
DATACOM



OFFICE OF FILM & LITERATURE
CLASSIFICATION
By the National Council, Canberra

**Office of Film & Literature
Classification**

Business Process Flows

Version 1.0

9(2)(b)(ii)



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Office of Film & Literature Classification – Business Process Flows	

Office of Film & Literature Classification

Document Contact

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1 Introduction

1.1 Purpose

This document details the re-engineered Business Process flows that will be introduced to manage the classification of publications using the new system.

All business process flows are included in this document but a decision will be made at a later date as to which business flows and which activities within each flow are to be included in the new system.

1.2 Intended Audience

The intended audience of this document is the:

- Datacom OFLC Project Team
- Office for Film and Library Censor Project team
- Equinox Project team

1.3 Overview

The Office of Film and Literature Classification has initiated a project to develop and implement a [9(2)(k)] application to replace their existing CLOSET system.

This new application will be built using Microsoft technologies including an off the shelf product called K2.Net which will underpin the new [9(2)(k)] application and manage the Offices workflow processes.

1.4 Project Scope

The scope for this project will be defined in a separate document.

1.5 Outstanding issues and actions

For all project and document issues refer to the [9(2)(a)] Clarification Register.

2 Business Process Flows

2.1 Introduction

This section details the business process flows for the OFLC. Each process flow has been allocated a unique identifier and includes both a swim lane diagram and text describing each activity within the process.

2.2 Method

Workshops with members of the Office, Datacom and Equinox were conducted where Business processes were identified. For each process, a swim lane diagram was created capturing all activities and actors used within a process. Where relevant, system interactions were also identified.

Each workflow has been defined using 'Swim-lane diagrams' where symbols are used to define the start and end points of the process, the actors involved in the process and the activities that are performed.




2.2.1 Swim Lane Diagrams

Swim lane diagrams represent how Activities within a Process are organized by Roles, systems, and Business Units.






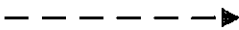





Swim Lane diagrams delineate ownership of all activities and processes within a defined business process.

2.3 Business Process Flow symbols

The following table outlines the symbols used within the 'swim lane diagrams':

Symbol	Description
User role	Notes the actor who holds responsibility for performing the activity
	Symbolises that an 'entity' or physical output is either input into the process or is created from the system. This symbol has also been used to note the status of a publication during the process flow.
	This symbol is used to identify a time wait or time factor. That is where a process is paused to wait on the return of something or to denote a scheduled occurrence of the process (E.g End of month etc.)
	Defines the starting point of the business process

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Symbol	Description
	Defines the end point of a process.
	Details the activity that the role/actor undertakes within the business process
	Identifies the potential interaction with a system. The title of the system is defined. Reference to "OUR SYSTEM" indicates an interaction that is to be included in the scope of the new system.
	Identifies that the logical process flow splits into different sets of activities that may or may not involve multiple roles
	Indicates a physical output from a process activity (EG report)
	Identifies where the activity will potentially interact with the system
	Identifies the logical flow of activities within each process flow. The end arrow denotes the order in which activities within the process are executed.
	Indicates that the timeliness clock at this point in the process, starts
	Indicates that the timeliness clock at this point in the process does not start
	Icon indicating Bond Store
	Icon indicating the physical Title File

2.4 A0 – Log Publications

2.4.1 Purpose

The purpose of this process is to log publications into the system. This process is common across several other process flows.

2.4.2 Actors

- **Registry Officer**
- **Chief Censor**
- **Deputy Chief Censor**

2.4.3 Process Trigger

This process is initiated from within the following other Business Process Flows:

- A1 – Receive S13 Submission
- A2 – Receive Fee Waiver Request
- A3 – Receive S13 (1)(c) Submission
- A4 – Receive Reconsideration Application
- A5 - Receive S42(c) Submission
- A6 – Receive S29 Submission
- A7 – Receive S12 Submission
- A8 – Receive Urgency Request
- A9 – Receive Batching Request
- A15 – Alternate Method of Affixing Labels/Broadcasting Consents
- A32 – Receive Reg 27 Application

2.4.4 Description

1. The **Registry Officer** searches the system to see if the publication has already been logged.
2. If the publication(s) are not found, the **Registry Officer** logs the new publication into the system.
3. This process then returns to the process step which called it.
4. If the publication is found, the **Registry Officer** checks if it is identical to the publication they have now. If it is not identical, the process goes back to step 2.
5. Where an identical publication is found, the **Registry Officer** will retrieve the Original Title File.
6. The **Registry Officer** will identify whether the publication has already been classified (decision held) or if the publication is currently under examination.

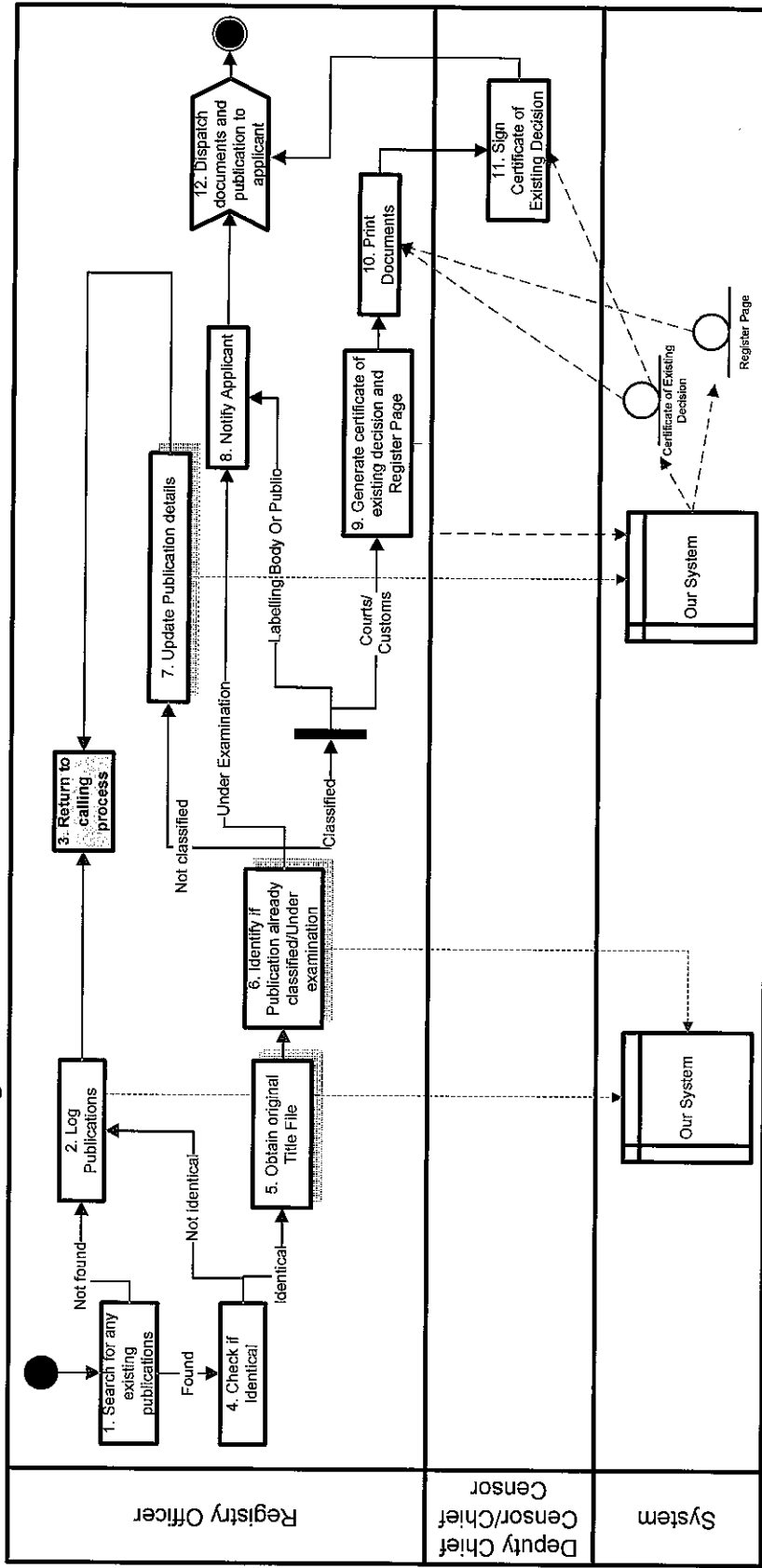
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7. Where the publication has not been classified and is not under current examination, the **Registry Officer** will update the publication details where required and the process returns to Step 3.
8. Where the publication is currently under examination or where the publication has been classified and the submitter was either the **Labelling Body** or a member of the **Public**, the **Registry Officer** will notify the applicant and the process jumps to Step 13.
9. Where the publication has been classified and the applicant was either **Courts** or **Customs** then the **Registry Officer** will generate a Certificate of Existing Decision and Register Page for the publication.
10. The **Registry Officer** will print the documents and forward to the Deputy Chief Censor or the Chief Censor for signing.
11. The Certificate of Existing Decision is signed by either the **Deputy Chief Censor** or the **Chief Censor** and the signed copy is returned to the **Registry Officer**.
12. The **Registry Officer** dispatches the documents and publication(s) to the applicant. The process ends.

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2.4.5 Process Flow – A0 Log Publications



2.5 A1 – Receive S13(1)(a), (1)(ab), (1)(b) Submission Application

2.5.1 Purpose of process

This process is used to record the receipt of a Submission Application received under Section 13 of the Act. Section 13 Submission Applications are made by the following Government Agencies:

- S13(1)(a) - NZ Customs Service
- S13(1)(ab) - NZ Police
- S13(1)(b) - Department of Internal Affairs

2.5.2 Actors

This process involves the following actors:

- **Customs/Internal Affairs/Police**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.5.3 Process Description

1. This process starts outside of the Office's jurisdiction with the Government Agency submitting a S13 Submission Application. The publications associated with the Section 13 Submissions may or may not accompany the application.
2. The Application (with or without the relevant publication(s)) is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book.
4. The **Receptionist** will check that the publications listed on the Application form have been received and forward the items to the **Registry Officer**.
5. Where the associated publications (or application criteria has not been met – from Step 7) have not been received, the **Registry Officer** will notify the applicant.
6. Where the associated publications have not been received (or application criteria has not been met – from Step 7), the **Registry Officer** will file the application in the Bond Store. The process will stop at this point until the required information is received. Once received, the process will re-start at step 2. above.
7. Where the associated publications have been received, the **Registry Officer** will verify that the application criterion has been met. Where the application criterion has not been met, the process returns to Step 5 above.
8. Where the application criterion has been met, the **Registry Officer** will log the publications (Refer A0 – Log Publications Flow).
9. The **Registry Officer** will search for any interested parties that may related to the publication.
10. If there are interested parties found the **Registry Officer** will check the details of the interested party or parties.

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11. If there are updates required to the interested party details, the **Registry Officer** will update the interested party details and the process will continue to step 13.
12. If there are no interested parties found at step 9, then the **Registry Officer** will add interested parties to the system.
13. The **Registry Officer** will then associate the interested parties with the publication.

Process splits:

14. The physical publication is passed to the **Technical Unit** for copying. Details of this process are held in A34 – Copy Publication.

from Step 13:

15. The **Chief Censor** receives notification that the Application and Publications have been logged.
16. The **Chief Censor** will review the associated Interested Parties and remove or add new Interested Party records to the publication.
17. The **Chief Censor** will make a decision on the application. The Chief Censor may view details of the associated publications to do this.
18. The **Chief Censor** will record the decision in the system.
19. The **Chief Censor** will forward the file to the **Registry Officer**
20. The **Registry Officer** will receive notification from the **Chief Censor**
21. The **Registry Officer** will generate a Notification to Interested Parties letter.

Process splits:

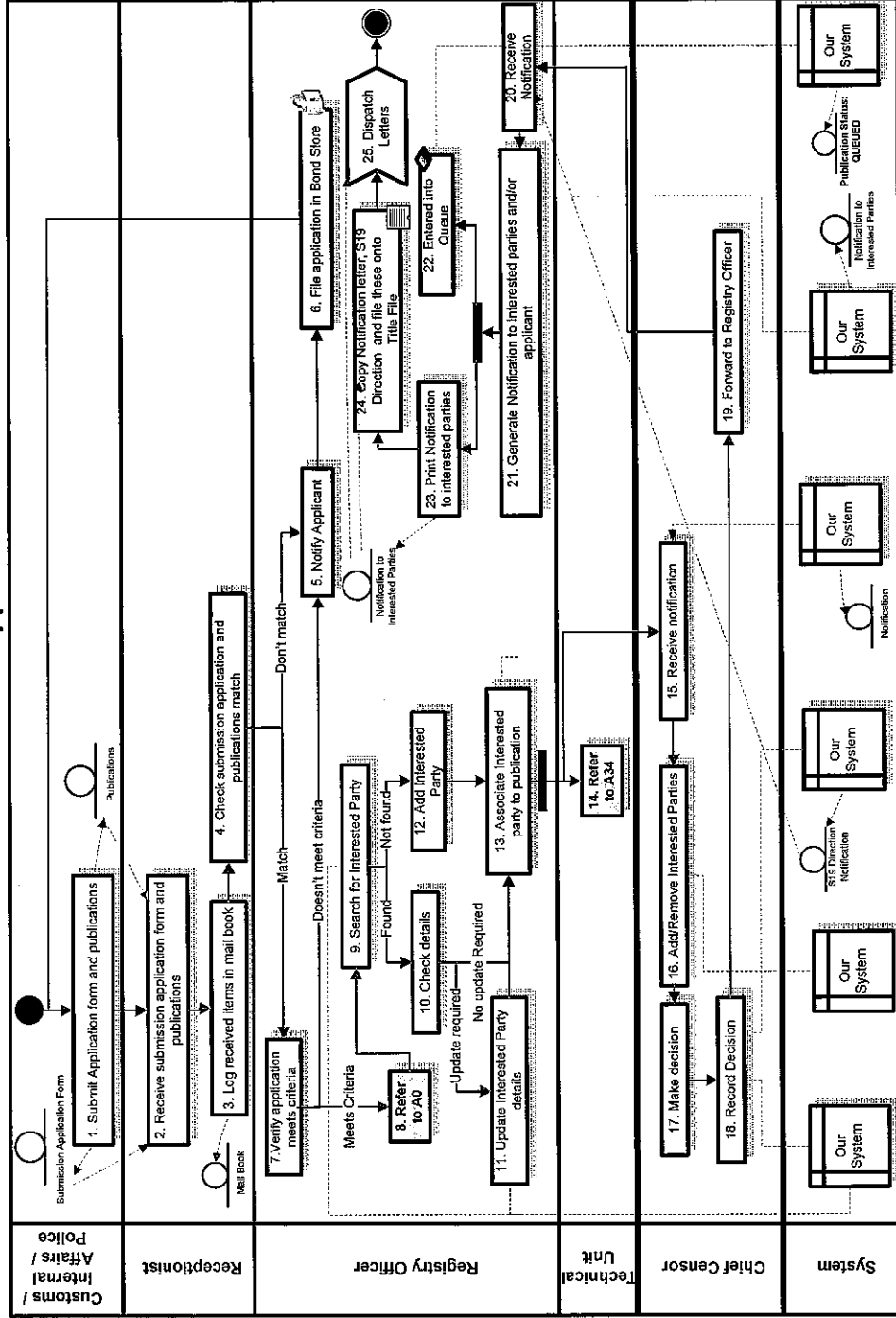
22. The Publication is queued for examination.

from Step 23:

23. The **Registry Officer** will print the Notification to Interested Parties letter.
24. The **Registry Officer** will copy the notification letter and S19 Direction and file these onto the Publication Title File.
25. The **Registry Officer** will dispatch letters and the process ends.

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2.5.4 Process Flow - A1 – Receive S13 Submission Application



2.6 A2 – Receive Fee Waiver Request

2.6.1 Purpose of process

This process is used to record the receipt of a Request for Fee Waiver.

2.6.2 Process Actors

This process involves the following actors:

- **Labelling Body/ Commercial Industry / Member of the Public**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.6.3 Process Description

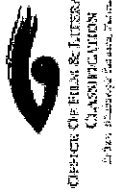
1. This process starts outside of the Office's jurisdiction with the one of the following submitting a Request for a Fee Waiver:
 - Labelling Body
 - Commercial Industry
 - Member of the Public
2. The Request for Fee Waiver, with or without the relevant publication(s) is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book and forward the items to the Registry Office.
4. The **Registry Officer** will search for the publication and where found, the process jumps to Step 6
5. Where the publication(s) are not found, the **Registry Officer** will log the publications into the system
6. The fee waiver request is recorded into the system by the **Registry Officer** and *linked to the publication(s)*.
7. The **Registry Officer** will pass the original file to the Chief Censor
8. The **Chief Censor** receives notification that a Request for Fee Waiver has been logged.
9. The **Chief Censor** will review the request details.
10. Where further details are required, the **Chief Censor** will request the details from the Applicant and the process returns to Step 10
11. Where the details on the request are correct, the **Chief Censor** will grant or decline the Request
12. The **Chief Censor** will set the fee required
13. The **Chief Censor** will record the decision in the system



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14. The **Chief Censor** will generate the Fee Waiver Report
15. The **Chief Censor** will print and sign the Fee Waiver Report and forward to the **Registry Officer**
16. The **Registry Officer** will dispatch the Fee Waiver Report to the applicant
17. The **Registry Officer** will file the publication to the Bond Store and this process ends.



