

8 September 2025

s 47F

s 47G

Via email: s 47F

Dear s 47F

Seeking confirmation of your designated contact points (Facebook)

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. eSafety has a range of regulatory functions and powers under the [Online Safety Act 2021](#) (the Act). These include working to prevent online harm through evidence-based resources and programs, providing protection to those who have experienced and made a complaint about certain forms of harm, and driving proactive systemic change to improve online services' transparency and accountability.

As an online service provider subject to the Act, **we are seeking confirmation of Facebook's designated contact points** for when we need to get in contact with Facebook about different matters. To assist you in responding to this request we provide the following summary of our regulatory schemes under which we may need to contact Facebook.

Our regulatory schemes

Complaints schemes

eSafety provides a safety net for Australians harmed by serious online abuse or exposed to illegal and restricted content. We investigate complaints and help to stop, remove and limit the impacts of [cyberbullying of children](#), [adult cyber abuse](#), [image-based abuse](#) (sharing or threatening to share intimate images and videos without the consent of the person shown), as well as [illegal and restricted online content](#).

Industry Codes and Standards

[Industry Codes and Standards](#) are designed to protect Australians from illegal and restricted online content across eight sectors of the online industry. There are currently [six industry-drafted Codes](#) and [two eSafety-determined Standards](#) in operation. They contain measures to address 'class 1A' and 'class 1B' online material, such as material that shows

sexual abuse of children and acts of terrorism. Together, these are known as ‘Phase 1’ Industry Codes and Standards.

eSafety is also consulting with industry as they develop ‘Phase 2’ Industry Codes, which are intended to prevent and mitigate children’s exposure to high-impact material, such as pornography and content with themes of suicide, self-harm and serious illness including eating disorders. Three of these Codes have now been registered, and will take effect in coming months. These apply to enterprise hosting services, internet carriage services and search engine services.

Basic Online Safety Expectations

The [Basic Online Safety Expectations](#) (the Expectations) set out reasonable steps that the Australian Government expects certain online service providers to take to ensure Australians can use their platforms safely. The Expectations cover a wide range of unlawful or harmful material or activity. They include steps regarding safe use of services with particular features or capabilities; the handling of reports and complaints; the accessibility of certain information; record-keeping; and dealings with eSafety.

Under the Act, eSafety can require online service providers to report on how they are meeting any or all of the Expectations. The obligation to respond to a reporting requirement is enforceable and backed by civil penalties and other mechanisms. eSafety can also publish statements about the extent to which services are meeting the Expectations.

Your designated contact point

In fulfilling our responsibilities under these regulatory schemes, eSafety may need to seek further information about what steps your organisation is taking to comply with the Act, to give a notice requiring the removal of harmful online material under the Act, or to notify you that we have received a complaint about material that is potentially in breach of your terms of service. In some cases, eSafety may need to send information-gathering notices.

Under the [Online Safety \(Basic Online Safety Expectations\) Determination 2022](#) (the Determination), you should have an employee who is designated as your contact point for the purposes of the Act (section 21). Providers are expected to have a designated contact point regardless of whether their services have staff physically located in Australia. Failure to provide this information would give eSafety the ability to issue a statement of non-compliance with the BOSE.

To that end, we request you confirm your designated contact point (or other method) for us to contact you when we need to send you:

- 1. Removal or remedial notices (sections 65, 77, 88, 109, 114 and 119).**
- 2. Service provider notifications (sections 48, 55, 62, 73, 85, 93, 113A, 118A and 123A).**

3. **Voluntary Complaint Alerts** advising of material that eSafety has received a complaint about and which eSafety is requesting (but not requiring) you to review against your terms of use/community guidelines and take voluntary action as you deem appropriate.
4. **Voluntary Illegal and Restricted Content Notifications** advising of the presence of child sexual abuse material (CSAM) or other illegal and restricted content and requesting (but not requiring) your voluntary assistance to remove or restrict it.
5. **Voluntary Preservation Requests** – requesting (but not requiring) the voluntary preservation of material pending the potential issuance by eSafety of a statutory notice.
6. **Notices requiring you to:** give contact details or other information; appear for examination; or produce documents for inspection (sections 194, 199 and 203).
7. **BOSE reporting notices and determinations** (sections 49, 52, 56 and 59).
8. **Notices or requests in relation to the industry codes and standards** (for example, section 36 of the *Online Safety (Relevant Electronic Services— Class 1A and Class 1B Material) Industry Standard 2024*)
9. **General enquiries about implementation of your trust and safety policies or other related issues.**

Where available we have included your most recently provided current contacts for each of these workstreams. Please complete or confirm current contacts as appropriate using the form in **Attachment A** and return it to us within 14 days.

