



Network Ten Pty Limited

Digital News and Current Affairs Editorial Policy

The Network Ten Pty Limited (**Network 10**) Editorial Policy outlines the professional standards that apply to its news and current affairs content.

Application

The Editorial Policy applies to news and current affairs content produced and distributed by Network 10 on its website and app (10).

News and current affairs content broadcast by Network 10 on commercial free-to-air television is subject to the *Commercial Television Industry Code of Practice*.

Editorial Policy

All 10 digital news and current affairs content should adhere to the following principles:

- Material facts are presented accurately where such facts are known or readily ascertainable at the time of publication.
- Viewpoints which are included are not materially misrepresented.
- Ensure news material is presented impartially and distinguishes factual material from commentary and analysis. Current affairs content is not required to be impartial and may take a particular stance on issues.
 - There is no requirement to allocate equal time to different points of view, or to include every aspect of a person's viewpoint. Nor does it preclude a critical examination of or comment on a controversial issue as part of a fair report on a matter of public interest.

Complaints

Network 10 values audience feedback as an important way of keeping in touch with community opinion.

Complaints for commercial free-to-air television (ie linear broadcast) may be lodged in accordance with the *Commercial Television Industry Code of Practice*. Such complaints are lodged via the online complaint form available at <https://www.freetv.com.au/contact-us/viewer-feedback-complaints/>

Complaints about 10 digital news and current affairs content services (available at 10.com.au/news) may only be lodged at <https://helpdesk.tenplay.com.au>

Such complaints must include the following details completely and accurately:

- Full name, residential or business street address, contact telephone number and email address of the complainant.





- Time and date of publication of the material that is the subject of the complaint.
- The URL to the content in question or to the live-stream it was viewed at.
- A brief description of the content
- A summary of your complaint and why it does not comply with the Editorial Policy.

Complaints must be made within 30 days of the date of first publication of the content.

Except in any of the circumstances listed below, Network 10 intends to respond to complaints concerning the application of the Editorial Policy to Network 10's produced and distributed digital news and current affairs content usually within 30 business days.

Network 10 does not commit to the provision of a response to any complaint which:

- is received more than 30 days after the date of first publication of the content;
- does not fall within the scope of this Editorial Policy;
- omits any of the required details or contains details that are, in Network 10's view, incomplete or inaccurate;
- is made by an anonymous or pseudonymous complainant, or through automated means (such as the use of bots);
- is frivolous, vexatious, or an abuse of the complaint process;
- is offensive, vulgar or nonsensical;
- is made in a language other than English;
- is the second or later complaint in a series of complaints from a person about content that does not raise new and distinct issues;
- Pattern/repeated complaints made as part of an orchestrated campaign;
- Complaints from incorporated entities (companies, government, associations, etc) rather than individuals;
- indicates, expressly or inferentially, that a response is not required;
- is submitted by a complainant who is not a resident of Australia; or
- is about content that Network 10 is aware is the subject of legal proceedings, threatened legal proceedings or legal claim, notice or action (in each case, involving any person).