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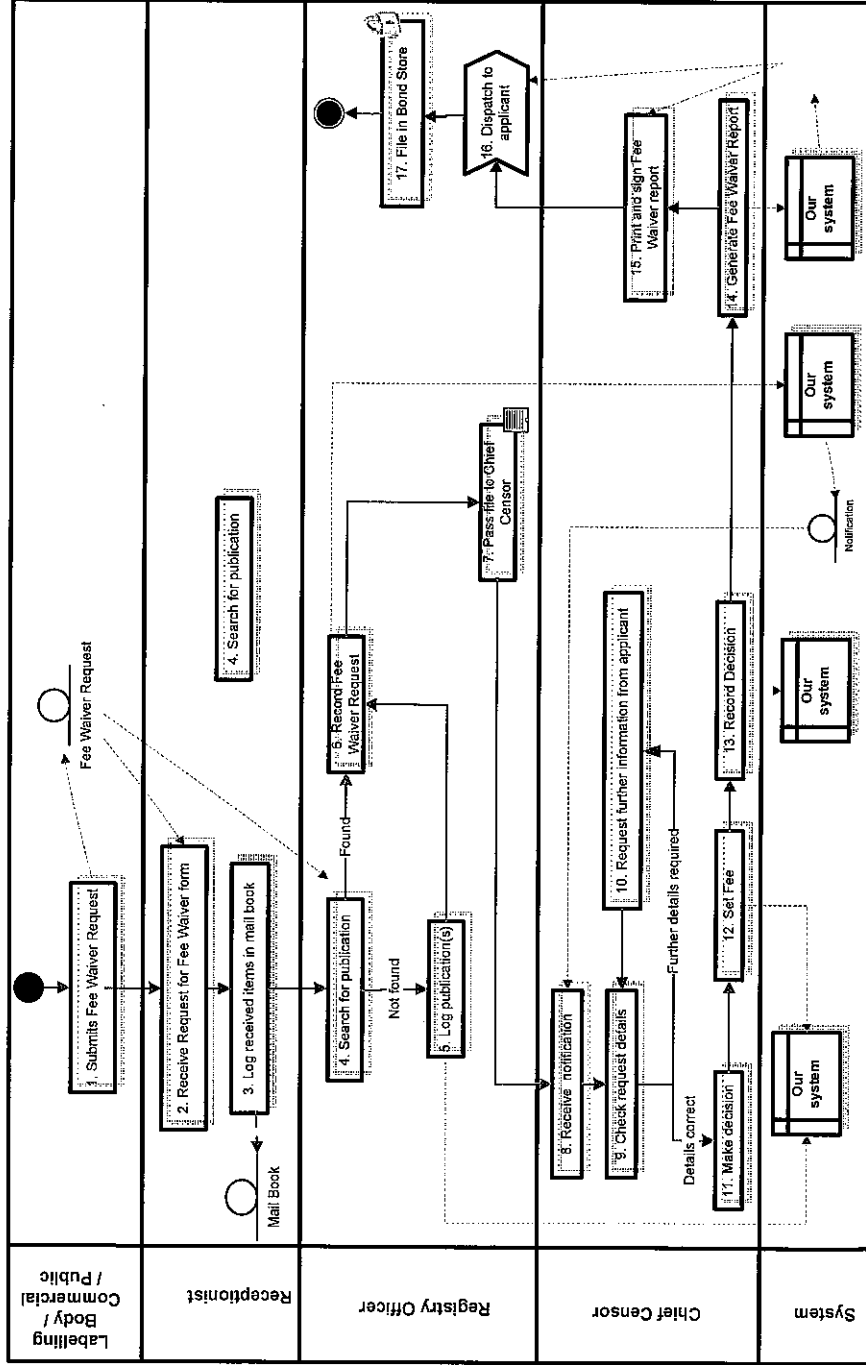
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2.6.4 Process Flow A2 – Receive Fee Waiver Request



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2.7 A3 – Receive S13 (1) (c) Submission Application

2.7.1 Purpose of process

This process is used to record the receipt of a Submission Application received under Section 13 (1) (c) of the Act. Section 13 Submission Applications are made by a member of the public.

2.7.2 Process Actors

This process involves the following actors:

- **Member of the Public**
- **Receptionist**
- **Accountant**
- **Registry Officer**
- **Chief Censor**

2.7.3 Process Description

1. This process starts outside of the Office's jurisdiction with a member of the public submitting a S13(1)(c) Submission Application with the associated publications and fee.
2. The Application with or without the relevant publication(s) and the fee is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book
4. The **Receptionist** will create a receipt (regardless of whether the fee is correct) and forward the receipt to the **Accountant** and forward the application to the **Registry Officer**
5. The **Receptionist** will check that the publications listed on the Application form have been received and forward the items to the **Registry Officer**. If the publications do not match, the process will split to steps 6 and 7, otherwise, if the criteria does match, the process splits to steps 6 and Step 9.

Process splits

6. The received money is passed to the **Accountant** by the **Registry Officer** for processing and banking (Refer to step A33)
7. Where the associated publications (or application criteria has not been met – from Step 9) have not been received, the **Registry Officer** will notify the applicant.
8. Where the associated publications have not been received (or application criteria has not been met – from Step 8), the **Registry Officer** will file the application in the Bond Store. The process will stop at this point until the required information is received. Once received, the process will re-start at step 2. above.

Process splits

9. Where there is a match, the received money is passed to the **Accountant** by the **Registry Officer** for processing and banking (Refer to step A33) and the **Registry**

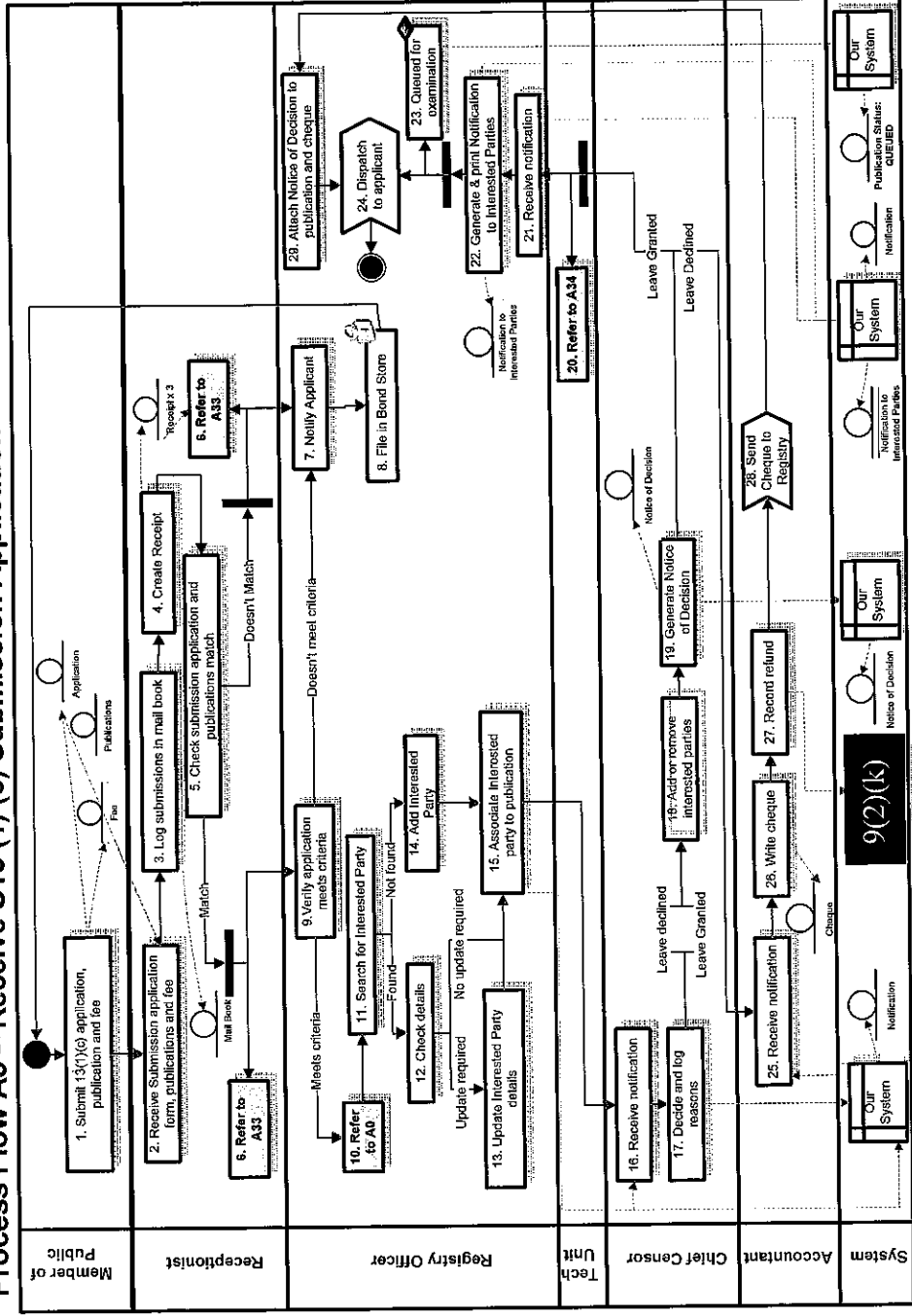
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Officer will then check that the application meets the required criteria. If it does not match, the process returns to step 7.

10. Where the application meets the required criteria, the **Registry Officer** will log the publication (refer to A0).
11. The **Registry Officer** will search for any interested parties that may need to be associated with the publication.
12. If there are interested parties found the **Registry Officer** will check the details of the interested party or parties.
13. If there are updates required to the interested party details, the **Registry Officer** will update the interested party details and the process will continue to step 15.
14. If there are no interested parties found at step 11, then the **Registry Officer** will add interested parties to the system.
15. The **Registry Officer** will associate the interested parties to the publication.
16. The **Chief Censor** will receive notification that a Section 13 (1)(c) application has been received.
17. The **Chief Censor** will review the application and log the decision and reasons into the system.
18. Regardless whether leave is granted or declined, the **Chief Censor** will review the associated Interested Parties and remove or add new Interested Party records to the publication.
19. The **Chief Censor** will generate the Notice of Decision document
20. Where Leave has been Granted, the process splits and the **Technical Unit** will copy the publication and create the title file (Refer to A34).
21. Where Leave has been Granted, in parallel to Step 20, the **Registry Officer** will receive notification
22. The **Registry Officer** will generate and print the Notification to Interested Parties letter
23. Where the publication has been physically received, the publication is queued for examination
24. The **Registry Officer** will send the Notification to Interested Parties letter to the relevant parties
25. Where Leave has been declined, the **Accountant** will receive notification
26. The **Accountant** will create a refund cheque
27. The **Accountant** will record the refund in the system 9(2)(k)
28. The **Accountant** will send the cheque to the **Registry Officer**
29. Where the Leave has been Declined, the **Registry Officer** will attach the refund cheque to the publication with the Decision notice and send to the applicant.

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2.7.4 Process Flow A3 – Receive S13 (1) (c) Submission Application



2.8 A4 – Receive S42 (1) and 42 (3) Application for Reconsideration

2.8.1 Purpose of process

This process is used to record the receipt of an Application for Reconsideration under Section 42 (1) and 42 (3) of the Act. Applications for Reconsideration can be made by a member of the public or from the Commercial Industry sector.

2.8.2 Process Actors

This process involves the following actors:

- **Member of the Public / Commercial Industry**
- **Receptionist**
- **Accountant**
- **Registry Officer**
- **Chief Censor**

2.8.3 Process Description

1. This process starts outside of the Office's jurisdiction with a member of the public submitting Application for Reconsideration under Sections 42(1) or 42(2) of the Act.
2. The Application with or without the relevant publication(s) and the fee is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book
4. The **Receptionist** will create a receipt (regardless of whether the fee is correct) and forward a copy of the receipt to the **Accountant** and forward the application to the **Registry Officer**
5. The **Receptionist** will check that the submission application and attached publications match. Where these do not match, the **Receptionist** will advise the **Registry Officer** and will go to step 6 and step 7. If they do match, the process will continue to steps 9 and 10.

Process splits

6. The **Registry Officer** passes the fee to the **Accountant** to bank the received money (Refer to A33)
7. The **Registry Officer** will then notify the applicant.
8. The **Registry Officer** places the file into the Bond Store. The process then returns to the start.

Process splits

9. The **Registry Officer** passes the fee to the **Accountant** to bank the received money (Refer to A33)
10. The **Registry Officer** will then verify that the publication meets the criteria.
11. The **Registry Officer** will search the system to see if the publication exists.

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12. Where the publications are not held in the system, the **Registry Officer** will log each publication in the system.
13. Where the publications are already in the system, the **Registry Officer** will link the existing publications to the application.
14. The **Registry Officer** will retrieve the Title File.
15. The **Chief Censor** receives notification that Application for reconsideration has been logged.
16. The **Chief Censor** will review the application and log the decision and reasons into the system.
17. The **Chief Censor** will generate the Notice of Decision document
18. The **Chief Censor** will print and sign the Notice of Decision documents and forward to the **Registry Officer**. From here, the process can go to step 19 where leave is declined or step 24 and 25 where leave has been granted
19. Where Leave has been declined, the **Accountant** will receive notification
20. The **Accountant** will create a refund cheque
21. The **Accountant** will record the refund in the system 9(2)(k)
22. The **Accountant** will send the cheque to the Registry Officer
23. Where Leave has been Declined, the **Registry Officer** will attach the refund cheque to the publication with the Decision notice and send to the applicant

Process splits

24. Where leave has been granted, the publication is passed to the **Technical Unit** to copy and create the Title File(Refer to A34).
25. At the same time, the cover letter is generated by the **Registry Officer**.
26. The **Registry Officer** will print and sign the cover letter.
27. The publication is queued for examination
28. At the same time the publication is queued, the **Registry Officer** dispatch the cover letter to the applicant,



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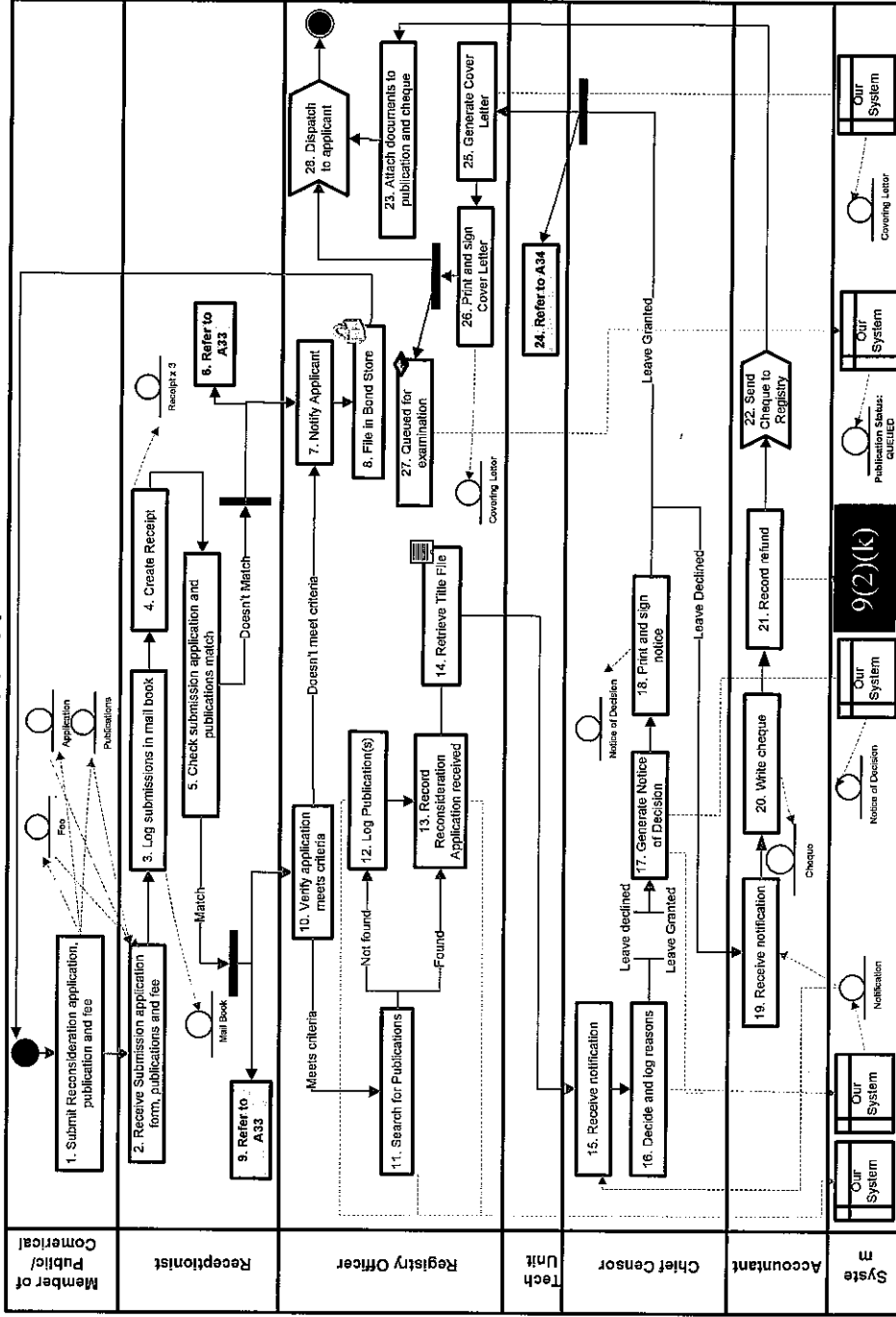
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2.8.4 Process Flow A4 - Receive S42 (1) and 42 (3) Application for Reconsideration



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2.9 A5 – Receive S42 (2) Reconsideration Application

2.9.1 Purpose of process

This process is used to record the receipt of a publication received for reconsideration under S42 of the Act

2.9.2 Process Actors

This process involves the following actors:

- **Owner/Maker/Publisher/Author/Distributor**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.9.3 Process Description

1. This process starts outside of the Office's jurisdiction with the Owner, Publisher or Authorised Distributor submitting an application and publication(s)
2. The Application with or without the publications(s) and or relevant fee is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book.
4. The **Receptionist** will create a receipt (regardless of whether the fee is correct) and forward a copy of the receipt to the **Accountant** and forward the application to the **Registry Officer**

Process splits

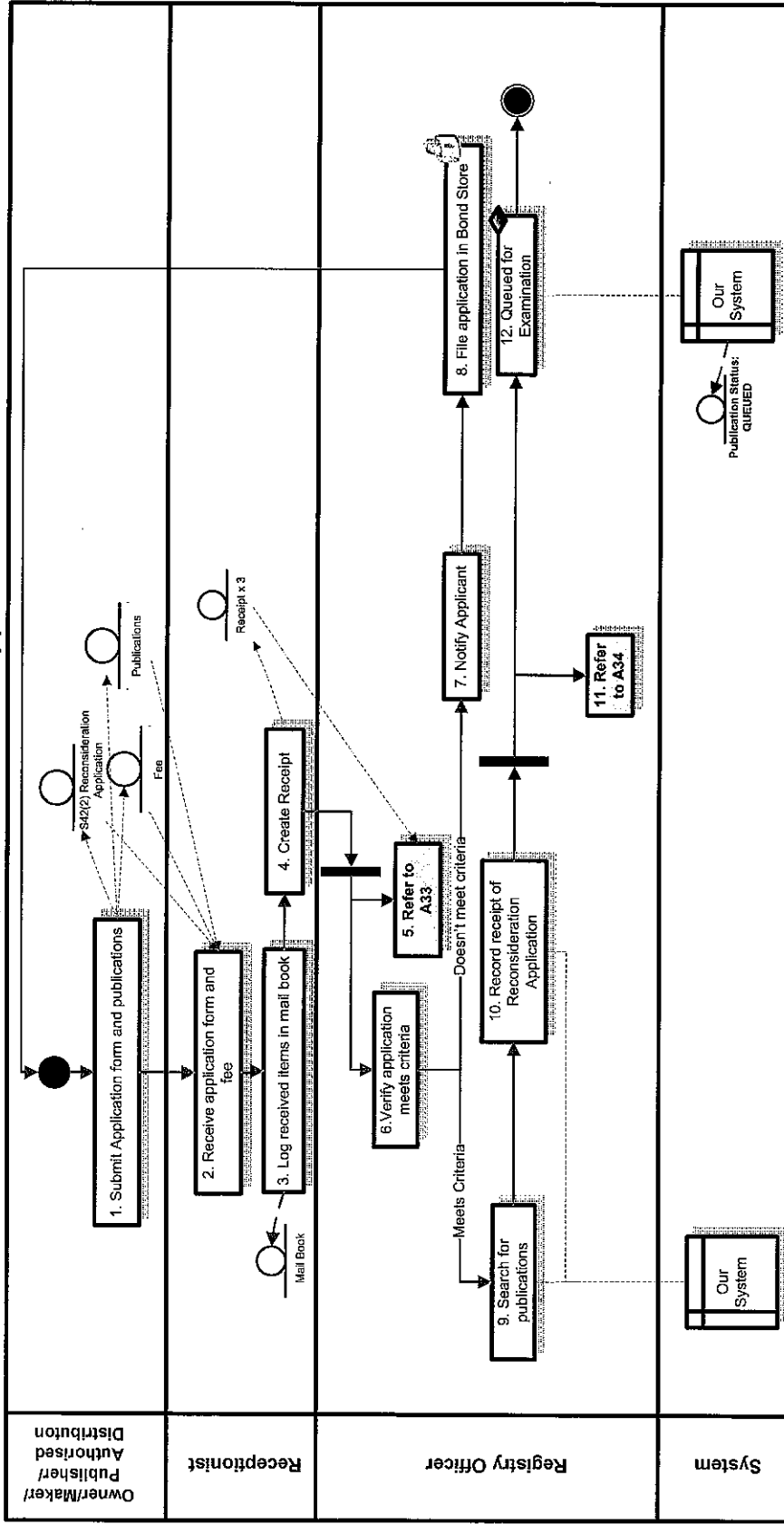
5. Simultaneously to the following steps, process A33 is invoked (Banking of fee)
6. The **Registry Officer** will verify that the application criterion has been met.
7. Where the application criterion has not been met, the **Registry Officer** will notify the applicant
8. Where the application criterion has not been met, the **Registry Officer** will file the application in the Bond Store and the process returns to the start.
9. Where the application criterion has been met, the **Registry Officer** will log details of the application into the system.
10. The **Registry Officer** will search the system and associate the publications to the original publications.