Our equivalent contacts for these areas of work are at **Attachment C**.

Depending on how your business is structured, you may determine whether you wish to allocate one contact point to deal with all of the above types of contact, or a different contact point dedicated to each one.

See **Attachment B** for details on what we mean by each of the above and other relevant expectations under the Determination that you need to know about.

Please respond by **22 September 2025** to industry@esafety.gov.au.

s 22

s 22

Manager
Industry Supervision

Attachment A – TABLE OF CONTACTS

Please update and return to eSafety via email: industry@esafety.gov.au

Please inform us promptly if there are any changes to the contact points you provide. Section 21(3) of the Determination requires a provider to give eSafety written notice of a change in contacts within 14 days of the change happening.

Issue	Platform Contact Point (email and phone/voice chat address)
Statutory removal or remedial notices	s 47F, s 47G
Service Provider Notifications	
Voluntary Complaint Alerts	
Voluntary Preservation Requests	
Voluntary Illegal and Restricted Content Notifications	
Statutory notices requiring you to give information, appear for examination, or produce documentation	
BOSE reporting notices and determinations	

Industry codes or standards notices and requests

s 47F, s 47G

General enquiries

Attachment B - CONTEXT

eSafety's approach to getting harmful online content removed quickly

Under the *Online Safety Act 2021* (Cth) (the Act), eSafety has the power to issue a statutory removal notice to online service providers where we receive a complaint about material that meets the statutory threshold for child cyberbullying, adult cyber abuse, imaged-base abuse, or illegal and restricted content. If a platform fails to remove the identified content within 24 hours of receiving a statutory removal notice (or in such longer period as the Commissioner allows), several enforcement options are available to us, including commencing civil penalty proceedings.

We don't issue statutory removal notices lightly, and we go through rigorous checks before sending these notices to ensure the material we are seeking to remove meets all legislated requirements under the Act.

However, very often the material reported to us on its face would also appear to contravene the platform's own terms of service. As our primary aim is to remove harmful material as quickly as possible to try to limit damage to the targeted person, informally alerting a platform to this material allows the platform to assess the material and take voluntary action under its own terms of service, often resulting in swifter removal of harmful material, to everyone's benefit.

A platform may review material we have notified them of and decide that it does not contravene their terms of service and therefore decide not to remove the material. In these situations, after conducting a thorough review, if we conclude that the material meets the legislative definitions under the Act for removal we may issue a statutory removal notice to the platform. However, not every alert we give to a platform – where the platform chooses to leave the material online – will result in a statutory removal notice. A decision to issue a formal removal notice will depend on the particular case.

Basic Online Safety Expectations

eSafety also monitors how online service providers are meeting the Australian Government's Basic Online Safety Expectations (BOSE) to take reasonable steps to keep Australians safe. There are a range of expectations about complaints-handling in Division 4 of the [BOSE Determination](#), which specify that services should:

- have clear and readily identifiable mechanisms that enable any person ordinarily resident in Australia to report, and make complaints about, cyberbullying material targeted at an Australian child, cyber abuse material targeted at an Australian adult, a non-consensual intimate image of a person, class 1 material, class 2 material and material that promotes, incites, instructs in or depicts abhorrent violent conduct (section 13(2));
- have policies and procedures for dealing with reports and complaints about the above matters (section 14(1)(c)) and standards of conduct for end users as well as policies and procedures in relation to the moderation of conduct and enforcement of those standards (section 14(1)(d));
- take reasonable steps (including proactive steps) to ensure any penalties specified for breaches of Terms of Service/policies/procedures/standards of conduct for end-users are enforced against all accounts held or created by the end-user who breached the terms of use and, where applicable, breached the policies and procedures, and standards of conduct, of the service (section 14(2)); and

- review and respond to reports and complaints and provide feedback on the action taken within a reasonable period of time (section 14(3)).

Powers to give information gathering notices

Under the Act, eSafety has powers to give online service providers information gathering notices, including under sections 49, 56, 194 and 199 of the Act. Relevant notices may be used to obtain information to assess the steps online service providers are taking to meet the Basic Online Safety Expectations or to inform an investigation under Industry Codes and Standards, or other relevant investigation. Online service providers must comply with these notices, which are backed by civil penalties.

