



LEGAL POLICY

ISP Online Safety Information

1.0

Content filtering, protecting children online, and how to complain about unlawful online content.

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Content filtering

Filtering products can help you control the content that reaches your household or business — particularly useful where children use the connection. A range of filtering options is available:

- **Device and network filters** — built into most operating systems, browsers and home routers.
- **Family Friendly Filters** — the telecommunications industry accredits filter products under its Family Friendly Filter program. See: <https://www.austelco.org.au/news-and-resources/family-friendly-filter/>

To obtain a filter, you can use the parental-control features built into your devices and router, or choose an accredited product from the program above. If you have trouble getting a filter to work with your RWTS or HyperConnect service, tell us at support@rwts.com.au — your feedback helps us maintain compatibility.

We make this information available on our website and at or near the point of sale, and we review it at least annually.

Your right to complain

If you come across online pornography or other high-impact (“class 1C” or “class 2”) material that you believe is unlawfully available, you can:

- complain to the provider hosting the content;
- complain to us about material on our services; and
- complain to the **eSafety Commissioner**, including where a complaint to a content provider hasn’t been resolved, or about unsolicited messages promoting such material.

Make a complaint to eSafety: <https://www.esafety.gov.au/report>

Protecting children online

Parental supervision is the single most effective control. Practical steps: keep devices in shared spaces, turn on parental controls, use an accredited content filter, and talk with children about what they see online. The eSafety Commissioner publishes detailed, age-specific guidance for parents and carers at <https://www.esafety.gov.au/parents>.

About the eSafety Commissioner

The eSafety Commissioner is Australia’s independent online safety regulator. It handles complaints about illegal and restricted content, cyberbullying and image-based abuse, and can require content to be removed or blocked. More at [esafety.gov.au](https://www.esafety.gov.au).