Process splits

11. Simultaneously to the following steps, process A34 is invoked (Copy Publication and Create Title File).
12. The Publication(s) are queued for Examination and included in the Timeliness Count.

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2.9.4 Process Flow A5 – Receive S42 (2) Reconsideration Application



2.10 A6 – Receive S29 Submission Application

2.10.1 Purpose of process

This process is used to record the receipt of publications submitted under section 29 of the Act

2.10.2 Process Actor

This process involves the following actors:

- **District Court**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.10.3 Process Description

1. This process starts outside of the Office's jurisdiction with the Courts submitting a Section 29 Court Order and relevant publications
2. The Section 29 Court Order (with or without the relevant publication(s)) is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book and forward the items to the **Registry Officer** or to the **Deputy Chief Censor**.
4. The **Registry Officer/Deputy Chief Censor** will check the paperwork against the publications
5. Where the paperwork is incorrect, the **Registry Officer/Deputy Chief Censor** will contact the submitter
6. Where the paperwork is incorrect, the **Registry Officer/Deputy Chief Censor** will file the application in the Bond Store and the process returns to the start
7. Where the paperwork is correct, the **Registry Officer** will log the application into the system (Refer to A0)

Process splits

8. Simultaneously to the following steps, process A34 is invoked (Copy publication and create Title File)
9. The **Registry Officer** will search for interested parties
10. If the interested party or parties are found, the **Registry Officer** will check the details of the interested parties
11. If there are updates required, the **Registry Officer** will make these updates into the System,
12. If there are no interested parties found, the **Registry Officer** adds a new interested party and counsel where required, into the system.

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13. After the adding and/or updating is complete, the **Registry Officer** will associate interested parties and counsel, where required, for any interested party
14. The **Registry Officer** will generate the Acknowledgment of Receipt and Cover letters
15. The **Registry Officer** will generate the Notification of Interested Parties
16. The **Registry Officer** will issue the documents
17. The Publication is queued for examination and the process ends. NOTE that these publications are not included in the count time.

2.11 A7 – Receive Section 12 (Labelling Body) Submission

2.11.1 Purpose of process

This process is used to record the receipt of a publication under Section 12 of the Act, from the Labelling Body.

2.11.2 Process Actor

This process involves the following actors:

- **Labelling Body/ Commercial Industry / Member of the Public**
- **Receptionist**
- **Registry Officer**

2.11.3 Process Description

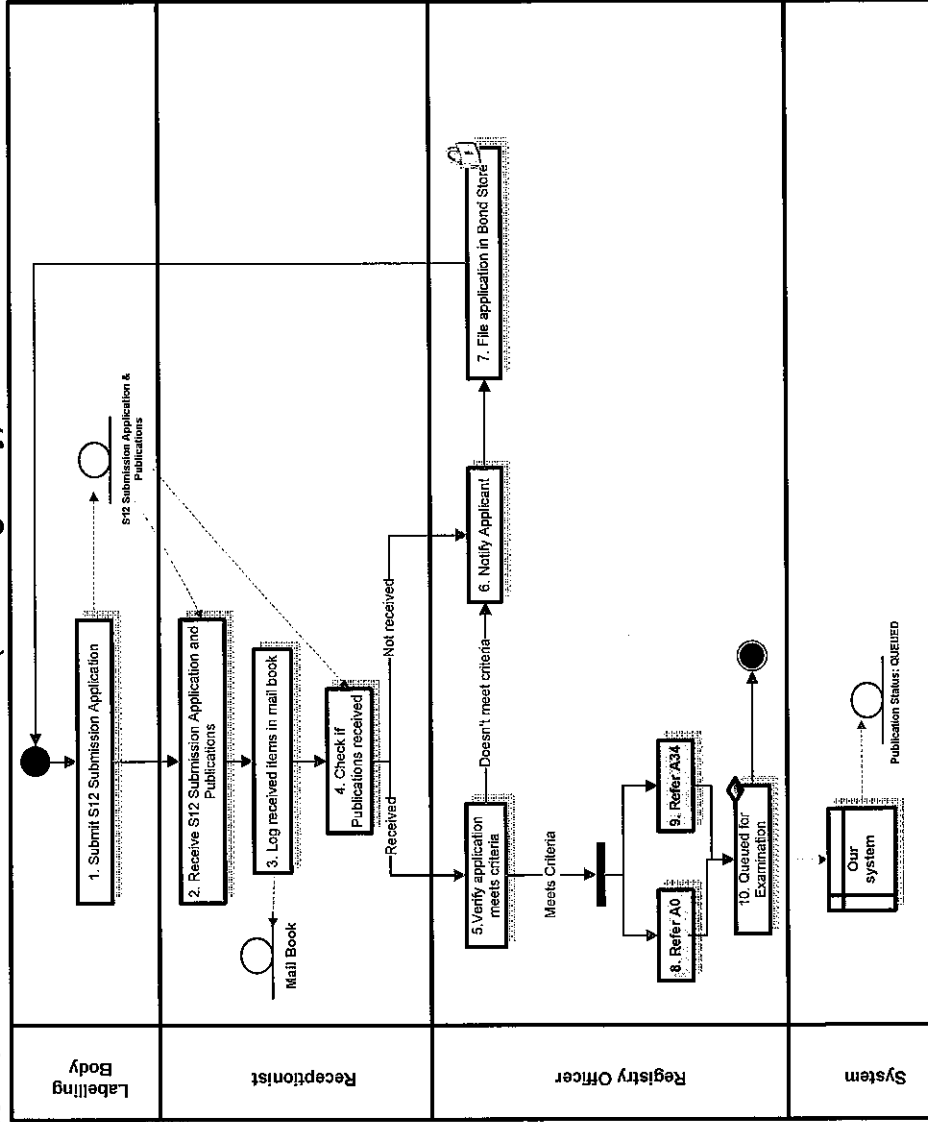
1. This process starts outside of the Office's jurisdiction with the Labelling Body submitting a Section 12 Submission Application and relevant publications
2. The Submission Application (with or without the relevant publication(s)) is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book,
4. The **Receptionist** will check if the publications have been received and forward the items to the **Registry Officer**
5. The **Registry Officer** will verify that the application criterion has been met and that the publications have been received.
6. Where the application criterion has not been met or where the publications have not yet been received, the **Registry Officer** will notify the applicant
7. Where the application criterion has not been met or where the publications have not yet been received, the **Registry Officer** will file the application in the Bond Store and the returns to the start
8. Where the application criterion has been met AND the publications have been received, the **Registry Officer** will log details of the application and the associated publications into the system (see A0)

Process splits

9. Simultaneously to the following steps, process A34 is invoked (Copy publication and create Title File)
10. The publication(s) are queued for examination and the process ends.

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2.11.4 Process Flow A7 – Receive Section 12 (Labelling Body) Submission



2.12 A8 – Receive Urgency Request

2.12.1 Purpose

This process is used to record that a request for urgency for a publication has been received.

2.12.2 Process Actor

This process involves the following actors:

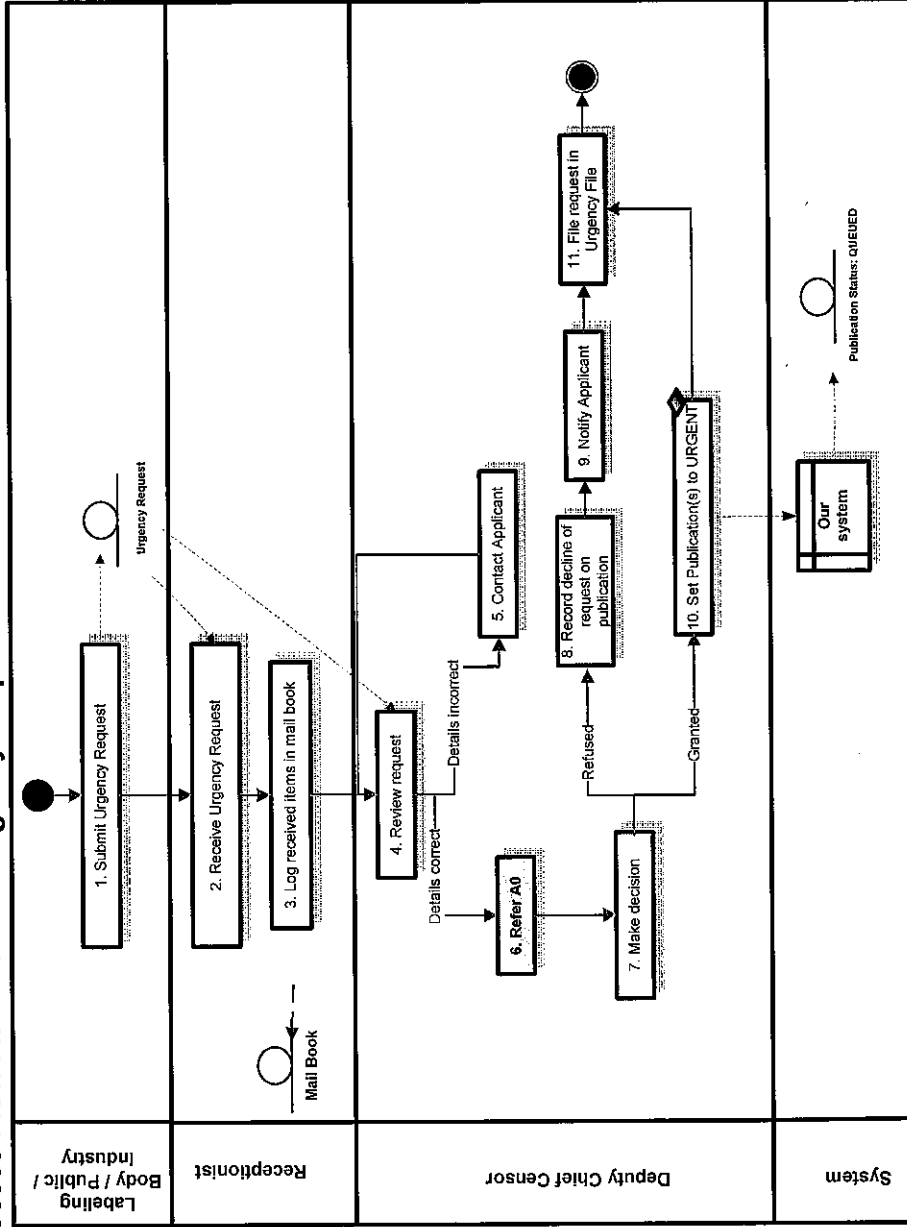
- **Labelling Body/ Commercial Industry / Member of the Public**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.12.3 Process Description

1. This process starts outside of the Office's jurisdiction with the Labelling Body, member of the public or Industry submitting an Urgency Request
2. The Submission Application (with or without the relevant publication(s)) is received in the Office.
3. The **Receptionist** will log receipt of the items in the Mail Book
4. The **Deputy Chief Censor** will review the Urgency Request
5. Where further details are required, the **Deputy Chief Censor** will contact the Applicant and the process returns to step 4
6. Where no further details are required, the **Deputy Chief Censor** enter the details into the system (refer to A0)
7. The **Deputy Chief Censor** will then make a decision.
8. Where the request is refused, the **Deputy Chief Censor** will record the declined request onto the publication in the system.
9. Where the request is refused, the **Deputy Chief Censor** then notify the applicant and the process skips to step 11.
10. Where the request is granted, the **Deputy Chief Censor** will set the publication status to urgent.
11. The request is then filed by the **Deputy Chief Censor** into the Urgency File and the process ends.

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2.12.4 Process Flow A8 – Receive Urgency Request



2.13 A9 – Receive Batching Request

2.13.1 Purpose

This process is used to record requests for Batching of publications. Requests for batching can be raised by the Labelling Body or internally within the Office by staff.

2.13.2 Process Actor

This process involves the following actors:

- **Labelling Body**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.13.3 Process Description

1. This process starts from two separate sources. The **Labelling Body** can submit a request for batching, or a **Registry Officer** can submit a request for Batching.
2. If the request is submitted by the labelling body, it is received by the **Receptionist**.
3. The **Receptionist** will log the received items into the mail book.
4. If the request is internal, the **Registry Officer** will request to batch publications.
5. The **Registry Officer** will search for the relevant publications in the system.
6. The **Registry Officer** will record the publications which are to be batched.
7. The **Chief Censor** will receive notification that a Request for Batching has been received
8. The **Chief Censor** will review the Batch Request
9. The **Chief Censor** will make a decision on the Batch Request
10. Where the Request is granted, the **Chief Censor** will record the relevant publications as Batched
11. If required, the **Chief Censor** will recalculate the fee for the batched publications.
12. Where the Request is declined, the **Chief Censor** will record the decline decision
13. After the decision has been made, the **Chief Censor** will generate the Decision Letter
14. The **Chief Censor** will print and sign the Decision Letter
15. The **Chief Censor** will dispatch the Decision letter to the Labelling Body and the process ends.



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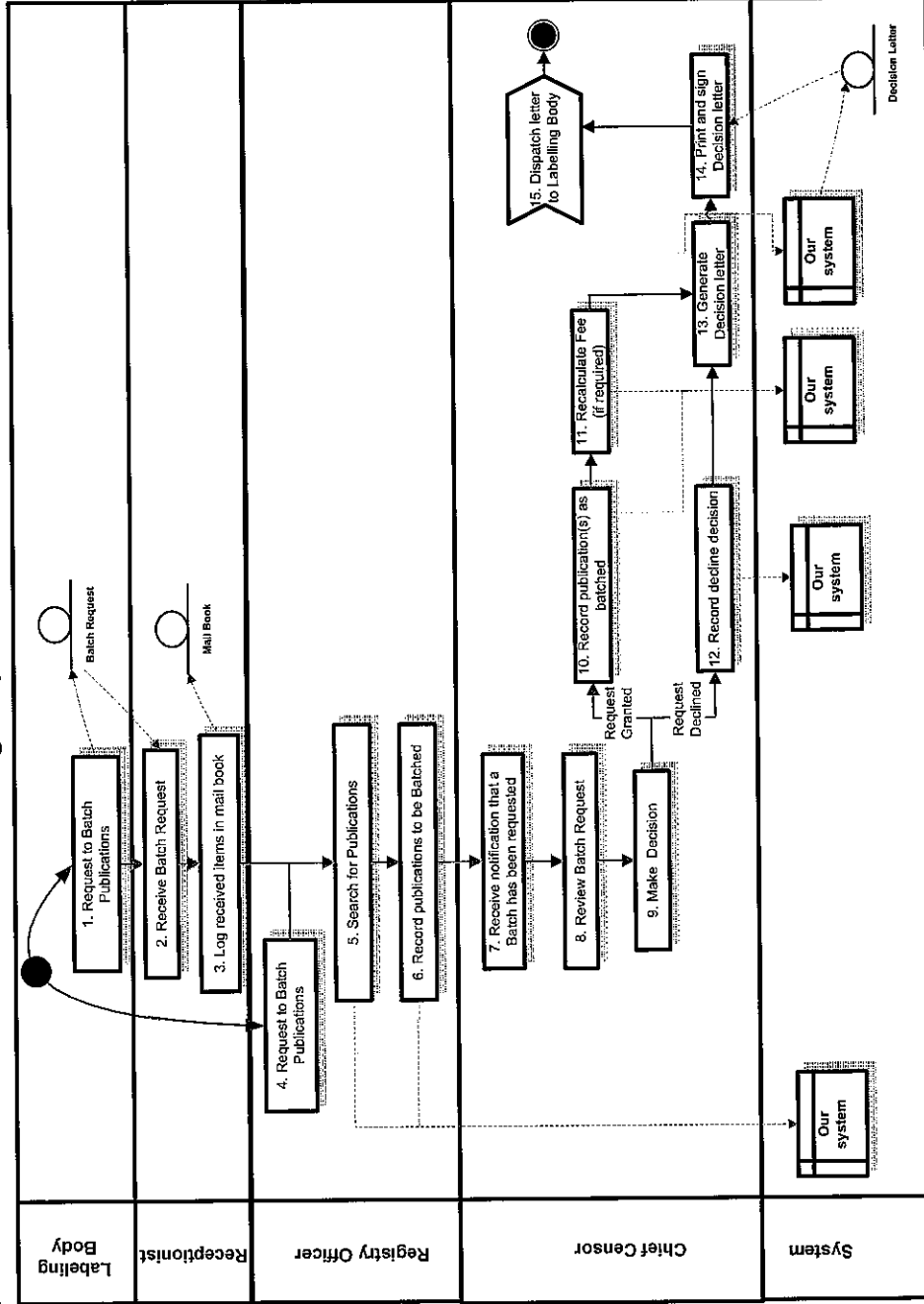
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2.13.4 Process Flow A9 – Receive Batching Request



2.14 A10 – Schedule Publication for Examination

2.14.1 Purpose

This process is used to assign new publications for examination to Classification Officers or to reassign publications.

2.14.2 Process Actor

This process involves the following actors:

- **Senior Classification Officer**
- **Registry Officer**
- **Deputy Chief Censor**
- **Classification Officer**
- **Technical Unit**

2.14.3 Process Description

1. This process starts when the **Senior Classification Officer** generates the Queue List. This will be generated from the system by selecting the report and entering the relevant parameters.
2. The **Senior Classification Officer** will print the Queue List
3. The **Senior Classification Officer** together with the **Registry Officer** and **Deputy Chief Censor** will meet and assign publications to **Classification Officers** using a manual list.
4. The **Registry Officer** will enter the assignees into the system
5. **Technical Unit** Receive Notification which alerts them to prepare the publications and related Title Files from the bond store.
6. The **Classification Officer** who the work is assigned to receives notification of the new task assigned to them.
7. The **Senior Classification Officer** who the **Classification Officer** reports to receives notification that there has been a new work item assigned to a member of their team.
8. The **Deputy Chief Censor** receives notification to inform them of which publications have been assigned.
9. The **Registry Officer** will generate the Scheduled Report
10. The **Registry Officer** will print the Scheduled Report.
11. The Registry Officer will dispatch the scheduled report to external agencies to inform them of their publication's status.