For more information about eSafety's role and functions, please refer to [our website](#).

Attachment C – eSafety contact points

eSafety Complaints schemes:

Voluntary complaint alerts

Adult cyber abuse:	caescalations@esafety.gov.au
Child cyberbullying:	cyberbullying@esafety.gov.au
Image-based abuse:	imagebasedabuse@esafety.gov.au
Online content:	online@esafety.gov.au

Statutory notices (including removal requests information gathering notices etc) and voluntary preservation requests:

All complaints schemes:	requests@esafety.gov.au
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eSafety Regulatory schemes:

Industry Codes and Standards:	Industry codes and standards compliance portal (access by request to codes@esafety.gov.au) codes@esafety.gov.au
Basic Online Safety Expectations:	industryBOSE@esafety.gov.au
Social Media Age Restriction:	socialmediaage@esafety.gov.au

Other:

General enquiries:	industry@esafety.gov.au
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Please ensure that email addresses from @esafety.gov.au are whitelisted.

8 September 2025

s 47F

s 47G

Via email: s 47F

Dear s 47F

Seeking confirmation of your designated contact points (Instagram)

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. eSafety has a range of regulatory functions and powers under the [Online Safety Act 2021](#) (the Act). These include working to prevent online harm through evidence-based resources and programs, providing protection to those who have experienced and made a complaint about certain forms of harm, and driving proactive systemic change to improve online services' transparency and accountability.

As an online service provider subject to the Act, **we are seeking confirmation of Instagram's designated contact points** for when we need to get in contact with Instagram about different matters. To assist you in responding to this request we provide the following summary of our regulatory schemes under which we may need to contact Instagram.

Our regulatory schemes

Complaints schemes

eSafety provides a safety net for Australians harmed by serious online abuse or exposed to illegal and restricted content. We investigate complaints and help to stop, remove and limit the impacts of [cyberbullying of children](#), [adult cyber abuse](#), [image-based abuse](#) (sharing or threatening to share intimate images and videos without the consent of the person shown), as well as [illegal and restricted online content](#).

Industry Codes and Standards

[Industry Codes and Standards](#) are designed to protect Australians from illegal and restricted online content across eight sectors of the online industry. There are currently [six industry-drafted Codes](#) and [two eSafety-determined Standards](#) in operation. They contain measures to address 'class 1A' and 'class 1B' online material, such as material that shows

sexual abuse of children and acts of terrorism. Together, these are known as ‘Phase 1’ Industry Codes and Standards.

eSafety is also consulting with industry as they develop ‘Phase 2’ Industry Codes, which are intended to prevent and mitigate children’s exposure to high-impact material, such as pornography and content with themes of suicide, self-harm and serious illness including eating disorders. Three of these Codes have now been registered, and will take effect in coming months. These apply to enterprise hosting services, internet carriage services and search engine services.

Basic Online Safety Expectations

The [Basic Online Safety Expectations](#) (the Expectations) set out reasonable steps that the Australian Government expects certain online service providers to take to ensure Australians can use their platforms safely. The Expectations cover a wide range of unlawful or harmful material or activity. They include steps regarding safe use of services with particular features or capabilities; the handling of reports and complaints; the accessibility of certain information; record-keeping; and dealings with eSafety.

Under the Act, eSafety can require online service providers to report on how they are meeting any or all of the Expectations. The obligation to respond to a reporting requirement is enforceable and backed by civil penalties and other mechanisms. eSafety can also publish statements about the extent to which services are meeting the Expectations.

Your designated contact point

In fulfilling our responsibilities under these regulatory schemes, eSafety may need to seek further information about what steps your organisation is taking to comply with the Act, to give a notice requiring the removal of harmful online material under the Act, or to notify you that we have received a complaint about material that is potentially in breach of your terms of service. In some cases, eSafety may need to send information-gathering notices.

Under the [Online Safety \(Basic Online Safety Expectations\) Determination 2022](#) (the Determination), you should have an employee who is designated as your contact point for the purposes of the Act (section 21). Providers are expected to have a designated contact point regardless of whether their services have staff physically located in Australia. Failure to provide this information would give eSafety the ability to issue a statement of non-compliance with the BOSE.

