



15 September 2021

Via email - submissions@esafety.gov.au

Dear Commissioner,

Thank you for the opportunity to provide feedback on the Restricted Access System (RAS), as part of the *Online Safety Act 2021*.

We appreciate the considerable work which has been, and continues to be, undertaken by you and your office, in preparation for the commencement of the Act in early 2022.

We would like to take this opportunity to share some details about the types of content which are not allowed on our platform, as well as highlighting some tools we offer to support the safe use of TikTok.

With regard to the types of Restricted Materials which will be captured by the new RAS, TikTok has sophisticated Trust and Safety systems in place which identify, moderate, remove and block those types of materials.

Our [Community Guidelines](#) effectively prohibit R18+ and Category 1 Restricted Material, and we would not hesitate to remove such material and may apply further sanctions on the originating accounts or devices where it was detected.

Notwithstanding our strict moderation processes and extensive Trust and Safety infrastructure, we also provide all our users with the ability to initiate '[Restricted Mode](#)', through the 'Digital Wellbeing' tab in the settings page. Restricted Mode can help limit the appearance of content which may not be appropriate for all audiences.

'Restricted Mode' can also be enabled through our Family Pairing tool. Family Pairing allows parents and carers to link their TikTok account to that of their teens, enabling parents and teens to customise their safety settings based on their individual needs and choices.



With regard to the potential design of the Restricted Access System (question 7 in the consultation document), although TikTok moderation policies are such that we would remove R18+ and Category 1 Restricted Material from the platform, TikTok's view is that it's important to allow for a variety of technological solutions which can address the core purpose of such a scheme. Prescribing a system which may not work across all platforms could inhibit innovative solutions and may therefore constrain improvement and efficacy in the longer term.

Thank you again for engaging with us, we look forward to working through additional components of the Act with you and your office in the weeks and months ahead.

Sincerely

A handwritten signature in blue ink, appearing to read "Brent Thomas".

Brent Thomas
Director of Public Policy, Australia and New Zealand