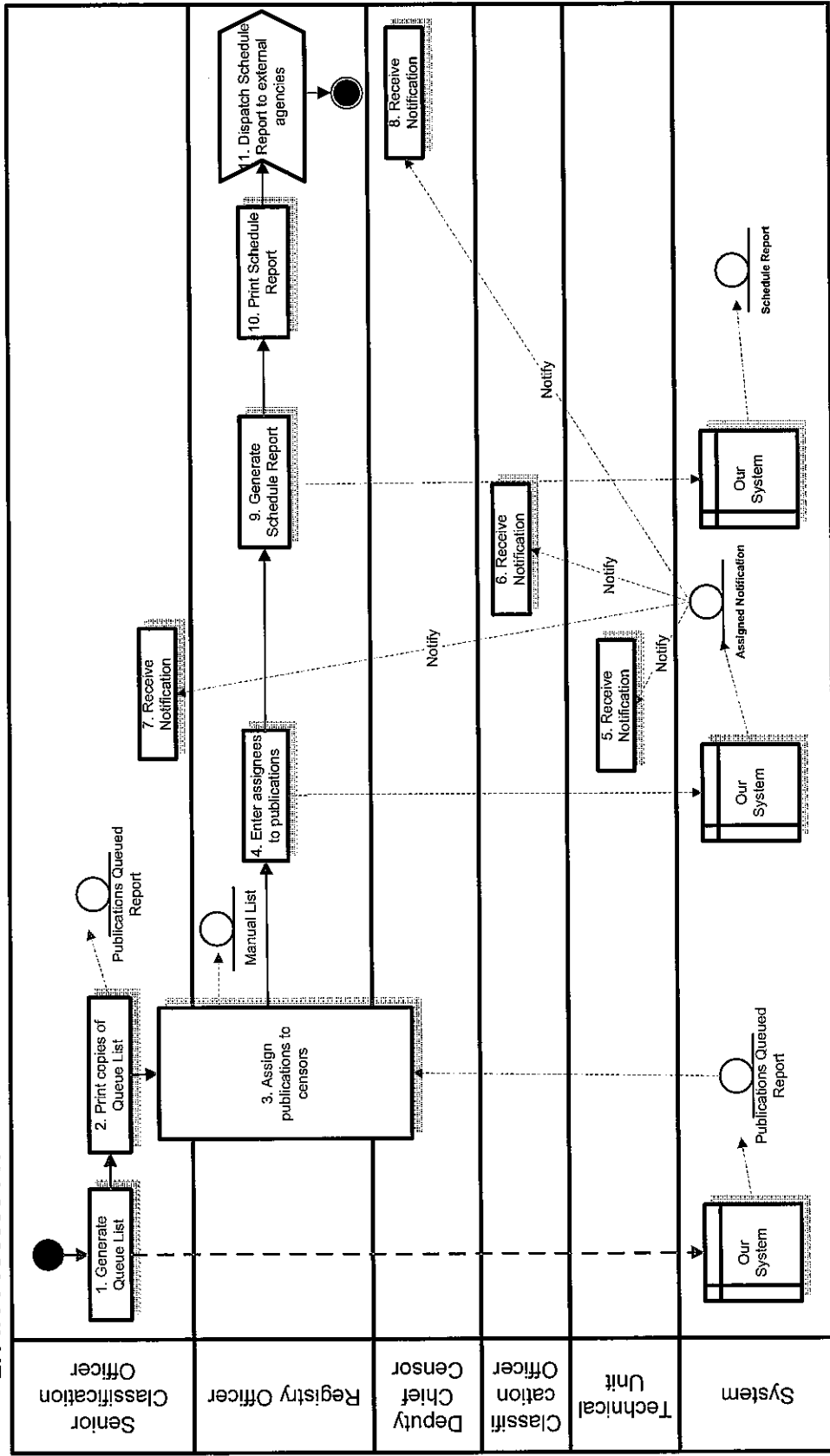
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2.14.4 Process Flow A10 – Schedule Publication



2.15 A11 – Examine Publication

2.15.1 Purpose

This process is used to examine a publication and record the findings.

2.15.2 Process Actor

This process involves the following actors:

- **Classification Officer**
- **Senior Classification Officer**
- **Technical Unit**

2.15.3 Process Description

1. Based on the scheduling report, the **Technical Unit** sort the different publications, so that they are easily accessible for examination.
2. The **Classification Officer** collects the title file and publication or publications that they will be examining.
3. The **Classification Officer** then manually changes the status of the publication or publications in the System to "EXAMINING".
4. The **Classification Officer** then examines the publication. This maybe either in one of the viewing rooms, the theatre or the game room.
5. If there is a problem with the publication which prevents the **Classification Officer** from examining the publication, the process goes to A11.5.
6. Once the examination is complete, the **Classification Officer** changes the publication status to EXAMINED.
7. The **Classification Officer** enters the publication details into the System.
8. The Classification Officer will consider whether consultation on the publication is required
9. Where consultation may be required, the process goes to A11.4
10. Where consultation is not to be considered, the Classification will consider whether cuts are required
11. If there are cuts required, the process goes to A11.2.
12. If no cuts are required, the **Classification Officer** enters the Consideration details into the System. At this time, the status of the publication is then changed to DRAFTING decision.
13. The Consideration details are then printed
14. The printed Consideration Details are placed on the Title File. If the publication is a poster or slick, the process skips to step 20, otherwise it continues.
15. If the publication is not a poster or slick, the draft recommendation is entered into the system.

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16. The draft recommendation is printed from the system.
17. The draft recommendation is placed onto the Title File.
18. The **Classification Officer** then assigns the publication to a **Senior Classification Officer** to review.
19. The **Senior Classification Officer** is notified that the publication has been assigned for review
20. The **Senior Classification Officer** reviews the recommended decision.
21. If edits are required, either the **Senior Classification Officer** or the **Classification Officer** will make the changes into the System.
22. After the edits have been made, or if there were no edits to begin with, then the **Senior Classification Officer** reviews the draft recommendation. If the **Senior Classification Officer** decides not to affirm the decision, it returns to step 21.
23. If the **Senior Classification Officer** decides to affirm the decision, the **Senior Classification Officer** changes the publication status to AFFIRMED.
24. The process continues to A11.1



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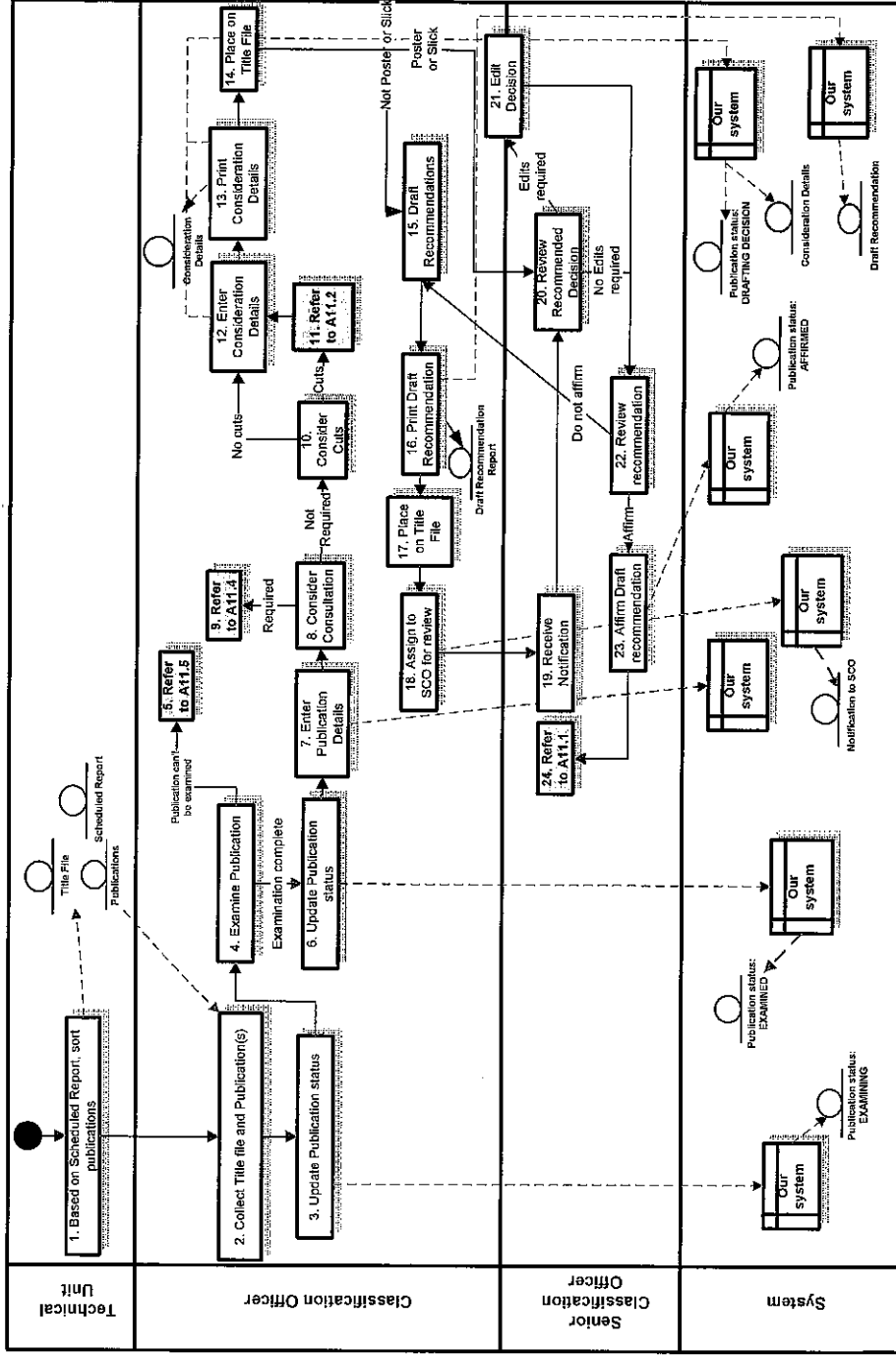
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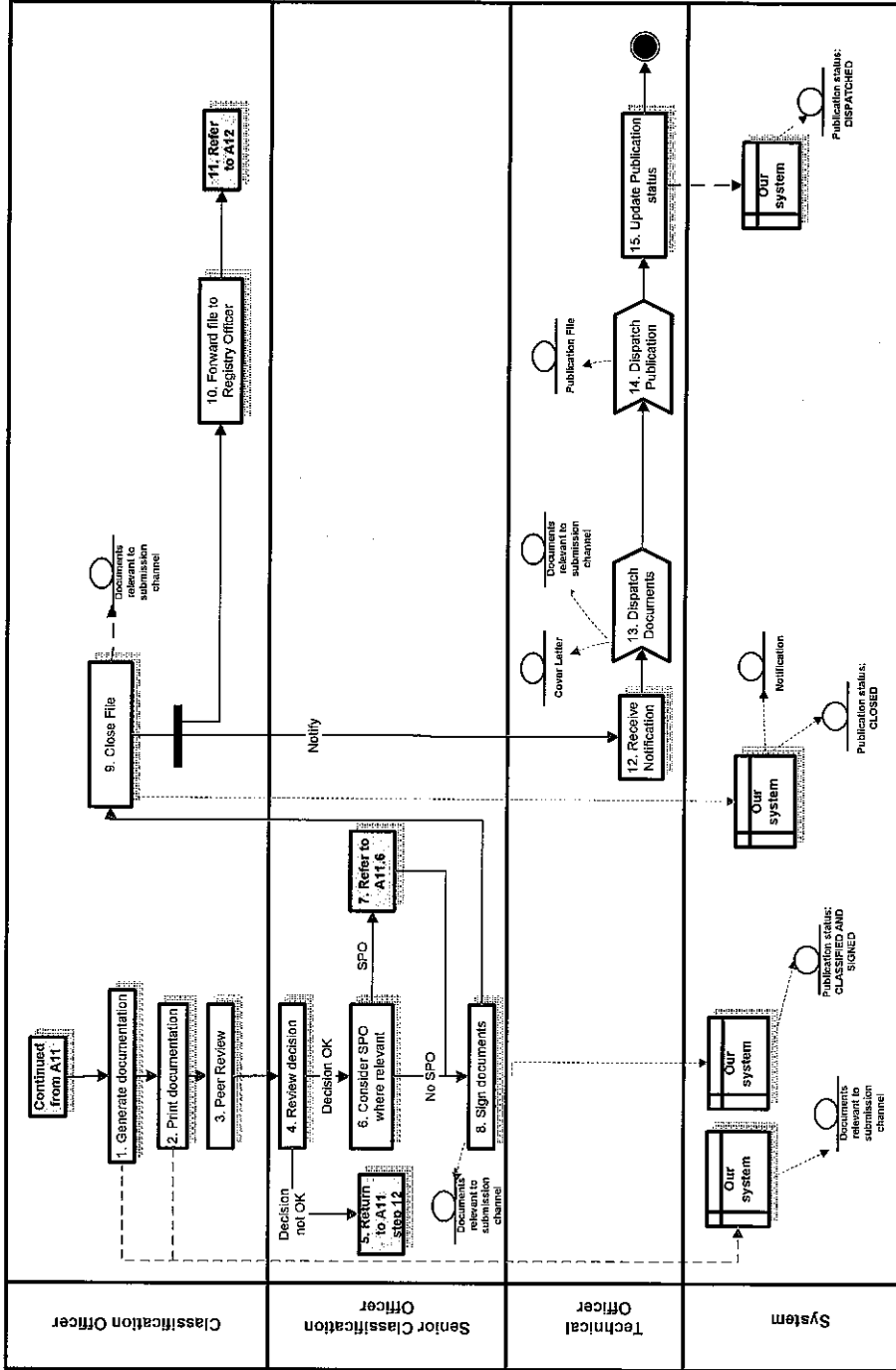
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2.15.4 Process Flow A11 – Examine Publication



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2.16.4 Process Flow A11.1 – Affirm Classification Decision



2.17 A11.2 - Recommend Cuts

2.17.1 Purpose

This process is used when excisions are recommended for a publication and starts from within Process flow A11.

2.17.2 Process Actor

This process involves the following actors:

- **Classification Officer**
- **Senior Classification Officer**
- **Deputy Chief Censor**
- **Chief Censor**

2.17.3 Process Description

1. The **Classification Officer** indicates that excisions are to be considered on the publication they are currently examining. At this point the timeliness clock stops on the publication and associated advertising publications
2. The **Classification Officer, Chief Censor, Deputy Chief Censor** and **Senior Classification Officer** discuss options for cutting.
3. If no cuts are required, the process returns to A11 step 12.
4. If cuts are required then the **Classification Officer** enters the consideration details into the system.
5. The consideration details are printed by the **Classification Officer**.
6. The **Classification Officer** then drafts the recommendation
7. The **Classification Officer** prints the decisions.
8. The **Senior Classification Officer** reviews the decision with cuts. Where the decision is Not Affirmed, the process returns to step 6
9. Where the decision is Affirmed, the **Classification Officer** receives notification
10. The **Classification Officer** generates the excision notice and cover letter.
11. The **Classification Officer** prints the excision notice and cover letter.
12. A peer review takes place, if no changes need to be made, then the process continues to step 13, otherwise, it returns to step 6.
13. The **Senior Classification Officer** signs the printed excision notices and forwards to the Technical Unit
14. **Technical Unit** dispatch notice to the submitter. At this time, the clock stops on related slicks and posters.
15. The process moves to A11.3

2.18 A11.3 - Receive Cut publication

2.18.1 Purpose

This process is used once a revised publication (where excisions have been made), is received

2.18.2 Process Actor

This process involves the following actors:

- **Labelling Body**
- **Receptionist**
- **Deputy Chief Censor**
- **Registry Officer**
- **Classification Officer**

2.18.3 Process Description

1. The submitter has 20 days to respond to a notice for excisions (Refer Process flow 11.2). If after 15 days, the publication has not been updated, the **Deputy Chief Censor** receives a reminder notification that a response is due.
2. The **Deputy Chief Censor** then contacts the submitter and gives them a reminder that their response is due.
3. The **Labelling Body** responds to suggested cuts and may send a new version of the publication or a letter of refusal.
4. These are received by the **Receptionist**.
5. The **Receptionist** log the received items into the mail book
6. If cuts have been rejected, the **Receptionist** will inform the **Deputy Chief Censor**.
7. The **Deputy Chief Censor** searches for the publication.
8. The **Deputy Chief Censor** updates the publication status to Cuts Declined.
9. The process then returns to A11 step 10.
10. If cuts have been approved the Receptionist informs the **Registry Officer** who will record a new version of the publication (NOTE once a new version has been recorded, the timeliness count for Processing time restarts)

Process splits

11. Simultaneously to the following steps, process A34 is invoked (Copy publication and create Title File)
12. The Classification Office will be notified that a new version of the publication exists
13. The **Classification Officer** reviews the cut publication(s).
14. If the cuts are not fine then the process returns to A11.2 Step 1 for further excisions



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15. If the cuts are ok, the publication details are updated in the system. Status = CUTS
CLEARED
16. The process returns to A11 step 12

2.19 A11.4 – Consultation on Publication

2.19.1 Purpose

This process is used where consultation is to be considered for a publication examination and starts from within Process Flow A11.