To that end, we request you confirm your designated contact point (or other method) for us to contact you when we need to send you:

- 1. Removal or remedial notices (sections 65, 77, 88, 109, 114 and 119).**
- 2. Service provider notifications (sections 48, 55, 62, 73, 85, 93, 113A, 118A and 123A).**

3. **Voluntary Complaint Alerts** advising of material that eSafety has received a complaint about and which eSafety is requesting (but not requiring) you to review against your terms of use/community guidelines and take voluntary action as you deem appropriate.
4. **Voluntary Illegal and Restricted Content Notifications** advising of the presence of child sexual abuse material (CSAM) or other illegal and restricted content and requesting (but not requiring) your voluntary assistance to remove or restrict it.
5. **Voluntary Preservation Requests** – requesting (but not requiring) the voluntary preservation of material pending the potential issuance by eSafety of a statutory notice.
6. **Notices requiring you to:** give contact details or other information; appear for examination; or produce documents for inspection (sections 194, 199 and 203).
7. **BOSE reporting notices and determinations** (sections 49, 52, 56 and 59).
8. **Notices or requests in relation to the industry codes and standards** (for example, section 36 of the *Online Safety (Relevant Electronic Services— Class 1A and Class 1B Material) Industry Standard 2024*)
9. **General enquiries about implementation of your trust and safety policies or other related issues.**

Where available we have included your most recently provided current contacts for each of these workstreams. Please complete or confirm current contacts as appropriate using the form in **Attachment A** and return it to us within 14 days.

Our equivalent contacts for these areas of work are at **Attachment C**.

Depending on how your business is structured, you may determine whether you wish to allocate one contact point to deal with all of the above types of contact, or a different contact point dedicated to each one.

See **Attachment B** for details on what we mean by each of the above and other relevant expectations under the Determination that you need to know about.

Please respond by **22 September 2025** to industry@esafety.gov.au.

s 22

s 22

**Manager
Industry Supervision**

Attachment A – TABLE OF CONTACTS

Please update and return to eSafety via email: industry@esafety.gov.au

Please inform us promptly if there are any changes to the contact points you provide. Section 21(3) of the Determination requires a provider to give eSafety written notice of a change in contacts within 14 days of the change happening.

Issue	Platform Contact Point (email and phone/voice chat address)
Statutory removal or remedial notices	s 47F, s 47G
Service Provider Notifications	
Voluntary Complaint Alerts	
Voluntary Preservation Requests	
Voluntary Illegal and Restricted Content Notifications	
Statutory notices requiring you to give information, appear for examination, or produce documentation	
BOSE reporting notices and determinations	

Industry codes or standards notices and requests

s 47F, s 47G

General enquiries

Attachment B - CONTEXT

eSafety's approach to getting harmful online content removed quickly

Under the *Online Safety Act 2021* (Cth) (the Act), eSafety has the power to issue a statutory removal notice to online service providers where we receive a complaint about material that meets the statutory threshold for child cyberbullying, adult cyber abuse, imaged-base abuse, or illegal and restricted content. If a platform fails to remove the identified content within 24 hours of receiving a statutory removal notice (or in such longer period as the Commissioner allows), several enforcement options are available to us, including commencing civil penalty proceedings.

We don't issue statutory removal notices lightly, and we go through rigorous checks before sending these notices to ensure the material we are seeking to remove meets all legislated requirements under the Act.

However, very often the material reported to us on its face would also appear to contravene the platform's own terms of service. As our primary aim is to remove harmful material as quickly as possible to try to limit damage to the targeted person, informally alerting a platform to this material allows the platform to assess the material and take voluntary action under its own terms of service, often resulting in swifter removal of harmful material, to everyone's benefit.

A platform may review material we have notified them of and decide that it does not contravene their terms of service and therefore decide not to remove the material. In these situations, after conducting a thorough review, if we conclude that the material meets the legislative definitions under the Act for removal we may issue a statutory removal notice to the platform. However, not every alert we give to a platform – where the platform chooses to leave the material online – will result in a statutory removal notice. A decision to issue a formal removal notice will depend on the particular case.

