NOTICE DIRECTING COMPLIANCE WITH RELEVANT ELECTRONIC SERVICES SAFETY CODE (CLASS 1C AND CLASS 2 MATERIAL)

(Under section 143(1) of the *Online Safety Act 2021* (Cth))

To: [redacted]

By email: [redacted]

DIRECTION

I, in my role as eSafety Commissioner, being satisfied that [redacted] (the **Provider**) has contravened the *Relevant Electronic Services Online Safety Code (Class 1C and Class 2 Material)* (the **RES Code**), which includes the *Consolidated Industry Codes of Practice for the Online Industry (Class 1C and 2 Material)* (the **Head Terms**), as described below:

DIRECT the Provider under subsection 143(1) of the *Online Safety Act 2021* (Cth) (**the Act**), to comply with the RES Code by 4 December 2026.

Details of the contraventions

1. [redacted] is a relevant electronic service (**RES**).
2. As the provider of a RES within the meaning of section 13A of the Act, the Provider is a participant in the RES sector of the online industry to which the RES Code applies.
3. eSafety has assessed the Provider's compliance with the RES Code, which is an industry code registered by eSafety under Part 9, Division 7 of the Act.
4. I am satisfied that the Provider has contravened the following obligations:

Obligation	Reason
Section 5.2(a) of the Head Terms	Failing, as the provider of [redacted] to provide eSafety with its risk profiles and reasoning upon request.
Clauses 4.2(a) and (b) of the RES Code	Failing, as the provider of [redacted] to undertake risk assessments to assess the risk profiles of the service and the AI companion chatbot feature

Requirement to comply with this Direction

Under subsection 143(2) of the Act, the Provider must comply with a direction under subsection 143(1) of the Act.

If the Provider does not comply with this direction, eSafety may apply to the Federal Court for an order that the Provider pay the Commonwealth a pecuniary penalty in respect of its contravention of a civil penalty provision (see subsection 143(2) of the Act).



Julie Inman Grant

eSafety Commissioner

6 November 2026