2.19.2 Process Actor

This process involves the following actors:

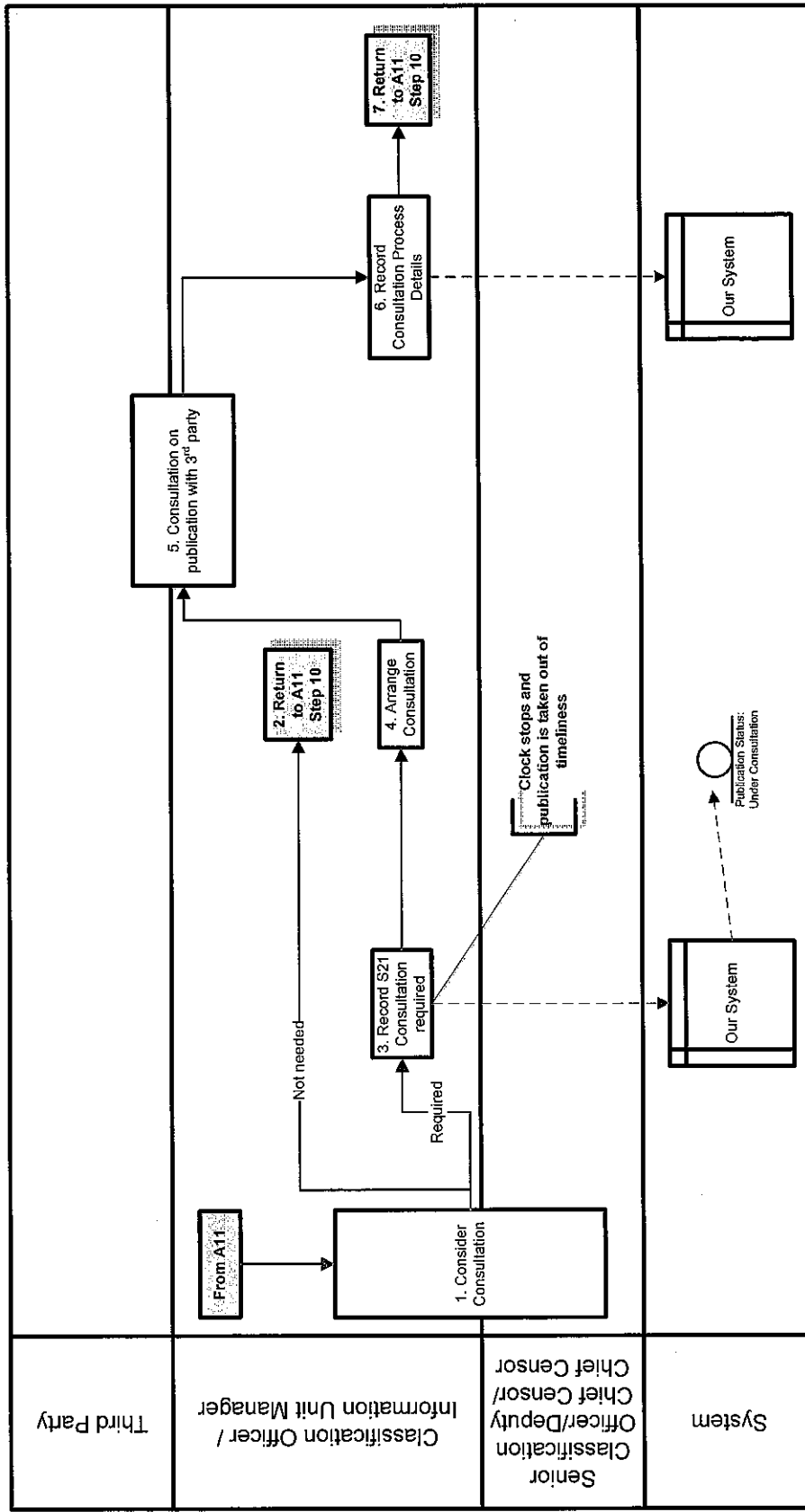
- **Third Party**
- **Classification Officer**
- **Information Unit Manager**
- **Senior Classification Officer**
- **Deputy Chief Censor**
- **Chief Censor**

2.19.3 Process Description

1. The **Classification Officer** meets with the **Senior Classification Officer, Deputy Chief Censor** and **Chief Censor**, to consider whether consultation is required on the publication they are examining.
2. If consultation is not needed, the process returns to A11 Step 10
3. If consultation is required, the **Classification Officer** records a S21 consultation into the system
4. If consultation is required, the consultation is arranged
5. The consultation takes place with the **Classification Officer** and the **Third Party**
6. The **Classification Officer** records the outcome of the consultation into the system
7. The process returns to A11 Step 10.

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2.19.4 Process Flow A11.4 – Consultation on Examination



2.20 A11.5 – Damaged Publications

2.20.1 Purpose

This process is used where publications have been damaged and are unable to be examined.

2.20.2 Process Actor

This process involves the following actors:

- **Reception**
- **Registry Officer**
- **Technical Unit**
- **Classification Officer**
- **Senior Classification Officer**
- **Deputy Chief Censor**

2.20.3 Process Description

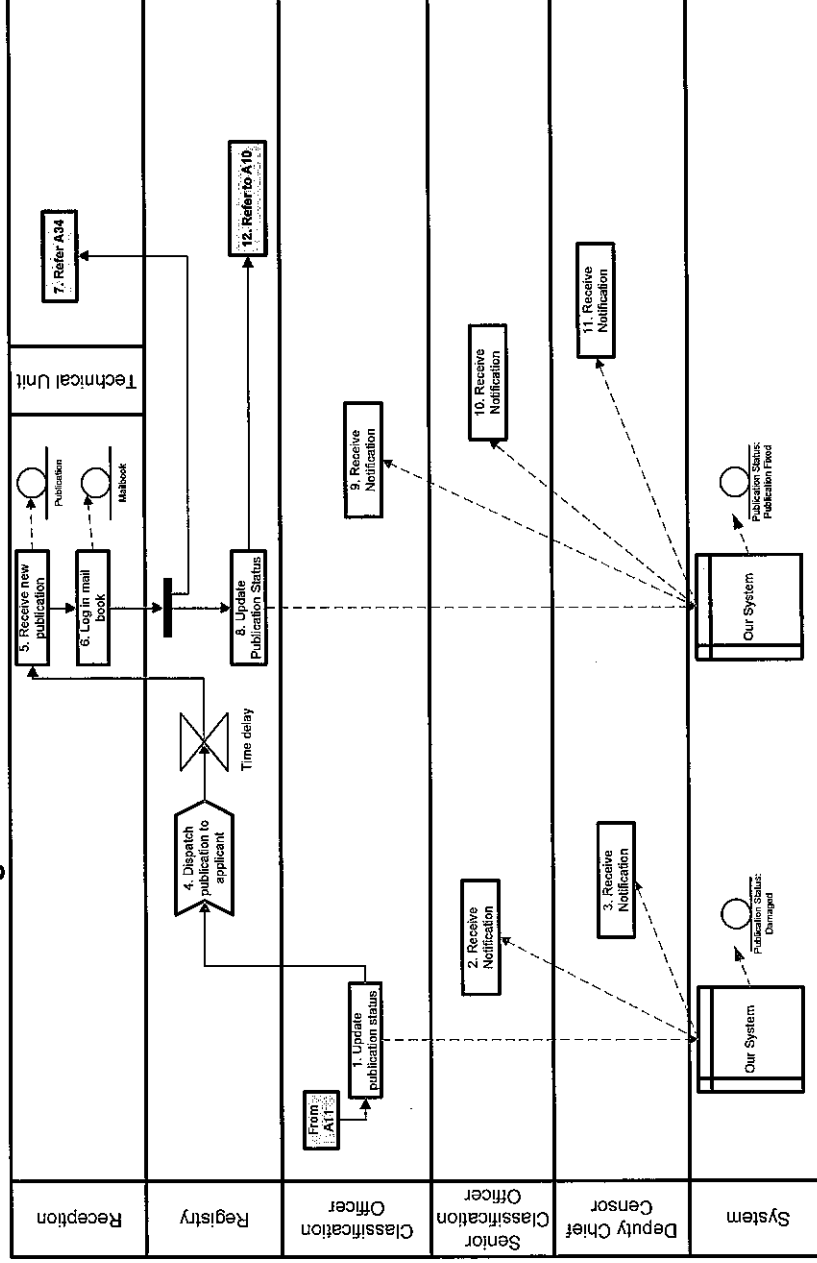
1. The **Classification Officer** updates the publication status to "DAMAGED",
2. The System notifies the **Senior Classification Officer** of this status change.
3. The System notifies the **Deputy Chief Censor** of this status change.
4. The **Registry Officer** dispatches the publication back to the applicant.
5. After a wait period the **Receptionist** receives a new copy of the publication.
6. The **Receptionist** logs the items into the Mail Book.

Process splits

7. The **Technical Unit** copies the publication (Refer process flow A34).
8. At the same time, the **Registry Officer** updates the publication status to "FIXED".
9. The System notifies the **Classification Officer** of this status change.
10. The System notifies the **Senior Classification Officer** of this status change.
11. The System notifies the **Deputy Chief Censor** of this status change.
12. The process then returns to A10 where the correct publication is scheduled for classification

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2.20.4 Process Flow A11.5 – Damaged Publication



2.21 A11.6 – Serial Publication Orders

2.21.1 Purpose

This process is used where a Serial Publication Order is to be considered on a publication(s). This process starts from with A11.

2.21.2 Process Actor

This process involves the following actors:

- **Classification Officer**
- **Senior Classification Officer**
- **Deputy Chief Censor**
- **Chief Censor**

2.21.3 Process Description

1. The **Classification Officer, Senior Classification Officer, Deputy Chief Censor and the Chief Censor** will meet to discuss whether an SPO is required,
2. Where an SPO is not required, the process returns to A11.1 step 8.
3. Where an SPO is required, the **Classification Officer** will record the SPO onto the publication
4. The **Classification Officer** will generate the SPO document.
5. The process then returns to A11.1 Step 8



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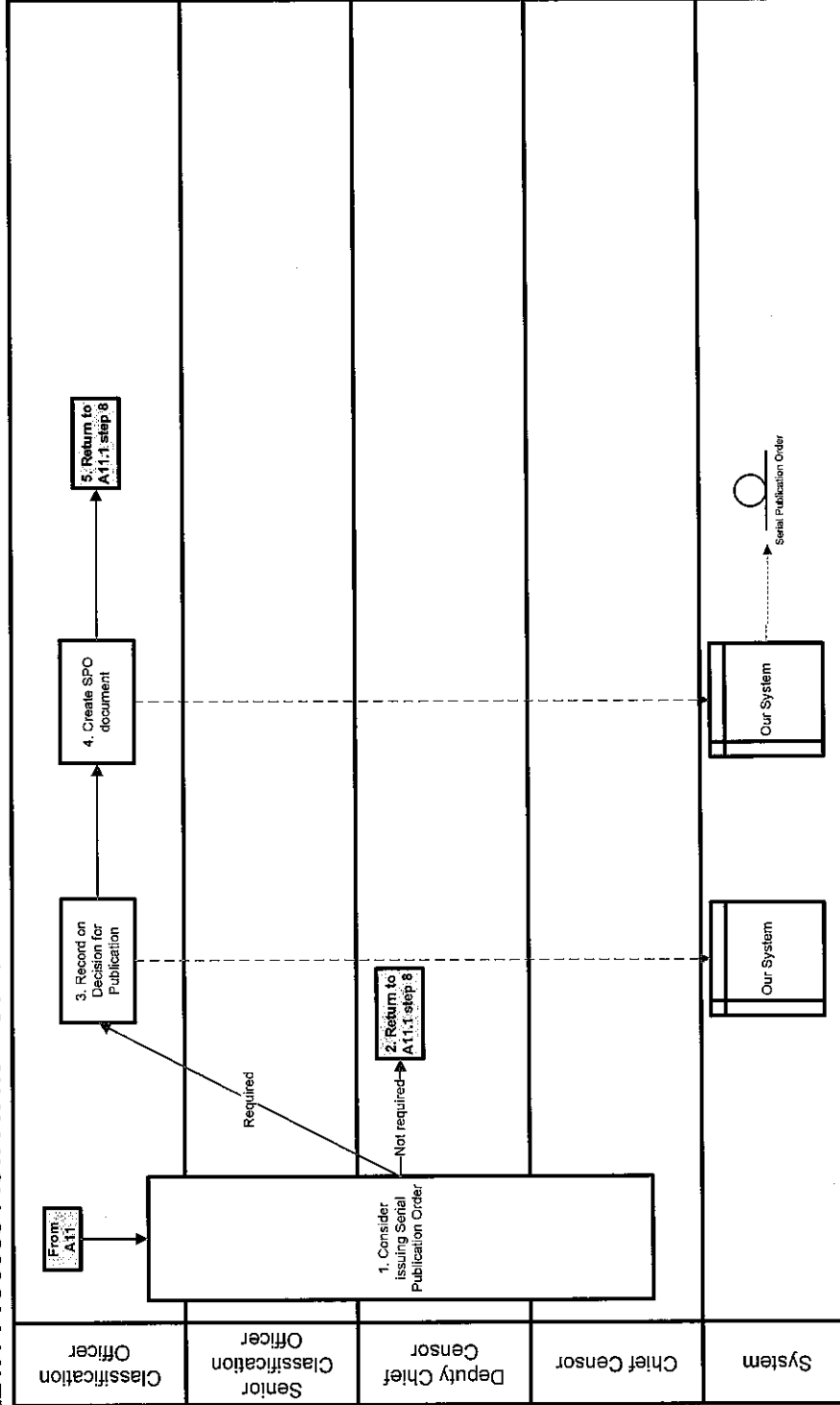
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2.21.4 Process Flow A11.6 – Serial Publication Orders



2.22 A12 – Register Decision

2.22.1 Purpose

This process is used to formally register the classification decision for a publication by confirming the Register Page

2.22.2 Process Actor

This process involves the following actors:

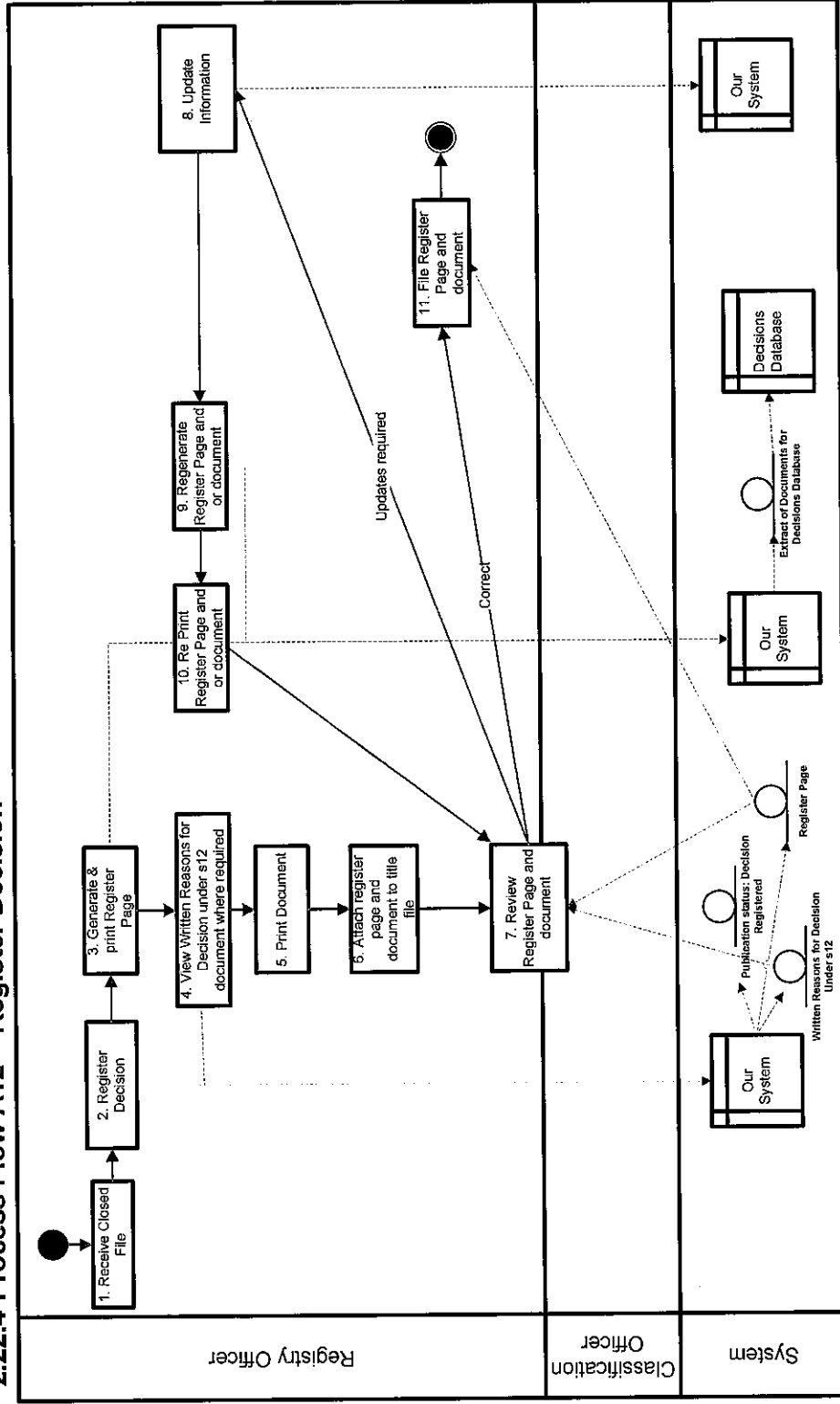
- **Registry Officer**
- **Classification Officer**

2.22.3 Process Description

1. The Closed file is received by the **Registry Officer**.
2. The **Registry Officer** will Register the decision by generating the Register Page for the publication(s)
3. The **Registry Officer** will generate and print the Register Page. (NOTE the system will extract details of the Register Page and relevant decision documents and load these into the Decisions Database)
4. The **Registry Officer** will view the Written Reasons for Decision under Section 12 document where required.
5. Where required, the **Registry Officer** will print the Written Reasons document
6. The **Registry Officer** will attach the Register Page and all other documentation to the Title File.
7. The **Registry Officer** and **Classification Officer** will review the printed Register Page
8. Where amendments are required, the **Registry Officer** will update the information in the system
9. Once updated, the **Registry Officer** will re-generate the Register Page and documents where required. (NOTE the system will extract details of the Register Page and relevant decision documents and load these into the Decisions Database. This process will overwrite documents already held in the Decisions Database.)
10. The **Registry Officer** will print the amended Register Page and the process returns to Step 7.
11. Where the printed Register Page is correct, the **Registry Officer** will file the Register page in The Register and the process ends.

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2.22.4 Process Flow A12 – Register Decision



2.23 A13 – Print LOD with associated Corrigenda and BOR Decisions

2.23.1 Purpose

This process is used to print the List of Decisions which will include any associated Corrigendum and Board of Review decisions.

2.23.2 Actors

This process involves the following actors:

- **Registry Officer**
- **Senior Classification Officer**

2.23.3 Description

1. The **Registry Officer** will start this process by requesting the LOD, associated Corrigenda and BOR Decisions. This will be done by selecting the LOD report and entering in a selected month.
2. The **Registry Officer** will print the generated LOD..
3. The **Senior Classification Officer** will review the LOD
4. If there are errors found in the LOD, the process will go to A14.
5. If there are no errors found, the **Registry Officer** will dispatch the LOD to interested parties and the process ends.