Basic Online Safety Expectations

eSafety also monitors how online service providers are meeting the Australian Government's Basic Online Safety Expectations (BOSE) to take reasonable steps to keep Australians safe. There are a range of expectations about complaints-handling in Division 4 of the [BOSE Determination](#), which specify that services should:

- have clear and readily identifiable mechanisms that enable any person ordinarily resident in Australia to report, and make complaints about, cyberbullying material targeted at an Australian child, cyber abuse material targeted at an Australian adult, a non-consensual intimate image of a person, class 1 material, class 2 material and material that promotes, incites, instructs in or depicts abhorrent violent conduct (section 13(2));
- have policies and procedures for dealing with reports and complaints about the above matters (section 14(1)(c)) and standards of conduct for end users as well as policies and procedures in relation to the moderation of conduct and enforcement of those standards (section 14(1)(d));
- take reasonable steps (including proactive steps) to ensure any penalties specified for breaches of Terms of Service/policies/procedures/standards of conduct for end-users are enforced against all accounts held or created by the end-user who breached the terms of use and, where applicable, breached the policies and procedures, and standards of conduct, of the service (section 14(2)); and

- review and respond to reports and complaints and provide feedback on the action taken within a reasonable period of time (section 14(3)).

Powers to give information gathering notices

Under the Act, eSafety has powers to give online service providers information gathering notices, including under sections 49, 56, 194 and 199 of the Act. Relevant notices may be used to obtain information to assess the steps online service providers are taking to meet the Basic Online Safety Expectations or to inform an investigation under Industry Codes and Standards, or other relevant investigation. Online service providers must comply with these notices, which are backed by civil penalties.

For more information about eSafety's role and functions, please refer to [our website](#).

Attachment C – eSafety contact points

eSafety Complaints schemes:

Voluntary complaint alerts

Adult cyber abuse:	caescalations@esafety.gov.au
Child cyberbullying:	cyberbullying@esafety.gov.au
Image-based abuse:	imagebasedabuse@esafety.gov.au
Online content:	online@esafety.gov.au

Statutory notices (including removal requests information gathering notices etc) and voluntary preservation requests:

All complaints schemes:	requests@esafety.gov.au
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eSafety Regulatory schemes:

Industry Codes and Standards:	Industry codes and standards compliance portal (access by request to codes@esafety.gov.au) codes@esafety.gov.au
Basic Online Safety Expectations:	industryBOSE@esafety.gov.au
Social Media Age Restriction:	socialmediaage@esafety.gov.au

Other:

General enquiries:	industry@esafety.gov.au
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Please ensure that email addresses from @esafety.gov.au are whitelisted.

8 September 2025

s 47F

s 47G

Via email: s 47F

Dear s 47F

Seeking confirmation of your designated contact points (WhatsApp)

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. eSafety has a range of regulatory functions and powers under the [Online Safety Act 2021](#) (the Act). These include working to prevent online harm through evidence-based resources and programs, providing protection to those who have experienced and made a complaint about certain forms of harm, and driving proactive systemic change to improve online services' transparency and accountability.

As an online service provider subject to the Act, **we are seeking confirmation of WhatsApp's designated contact points** for when we need to get in contact with WhatsApp about different matters. To assist you in responding to this request we provide the following summary of our regulatory schemes under which we may need to contact WhatsApp.

Our regulatory schemes

Complaints schemes

eSafety provides a safety net for Australians harmed by serious online abuse or exposed to illegal and restricted content. We investigate complaints and help to stop, remove and limit the impacts of [cyberbullying of children](#), [adult cyber abuse](#), [image-based abuse](#) (sharing or threatening to share intimate images and videos without the consent of the person shown), as well as [illegal and restricted online content](#).

Industry Codes and Standards

[Industry Codes and Standards](#) are designed to protect Australians from illegal and restricted online content across eight sectors of the online industry. There are currently [six industry-drafted Codes](#) and [two eSafety-determined Standards](#) in operation. They contain measures to address 'class 1A' and 'class 1B' online material, such as material that shows

sexual abuse of children and acts of terrorism. Together, these are known as ‘Phase 1’ Industry Codes and Standards.

eSafety is also consulting with industry as they develop ‘Phase 2’ Industry Codes, which are intended to prevent and mitigate children’s exposure to high-impact material, such as pornography and content with themes of suicide, self-harm and serious illness including eating disorders. Three of these Codes have now been registered, and will take effect in coming months. These apply to enterprise hosting services, internet carriage services and search engine services.

Basic Online Safety Expectations

The [Basic Online Safety Expectations](#) (the Expectations) set out reasonable steps that the Australian Government expects certain online service providers to take to ensure Australians can use their platforms safely. The Expectations cover a wide range of unlawful or harmful material or activity. They include steps regarding safe use of services with particular features or capabilities; the handling of reports and complaints; the accessibility of certain information; record-keeping; and dealings with eSafety.

