

Hi [REDACTED]

I confirm that the matter is still under consideration but cannot provide any further information at this time.

I will be in touch if we need any additional information from you.

Kind regards,

Nic Jones
Compliance Officer
Monitoring and Compliance
Licensing and Infrastructure Safeguards Branch
Australian Communications and Media Authority
T +61 3 9963 6749
E Nicholas.jones@acma.gov.au
acma.gov.au

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From: [REDACTED]
Sent: Monday, 20 November 2023 10:47 AM
To: Compliance Operations <Compliance.Operations@acma.gov.au>
Subject: Re: Complaint - [REDACTED]

[REDACTED] [SEC=OFFICIAL]

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Good morning Nick,

Would you be in a position to provide any feedback as to how this investigation is proceeding at this stage please?

Kind regards

[REDACTED]

[REDACTED]

On 24 Oct 2023, at 2:26 pm, [REDACTED]
wrote:

[REDACTED]

[SEC=OFFICIAL]

Attention Nick Jones,

Good afternoon Nic,

Thank you for responding in such a timely manner.

The alleged offender is [REDACTED]

On Tue, Oct 24, 2023 at 10:05 AM Compliance Operations

<Compliance.Operations@acma.gov.au> wrote:

Hi [REDACTED]

Your query has been referred to the monitoring and compliance section for response.

The conduct you have described may contravene [Section 42 of the Telecommunications Act](#). Note that contravention of Section 42 can result in significant fines.

To consider the matter further could you please provide the evidence you have described and any contact details available for the resident.

You can send your reply directly to the monitoring and compliance section at compliance.operations@acma.gov.au

Kind regards,

Nic Jones
Compliance Officer
Monitoring and Compliance
Licensing and Infrastructure Safeguards Branch
Australian Communications and Media Authority
T +61 3 9963 6749
E Nicholas.jones@acma.gov.au
acma.gov.au

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----- Original Message -----

From: [REDACTED]
Received: Tue Oct 17 2023 09:03:31 GMT+1100 (Australian Eastern Daylight Time)
To: ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc_crm c2c_prod; System Contact
Subject: Complaint - [REDACTED]

Attention of Monitoring and Compliance Section.

Good morning,

Please be advised that [REDACTED]
[REDACTED] a 200 house over 50s lifestyle village located at
Burleigh Heads Queensland. I write to you as [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] As such,
are you in a position to investigate the legality of the persons alleged actions,

or recommend the relative government department that would attend to such matters.

Thank you for your assistance and would you mind confirming receipt of this email.

Kind regards

[Redacted signature block]

[Redacted signature block]

[Redacted signature block]