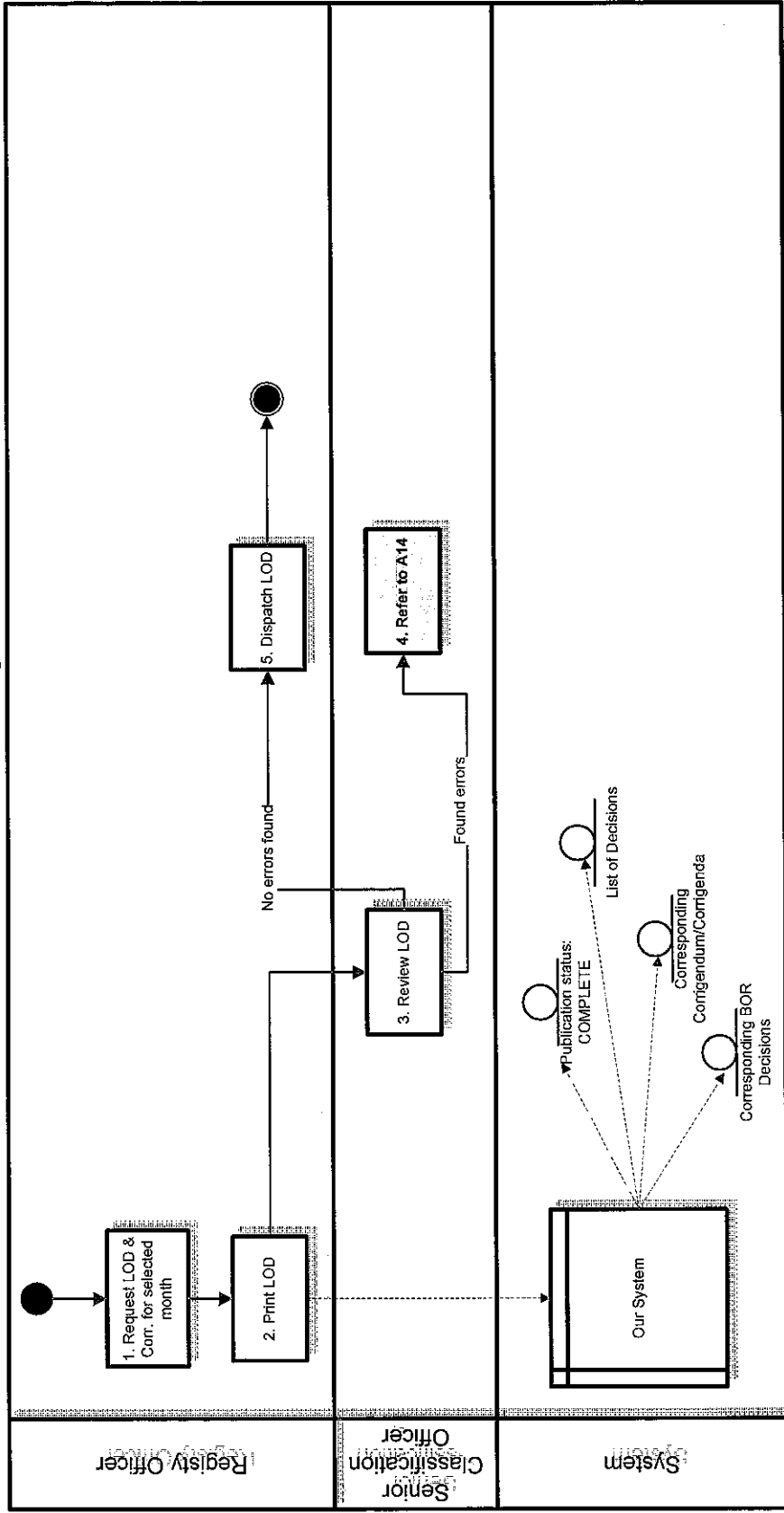
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2.23.4 Process Flow A13 – Print LOD with associated Corrigena and BOR Decisions



2.24 A14 – Correct Publication After Completion

2.24.1 Purpose

This process is used to correct errors in a decision. This process may or may not require a Corrigendum to be created.

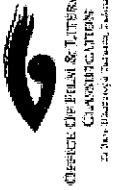
2.24.2 Process Actor

This process involves the following actors:

- **Labelling Body**
- **Registrar**
- **Senior Classification Officer**
- **Technical Unit**

2.24.3 Process Description

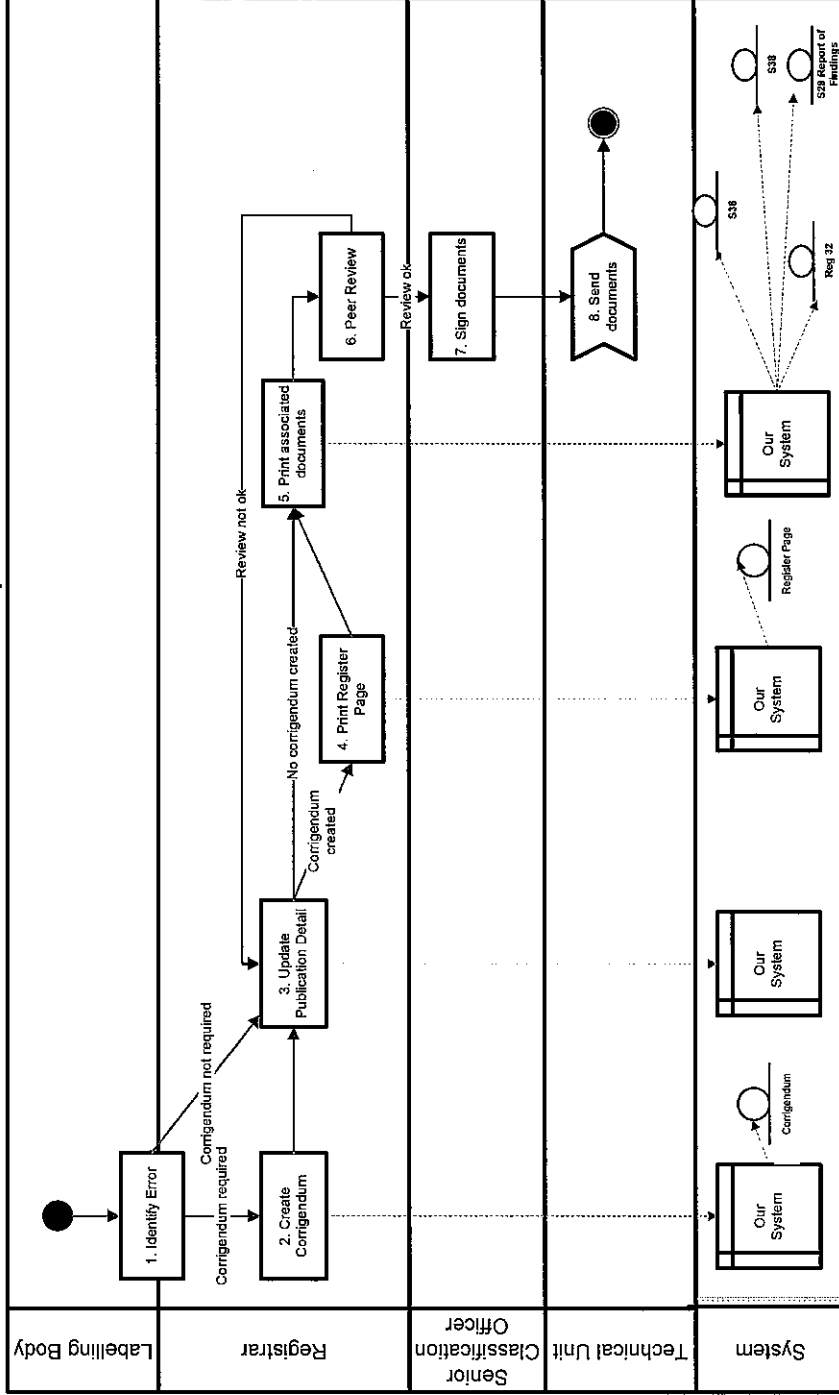
1. The process starts by either the **Labelling Body** or a **Registry Officer** identifying an error in the decision on a closed publication.
2. Where a Corrigendum is required, the **Registry Officer** will create the Corrigendum in the system.
3. The **Registry Officer** will correct the error in the system
4. Where a Corrigendum has been created, the **Registry Officer** will print the amended Register Page
5. The **Registry Officer** will print all associated documents as required
6. A peer review takes place for the printed documents. If the peer review is not ok, the process returns to step 3. Otherwise, it continues to step 7.
7. Where the peer review is ok, the **Senior Classification Officer** will sign the documents and forward these to the **Technical Unit**
8. The **Technical Unit** will dispatch the documents and the process ends



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2.24.4 Process Flow A14 – Correct Publication After Completion



2.25 A15 – Affix Alternative Labels and Broadcasting Consents

2.25.1 Purpose

This process is used where a Broadcasting Consent is requested or where a Request to affix an alternative label has been received.

2.25.2 Process Actor

This process involves the following actors:

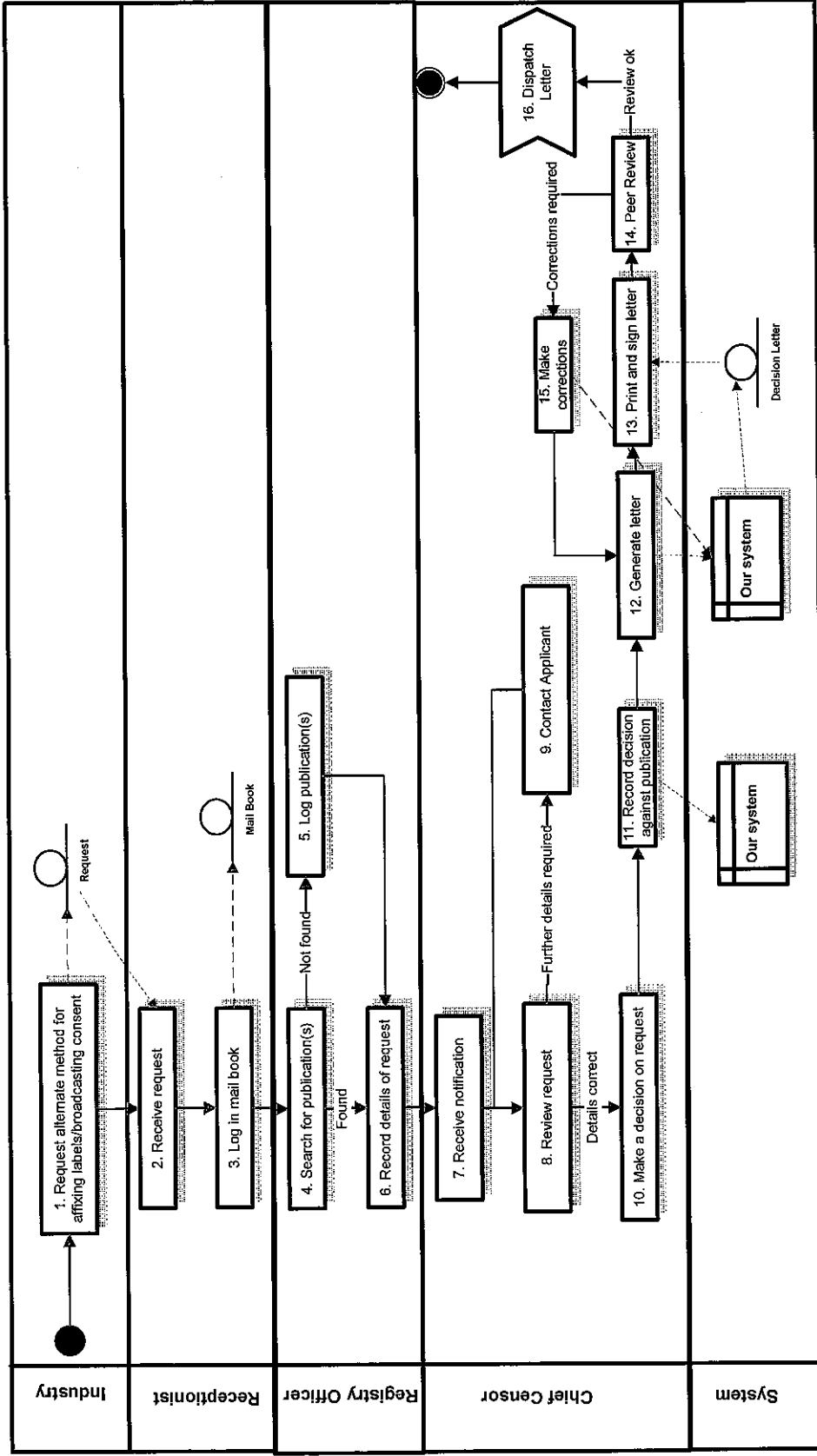
- **Industry**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.25.3 Process Description

1. The process starts with the Industry requesting an alternative label or Broadcasting consent.
2. The **Receptionist** receives the request
3. The **Receptionist** records the item(s) in the Mail Book and passes the request onto the **Registry Officer**
4. The **Registry Officer** will search to see if the publication is already held in the system
5. Where the publication is not found, the **Registry Officer** will log the publication
6. Where the publication is found, or where the publication has been logged, the **Registry Officer** will record details of the request.
7. The **Chief Censor** will be notified by the system that the request has been logged
8. The **Chief Censor** will review the request
9. Where further details are required, the **Chief Censor** will contact the applicant and the process returns to Step 6.
10. Where the details are correct, the **Chief Censor** will make a decision on the request
11. The **Chief Censor** will record their decision into the system
12. The **Chief Censor** will generate the required letter
13. The **Chief Censor** will print and sign the letter
14. A peer review takes place for the printed letter. If there are corrections required, the process goes to step 13, otherwise, the process continues to step 14.
15. Corrections are made by the **Chief Censor** and the process returns to step 10.
16. The **Chief Censor** will dispatch the letter to the applicant and the process ends.

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2.25.4 Process Flow A15 – Affix Alternative Labels and Broadcasting Consents



2.26 A16 – BOR Request for Submissions on Interim Restrictions

2.26.1 Purpose

This process is used to record a BOR submission on an interim restriction order.

2.26.2 Process Actor

This process involves the following actors:

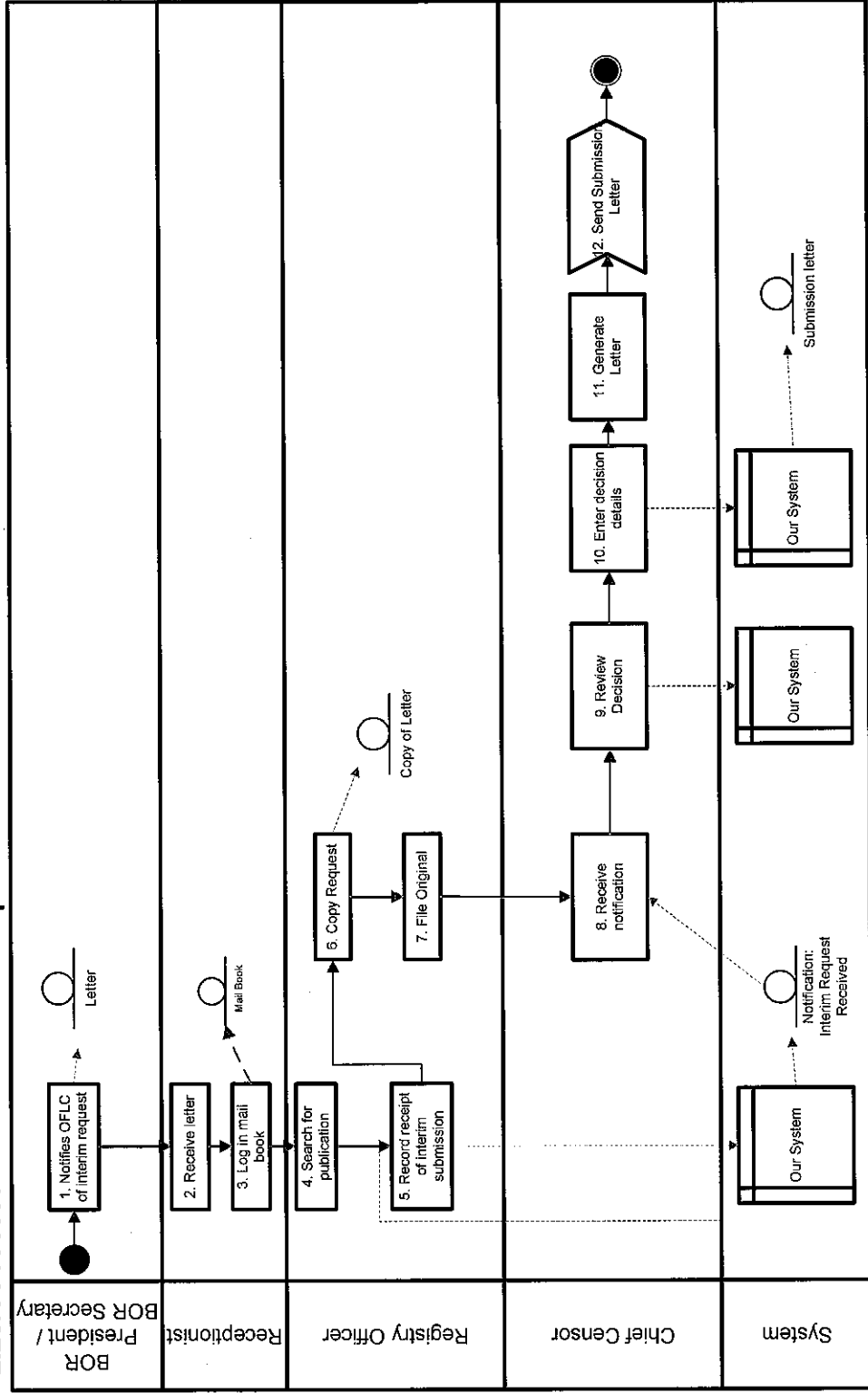
- **Board of Review President/ Secretary of the BOR**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.26.3 Process Description

1. The process starts by the **President of the BOR** sending notification of an interim request or the Secretary of the BOR sending notification of a Submission request
2. The **Receptionist** receives the request
3. The **Receptionist** enters the request into the Mail Book and passes the request onto the **Registry Officer**
4. The **Registry Officer** will search for the publication.
5. The **Registry Officer** will record the receipt of an interim submission request against the publication.
6. The **Registry Officer** will copy the request
7. The **Registry Officer** files the original.
8. The **Chief Censor** will receive notification that a request for an interim submission has been logged.
9. The **Chief Censor** reviews the decision.
10. The **Chief Censor** enters the decision details into the system.
11. The Chief Censor will generate a letter
12. The **Chief Censor** sends the letter to the **President of the BOR** and the process ends.

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2.26.4 Process Flow A16 – BOR Request for Submissions on Interim Restrictions



2.27 A17 – Register BOR Decision

2.27.1 Purpose

This process is used to record the Board of Review decision(s).

2.27.2 Process Actor

This process involves the following actors:

- **Secretary for the Board of Review**
- **Receptionist**
- **Registry Officer**
- **Technical Unit**
- **Chief Censor**

2.27.3 Process Description

1. The **BOR Secretary** issues the decision
2. The decision is received by the **Receptionist** who logs it in the mail book and forwards to the Registry Officer.
3. The **Registry Officer** takes copies of the decision and files the decision.
4. Copies of the Decision are distributed internally by the **Registry Officer**. At the same time, there is a wait period when the office waits for the Abstract/Direction to Issue a label from the BOR.
5. The wait period ends when the **BOR Secretary** sends the abstract to OFLC.
6. The **Receptionist** logs this into the mail book and forwards to the **Registry Officer**
7. Once the abstract has been received, the **Registry Officer** will search for the publication
8. The **Registry Officer** logs the BOR decision into the System.
9. The **Registry Officer** generates the new Register Page for the new decision (NOTE that an extract of the BOR Register page is extracted and loaded onto the Decisions Database)
10. The Register Page is printed by the **Registry Officer**.