Under the Act, eSafety can require online service providers to report on how they are meeting any or all of the Expectations. The obligation to respond to a reporting requirement is enforceable and backed by civil penalties and other mechanisms. eSafety can also publish statements about the extent to which services are meeting the Expectations.

Your designated contact point

In fulfilling our responsibilities under these regulatory schemes, eSafety may need to seek further information about what steps your organisation is taking to comply with the Act, to give a notice requiring the removal of harmful online material under the Act, or to notify you that we have received a complaint about material that is potentially in breach of your terms of service. In some cases, eSafety may need to send information-gathering notices.

Under the [Online Safety \(Basic Online Safety Expectations\) Determination 2022](#) (the Determination), you should have an employee who is designated as your contact point for the purposes of the Act (section 21). Providers are expected to have a designated contact point regardless of whether their services have staff physically located in Australia. Failure to provide this information would give eSafety the ability to issue a statement of non-compliance with the BOSE.

To that end, we request you confirm your designated contact point (or other method) for us to contact you when we need to send you:

- 1. Removal or remedial notices (sections 65, 77, 88, 109, 114 and 119).**
- 2. Service provider notifications (sections 48, 55, 62, 73, 85, 93, 113A, 118A and 123A).**

3. **Voluntary Complaint Alerts** advising of material that eSafety has received a complaint about and which eSafety is requesting (but not requiring) you to review against your terms of use/community guidelines and take voluntary action as you deem appropriate.
4. **Voluntary Illegal and Restricted Content Notifications** advising of the presence of child sexual abuse material (CSAM) or other illegal and restricted content and requesting (but not requiring) your voluntary assistance to remove or restrict it.
5. **Voluntary Preservation Requests** – requesting (but not requiring) the voluntary preservation of material pending the potential issuance by eSafety of a statutory notice.
6. **Notices requiring you to: give contact details or other information; appear for examination; or produce documents for inspection (sections 194, 199 and 203).**
7. **BOSE reporting notices and determinations (sections 49, 52, 56 and 59).**
8. **Notices or requests in relation to the industry codes and standards (for example, section 36 of the *Online Safety (Relevant Electronic Services— Class 1A and Class 1B Material) Industry Standard 2024*)**
9. **General enquiries about implementation of your trust and safety policies or other related issues.**

Where available we have included your most recently provided current contacts for each of these workstreams. Please complete or confirm current contacts as appropriate using the form in **Attachment A** and return it to us within 14 days.

Our equivalent contacts for these areas of work are at **Attachment C**.

Depending on how your business is structured, you may determine whether you wish to allocate one contact point to deal with all of the above types of contact, or a different contact point dedicated to each one.

See **Attachment B** for details on what we mean by each of the above and other relevant expectations under the Determination that you need to know about.

Please respond by **22 September 2025** to industry@esafety.gov.au.

s 22

s 22

**Manager
Industry Supervision**

Attachment A – TABLE OF CONTACTS

Please update and return to eSafety via email: industry@esafety.gov.au

Please inform us promptly if there are any changes to the contact points you provide. Section 21(3) of the Determination requires a provider to give eSafety written notice of a change in contacts within 14 days of the change happening.

Issue	Platform Contact Point (email and phone/voice chat address)
Statutory removal or remedial notices	s 47F, s 47G
Service Provider Notifications	
Voluntary Complaint Alerts	
Voluntary Preservation Requests	
Voluntary Illegal and Restricted Content Notifications	
Statutory notices requiring you to give information, appear for examination, or produce documentation	
BOSE reporting notices and determinations	

Industry codes or standards notices and requests

s 47F, s 47G

General enquiries

Attachment B - CONTEXT

eSafety's approach to getting harmful online content removed quickly

Under the *Online Safety Act 2021* (Cth) (the Act), eSafety has the power to issue a statutory removal notice to online service providers where we receive a complaint about material that meets the statutory threshold for child cyberbullying, adult cyber abuse, imaged-base abuse, or illegal and restricted content. If a platform fails to remove the identified content within 24 hours of receiving a statutory removal notice (or in such longer period as the Commissioner allows), several enforcement options are available to us, including commencing civil penalty proceedings.