Process splits

11. If required, the **Registry Officer** will generate a Direction to Issue a label
12. The generated Direction to Issue a label is printed by the **Registry Officer** and forwarded to the **Chief Censor**.
13. The Direction to Issue a label is then signed by the **Chief Censor**.
14. The Direction to Issue a label is then dispatched by **Technical Unit** and the process jumps to Step 18

Simultaneously to Step 11:

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15. Regardless of whether a Direction to Issue a label is required, once the register page is printed, it is reviewed by the **Registry Officer**.
16. If any errors are found in the new register page, the **Registry Officer** will fix the errors and return to step 9.
17. If there are no errors found, then the new register page is filed by the **Registry Officer**.
18. The **Registry Officer** then stamps the old register page to reference the new Register Page. The process ends.

2.28 A18 – View Decisions on Internet

2.28.1 Purpose

This process is used by a member of the public to view classification decisions via the Internet.

2.28.2 Process Actor

This process involves the following actors:

- **Member of the Public**

2.28.3 Process Description

1. A **Member of the Public** goes to the public facing Decision Database, which is accessed via the OFLC website and requests to view a decision
2. A **Member of the Public** searches for the publication which they want to view the decision for.
3. The System returns the publication the **Member of the Public** wishes to view and displays it to them. At this point, the **Member of the Public** may wish to contact OFLC. Otherwise the process ends here.
4. If the **Member of the Public** wishes to contact OFLC, they do so through one of the different contact methods listed on the public facing website.



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การเซ็นเซอร์ภาพยนตร์

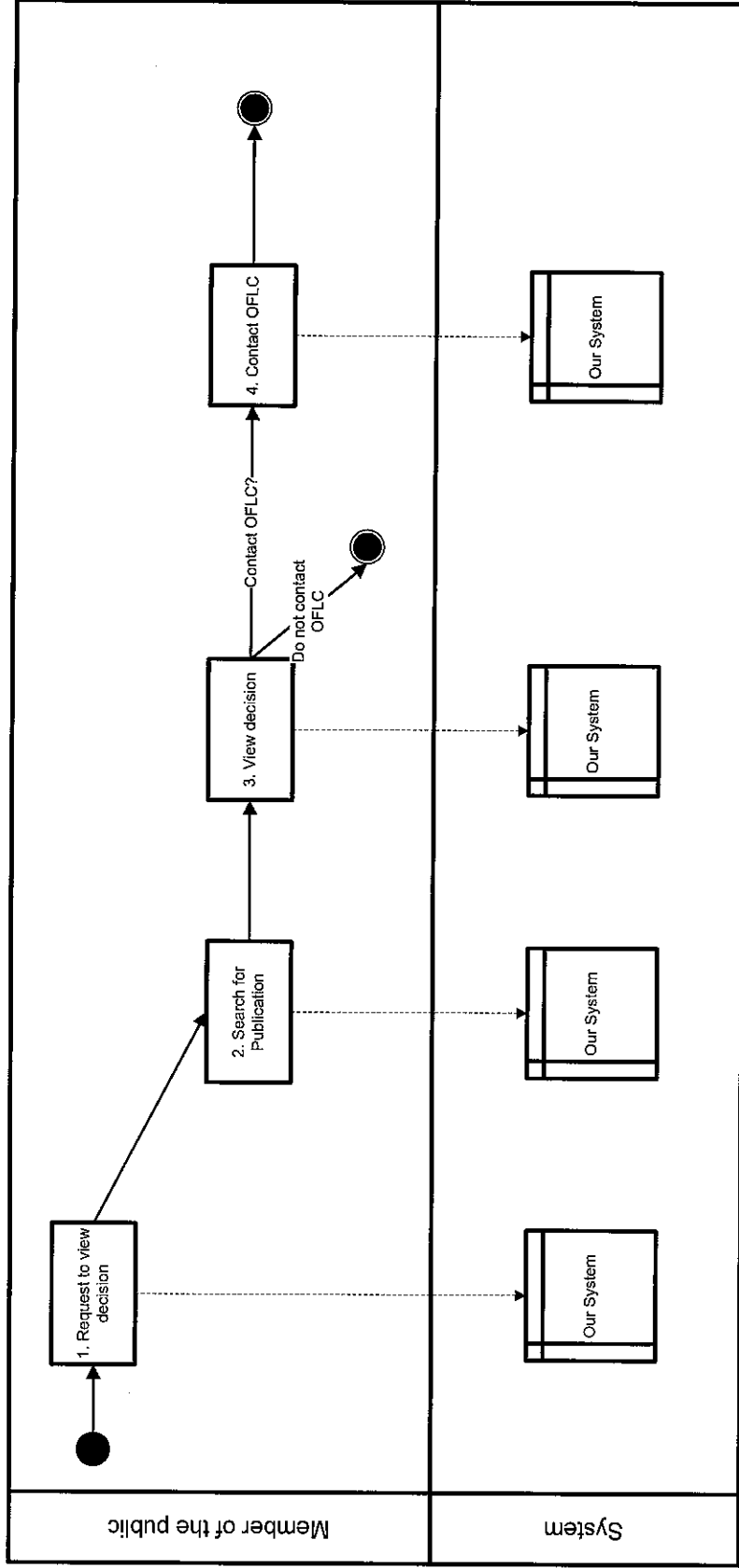
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2.28.4 Process Flow A18 – View Decisions on Internet



2.29 A19 – Call in of Publication by Chief Censor

2.29.1 Purpose

This process is used by the Chief Censor to, under Section 13(3) call in any publication for examination.

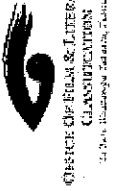
2.29.2 Process Actor

This process involves the following actors:

- **Chief Censor**
- **Registry Officer**
- **Secretary of Department of Customs/Department of Internal Affairs**

2.29.3 Process Description

1. The **Chief Censor** notifies the **Registry Officer** to call in a publication under Section 13(3).
2. The **Registry Officer** creates a Section 13(3) publication in the system.
3. The **Chief Censor** is notified
4. The **Chief Censor** records details and reasons for the call in
5. The **Chief Censor** generates a letter of notification.
6. The **Chief Censor** prints the Letter of notification
7. The **Chief Censor** signs the letter
8. The **Chief Censor** makes a copy of the signed letter and forwards the copy to the Registry Officer
9. The **Registry Officer** files the copy of the letter in the Bond Store
10. The **Chief Censor** sends the original letter to the Secretary of either the Department of Internal Affairs or to the Customs Department and the process stops



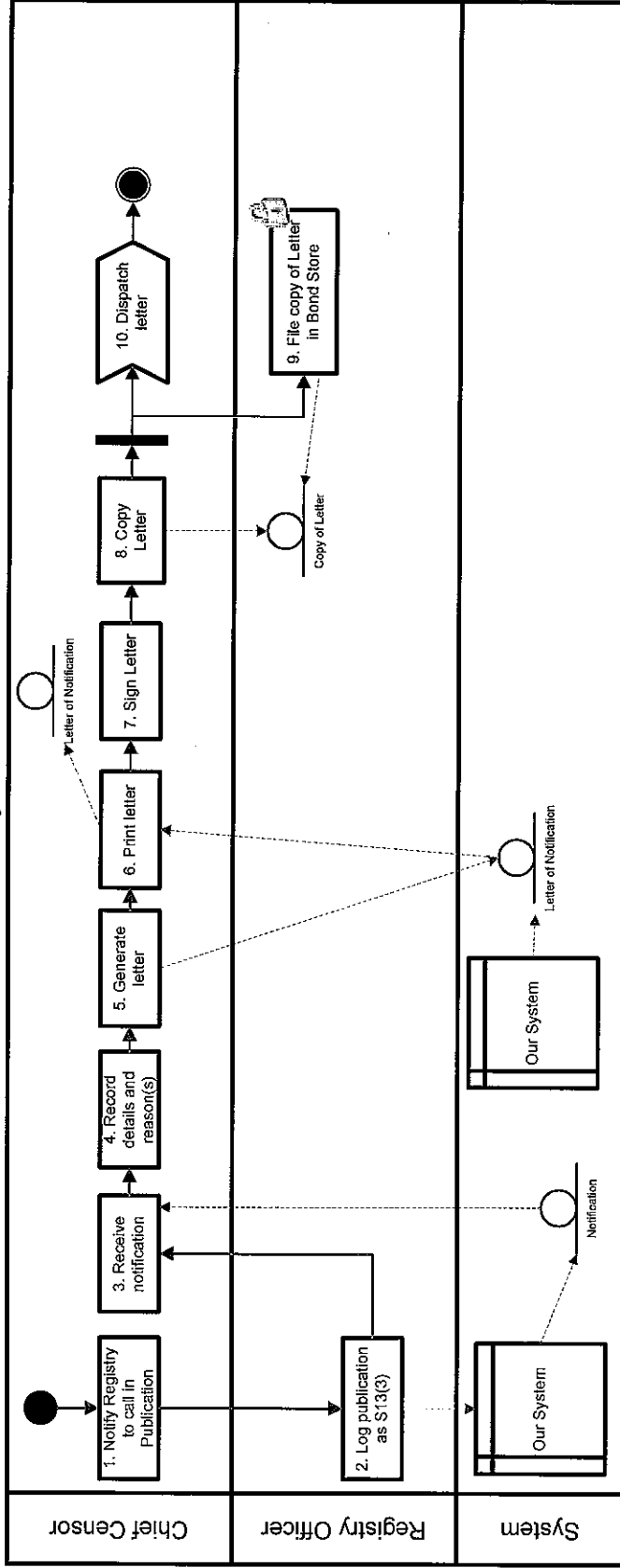
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2.29.4 Process Flow A19 – Call in of Publication by Chief Censor



2.30 A20 – Re-Assign Activities

2.30.1 Purpose of process

This process is used to reassign publications or classification activities to different staff in the Office. This may be due to a staff member being ill or where work has bottlenecked.

2.30.2 Actors

- **All staff**
- **Receptionist**
- **Senior Classification Officer / Deputy Chief Censor**
- **Classification Officer**
- **Gamer/Projectionist**

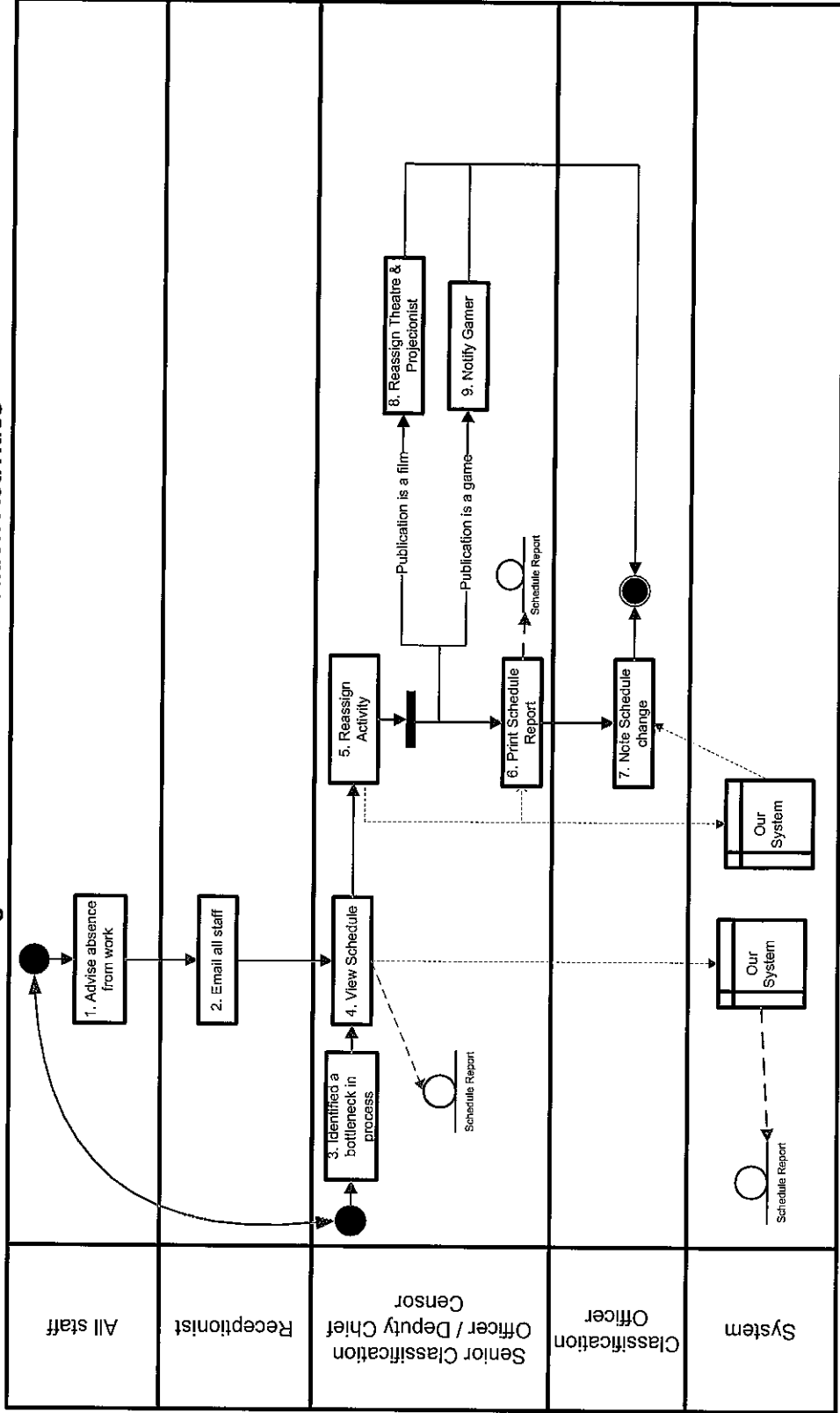
2.30.3 Description

This process can start in two ways (as Step 1, or as Step 3):

1. A **staff member** advises the office they will be absent
2. The **Receptionist** emails all present staff members to advise them of the absence, giving them all a heads up that there maybe some extra work that day.
3. A **Senior Classification Officer** or **Deputy Chief Censor** identifies a potential bottleneck in the workflow:
4. Either a **Senior Classification Officer** or the **Deputy Chief Censor** will view the current schedule
5. Based on the schedule, either the **Senior Classification Officer** or the **Deputy Chief Censor** will reassign activities in the System
6. The **Senior Classification Officer** and/or the **Deputy Chief Censor** will print the amended Schedule Report
7. The affected **Classification Officer** will receive a notification about their new task and notes the change to their schedule.
8. If the publication is a 35mm film, the **Senior Classification Officer** and/or the **Deputy Chief Censor** will reassign the theatre and advise the Projectionist and the process ends
9. If the publication is a game, the **Senior Classification Officer** and/or the **Deputy Chief Censor** will notify the **Gamer** and the process ends

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2.30.4 Process Flow A20 – Re-Assign Publication or Classification Activities



2.31 A21 – Generate Reports

2.31.1 Purpose of process

This process is used to generate any one of the following standard reports:

- Publications Assigned
- Publications Received – Section / Medium / Against Estimates
- Publications Examined – Section / Medium / Against Estimates
- Publications Classified / Registered – Section / Medium / Against Estimates
- Queue Time, Processing Time and Combined Total
- Classifications by Section of Act
- Classifications by Media Type
- Publications Withdrawn
-
- Consultations
- Subject matter of Objectionable Publications
- Fee Waivers received/declined
- Publications verified
- Broadcasting consents
- Alternative Method for Affixing Labels
- Monthly Billing data
- Money received in Advance

2.31.2 Actors

- *Registry Officer*
- *Classification Officer*
- *Senior Classification Officer*
- *Accountant*
- *Deputy Chief Censor*
- *Chief Censor*
- *Systems Administrator*

2.31.3 Description

1. Any one of the above Actors will select the Report they wish to generate
2. They will enter the relevant report parameters into the system
3. They will select to generate the report
4. They will print the report and or export the report details into Excel



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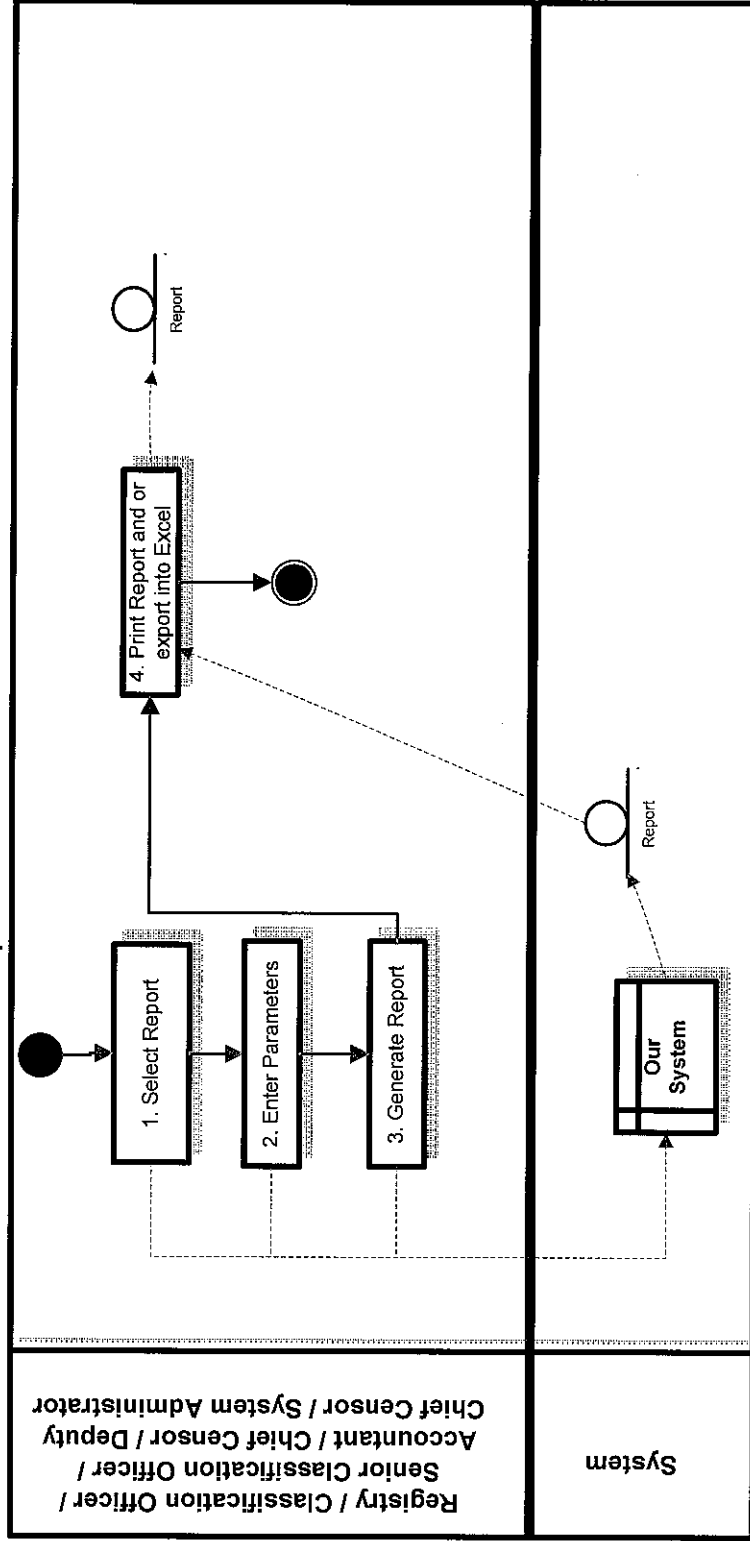
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2.31.4 Process Flow A21 – Generate Reports



2.32 A22 – Bill Labelling Body

2.32.1 Purpose of process

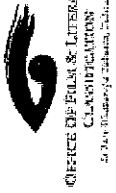
This process is used to create a billing invoice to the Labelling Body at the end of each month.