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A platform may review material we have notified them of and decide that it does not contravene their terms of service and therefore decide not to remove the material. In these situations, after conducting a thorough review, if we conclude that the material meets the legislative definitions under the Act for removal we may issue a statutory removal notice to the platform. However, not every alert we give to a platform – where the platform chooses to leave the material online – will result in a statutory removal notice. A decision to issue a formal removal notice will depend on the particular case.

Basic Online Safety Expectations

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- have clear and readily identifiable mechanisms that enable any person ordinarily resident in Australia to report, and make complaints about, cyberbullying material targeted at an Australian child, cyber abuse material targeted at an Australian adult, a non-consensual intimate image of a person, class 1 material, class 2 material and material that promotes, incites, instructs in or depicts abhorrent violent conduct (section 13(2));
- have policies and procedures for dealing with reports and complaints about the above matters (section 14(1)(c)) and standards of conduct for end users as well as policies and procedures in relation to the moderation of conduct and enforcement of those standards (section 14(1)(d));
- take reasonable steps (including proactive steps) to ensure any penalties specified for breaches of Terms of Service/policies/procedures/standards of conduct for end-users are enforced against all accounts held or created by the end-user who breached the terms of use and, where applicable, breached the policies and procedures, and standards of conduct, of the service (section 14(2)); and

- review and respond to reports and complaints and provide feedback on the action taken within a reasonable period of time (section 14(3)).

Powers to give information gathering notices

Under the Act, eSafety has powers to give online service providers information gathering notices, including under sections 49, 56, 194 and 199 of the Act. Relevant notices may be used to obtain information to assess the steps online service providers are taking to meet the Basic Online Safety Expectations or to inform an investigation under Industry Codes and Standards, or other relevant investigation. Online service providers must comply with these notices, which are backed by civil penalties.

For more information about eSafety's role and functions, please refer to [our website](#).

Attachment A – TABLE OF CONTACTS

Please update and return to eSafety via email: industry@esafety.gov.au

Please inform us promptly if there are any changes to the contact points you provide. Section 21(3) of the Determination requires a provider to give eSafety written notice of a change in contacts within 14 days of the change happening.

Issue	Platform Contact Point (email and phone/voice chat address)
Statutory removal or remedial notices	s 47F, s 47G
Service Provider Notifications	
Voluntary Complaint Alerts	

Voluntary Preservation Requests [pending the potential issuance of a statutory notice under ss 194, 199 and 204](#)

Voluntary Illegal and Restricted Content Notifications

Statutory notices [issued under ss 194, 199 and 204](#) requiring you to give information, appear for examination, or produce documentation

BOSE reporting notices and determinations

Industry codes or standards notices and requests

General enquiries

s 47F, s 47G

Attachment A – TABLE OF CONTACTS

Please update and return to eSafety via email: industry@esafety.gov.au

Please inform us promptly if there are any changes to the contact points you provide. Section 21(3) of the Determination requires a provider to give eSafety written notice of a change in contacts within 14 days of the change happening.

Issue	Platform Contact Point (email and phone/voice chat address)
Statutory removal or remedial notices	s 47F, s 47G
Service Provider Notifications	
Voluntary Complaint Alerts	

Voluntary Preservation Requests [pending the potential issuance of a statutory notice under ss 194, 199 and 204](#)

Voluntary Illegal and Restricted Content Notifications

Statutory notices [issued under ss 194, 199 and 204](#) requiring you to give information, appear for examination, or produce documentation

BOSE reporting notices and determinations

Industry codes or standards notices and requests

General enquiries

s 47F, s 47G

Attachment A – TABLE OF CONTACTS

Please update and return to eSafety via email: industry@esafety.gov.au

Please inform us promptly if there are any changes to the contact points you provide. Section 21(3) of the Determination requires a provider to give eSafety written notice of a change in contacts within 14 days of the change happening.

Issue	Platform Contact Point (email and phone/voice chat address)
Statutory removal or remedial notices	s 47F, s 47G
Service Provider Notifications	
Voluntary Complaint Alerts	
Voluntary Preservation Requests pending the potential issuance of a statutory notice under ss 194, 199 and 203	
Voluntary Illegal and Restricted Content Notifications	

	s 47F, s 47G
Statutory notices issued under ss 194, 199 and 203 requiring you to give information, appear for examination, or produce documentation	
BOSE reporting notices and determinations	
Industry codes or standards notices and requests	
General enquiries	