2.32.2 Actors

- *Accountant*

2.32.3 Description

1. The *Accountant* will generate Billing information from the system
2. The *Accountant* will print the Billing information
3. The *Accountant* will generate the invoice from the 9(2)(k) system
4. The *Accountant* will print the invoice
5. The *Accountant* will attach the Billing information to the Invoice
6. A review then takes place for the invoice. If everything is ok, then the process continues to step 9. Otherwise it may go to either step 7 or 8.
7. If the Fee Details are incorrect, the *Accountant* updates the Fee Information in 9(2)(k) and the process returns to step 3
8. If the Publication Details are incorrect, process flow A14 is called and once processed, returns to step 1.
9. The *Accountant* then dispatches the invoice to the Labelling body and the process ends.



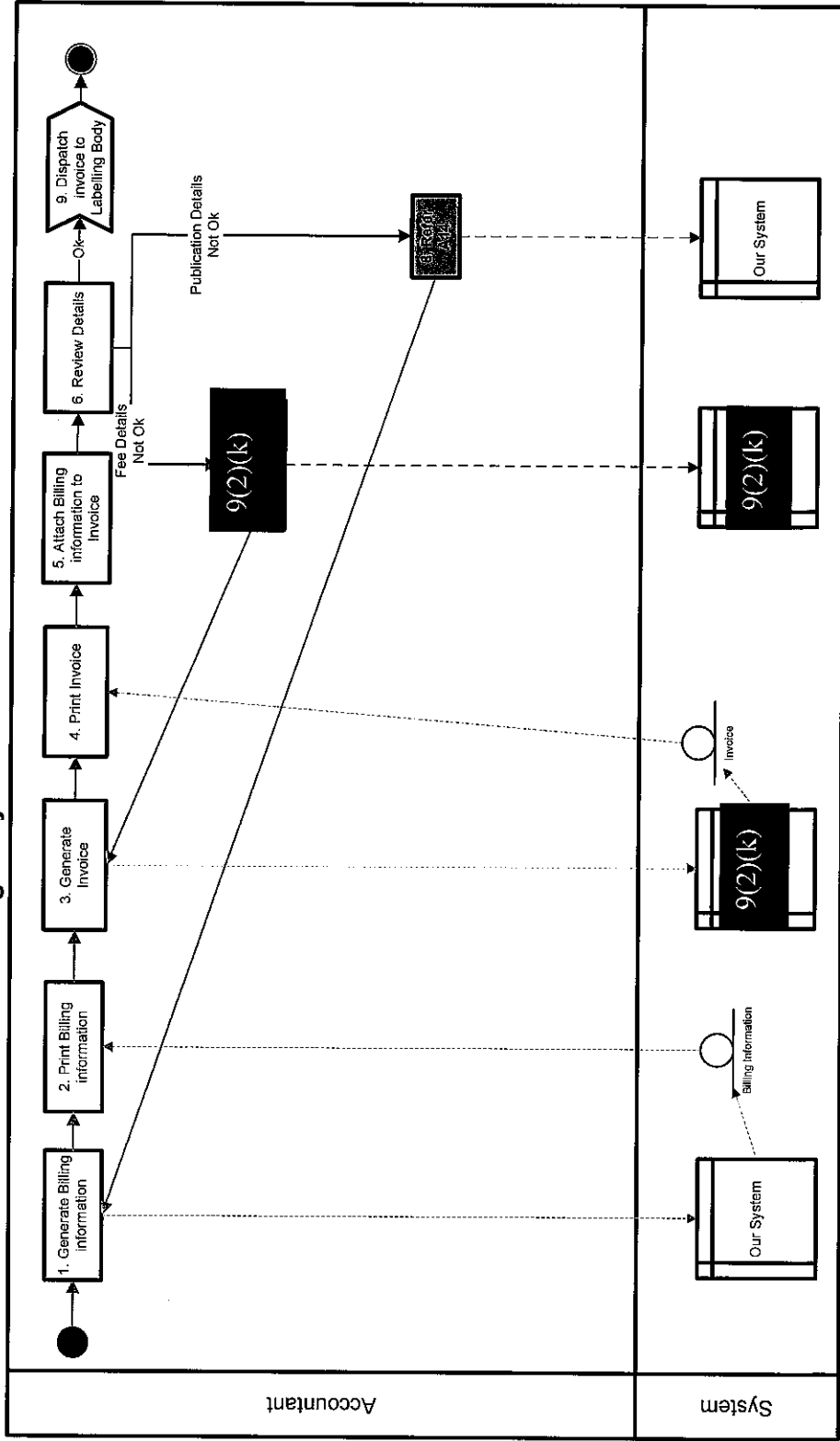
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2.32.4 Process Flow A22 – Bill Labelling Body



2.33 A24 – View Publication History

2.33.1 Purpose

This process allows users to view the history of a publication. This will be where a publication has had more than one decision or more than one version of the publication associated. This view will include the original decision, associated corrigenda and any Non OFLC decisions (Board of Review, High Court etc).

2.33.2 Actors

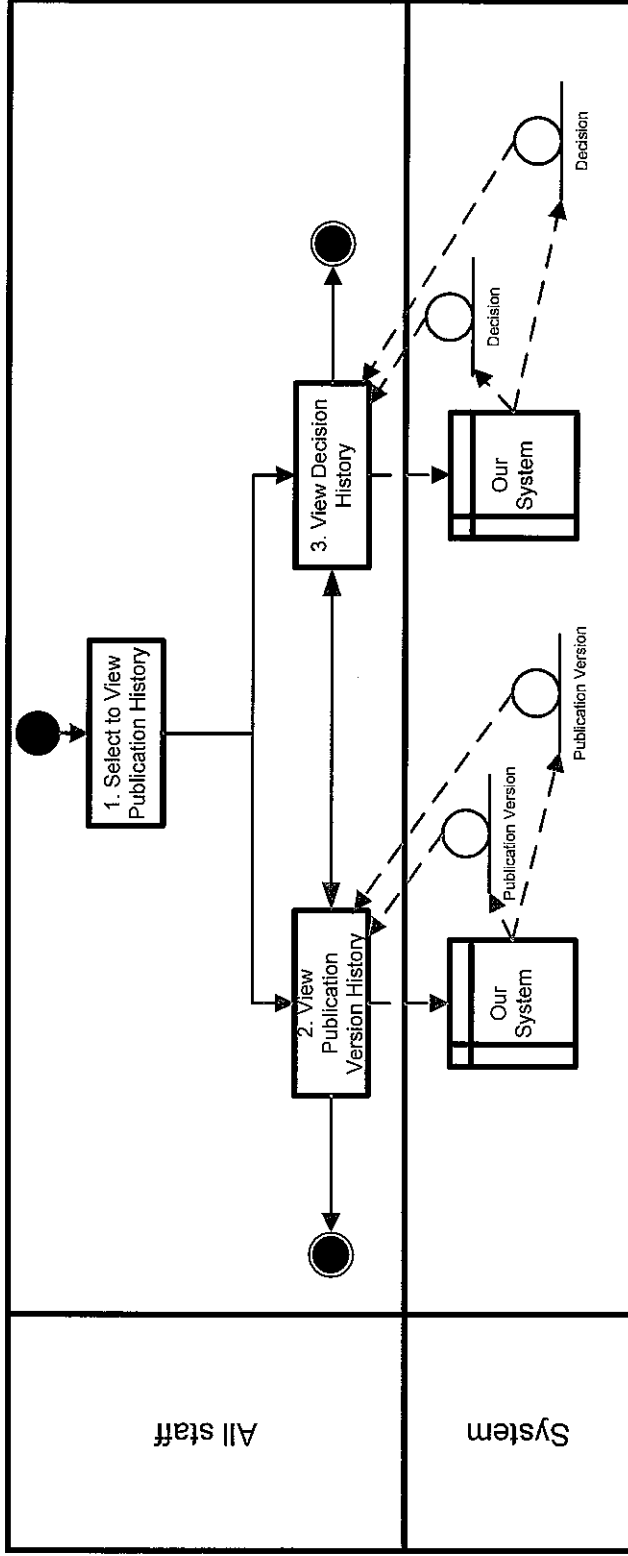
- *Classification Officer*
- *Accountant*
- *Information Unit Manager*
- *Senior Classification Officer*
- *Registry Officer*
- *Deputy Chief Censor*
- *Chief Censor*
- *Systems Administrator*

2.33.3 Description

1. An actor as listed above will select to view the history of a publication
2. The actor as listed above can view all versions held for the publication, or
3. The actor as listed above can view all decisions held for the publication.

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2.33.4 Process Flow A24 – View Publication History



2.34 A27 – Withdraw Urgency/Leave/Publication

2.34.1 Purpose

This process is used to record the withdrawal of an urgency request, a leave request or a publication.

2.34.2 Actors

- **Applicant**
- **Receptionist**
- **Deputy Chief Censor**
- **Registry Officer**
- **Classification Officer**
- **Accountant**
- **Technical**

2.34.3 Description

1. **An Applicant** requests to withdraw an urgency request/a leave request/a publication either through the mail or as an email/phone call to OFLC. For the latter cases, the request goes straight to the **Deputy Chief Censor** (step 4):
2. If the request is sent through the mail, the **Receptionist** receives the request.
3. The Receptionist will log the request into the Mail Book and notify the Deputy Chief Censor
4. The **Deputy Chief Censor** receives notification of the request (either an email from the Receptionist or an email/phone call from the applicant as stated in step 1).
5. The **Deputy Chief Censor** then reviews the request for Withdrawal
6. The decision on the withdrawal is then made by the **Deputy Chief Censor**
7. If the withdrawal request has been declined, the **Deputy Chief Censor** will notify the applicant and provide reasons and the process ends.
8. If the withdrawal request has been approved, the **Deputy Chief Censor** will view the schedule to see the impacts it may have.
9. If the withdrawal is for a publication and it is a film or a video game, the process goes into A20 to notify support staff of changes (gamer, projectionist and theatre booking)
10. The **Registry Officer** receives a notification of the withdrawal request
11. If the withdrawal is for publication or for a leave request, the Title File is closed by **Registry**.
12. The withdrawal is recorded into the System by the **Registry Officer**. This includes removing Urgency, changing publication or application status to withdrawn. There are three parallel processes from here, 13, 14 – 17 and 18 – 20.
13. The **Classification Officer** who is affected by the withdrawal receives a notification
14. The **Accountant** receives a notification.

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15. After a small time delay, the **Accountant** generates a withdrawn publications report from the System. If no Credit payments/refunds are needed, the process ends.
16. If credit payments/refunds are required, the **Accountant** creates the credit payments and records them into 9(2)(k)
17. The credit payments/refunds are dispatched by the **Accountant**
18. The **Technical Unit** also receive notification of the withdrawal.
19. The **Technical Unit** retrieve the publication from the Bond Store
20. The **Technical Unit** dispatch the publication back to the applicant and the process ends.

2.35 A29 – Receive Application for Exemption under Section 44

2.35.1 Purpose

The purpose of this process is to receive Section 44 requests for exemption, from members of the public.

2.35.2 Actors

- **Member of Public**
- **Receptionist**
- **Registry Officer**
- **Chief Censor**

2.35.3 Description

1. A Member of the Public submits a request for an exemption under Section 44 on an existing publication and the relevant fee.
2. The **Receptionist** receives the application and fee in the mail
3. All received items are logged in the mail book by the **Receptionist**
4. The **Receptionist** creates a receipt for the received payment.

Process Splits

5. Refer to A33 for banking process.
6. In parallel with step 5 the **Registry Officer** will check if the fee is correct. If the fee is incorrect, the process continues to step 7, otherwise, it will continue to step 9.
7. The **Registry Officer** will notify the Applicant that the fee is incorrect
8. The file will then be put in the bond store by the **Registry Officer** and the process waits until the correct fee is supplied and then starts at step 1.
9. If the fee is correct, the **Registry Officer** will search for the publication.
10. If it is not found, OFLC will go through a manual process which occurs outside the system.
11. If the publication is found, the **Registry Officer** logs the exemption application against the publication.
12. The **Chief Censor** receives notification that a Section 44 Application has been received.
13. The **Chief Censor** reviews the application
14. The **Chief Censor** records his decision onto the application in the System,
15. The Exemption letter is generated by the system
16. The **Chief Censor** prints and signs the letter.
17. The **Registry Office** dispatches the signed notification to the applicant and the process ends.

2.36 A31 – Delete Records

2.36.1 Purpose

This process will allow the System Administrator to (physically) delete records from the System. Only the System Administrator has the power to delete records.

Records may require deleting where they have been created in error (duplicates etc).

The only records that can be deleted from the system are as follows:

- Fee Waiver Requests
- Leave Requests
- Urgency Requests
- Publications
- Addressee records
- Addressee Address records)

2.36.2 Actors

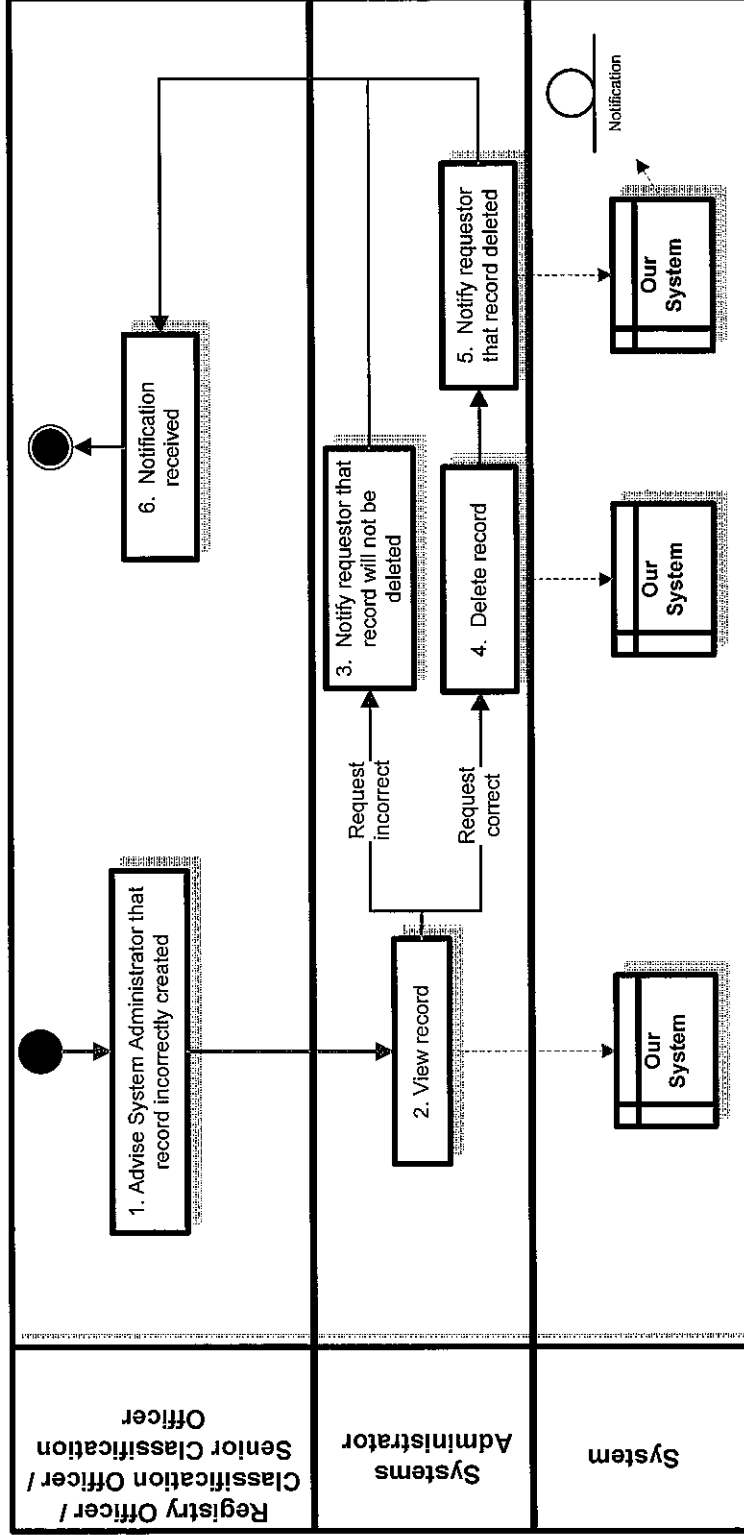
- *System Administrator*
- *Registry Officers / Classification Officer / Senior Classification Officer*

2.36.3 Description

1. One of the following users (*Registry Officer / Classification Officer / Senior Classification Officer*) informs the *System Administrator* that there is a record which needs to be deleted.
2. The *System Administrator* then goes into the system and views the record which needs to be deleted, from here, the process can go to either step 3 or 4.
3. If the *System Administrator* confirms that the record does not need to be deleted, a notification is sent to the requester advising them that no record has been deleted. The process then skips to step 6.
4. If the *System Administrator* confirms that the record needs to be deleted, then the record is deleted from the system.
5. The *System Administrator* gives the requester a notification that the record has now been deleted.
6. The requester (*Registry Officer / Classification Officer / Senior Classification Officer*) receives notification of the *System Administrator's* action.

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2.36.4 Process Flow A31 – Delete Records



2.37 A32 – Receive Reg 27 Application (Posters and Slicks)

2.37.1 Purpose of process

This process is used to record the receipt of a film poster and or slick received under Regulation 27 of the Act. In most cases after a publication has already been received, either without the associated poster and/or slick or OFLC have asked the distributor to make changes to the poster or slick

2.37.2 Process Actors

This process involves the following actors:

- **Applicant**
- **Receptionist**
- **Registry Officer**

2.37.3 Process Description

1. The **Applicant** submits the poster or slick (publication) with all associated paper work and relevant fee.
2. The **Receptionist** receives all the items that the **Applicant** has sent through the mail.
3. All received items are logged by the **Receptionist** into the mail book.
4. A receipt for the money received is created by the **Receptionist**.

Process Splits

5. See A34 for copying of publication
6. See A33 for banking of money
7. Where an invoice needs to be created, refer to A22
8. The **Receptionist** checks that the submission application and publications match.
9. If they do not match, a **Registry Officer** then notifies the applicant to send the missing information and/or publications.
10. The received files are then put into the Bond Store by the **Registry Officer** and the process returns to Step 1 once all details are received.
11. If there is a match, the **Registry Officer** checks the fee that has been received.
12. If the fee is incorrect, the **Registry Officer** notifies the applicant to send the remaining fee and the process skips to Step 9

Process Splits

13. If the fee is correct, the **Registry Officer** logs a new publication into the system (Refer to A0)
14. The publication is queued for examination and the process ends.



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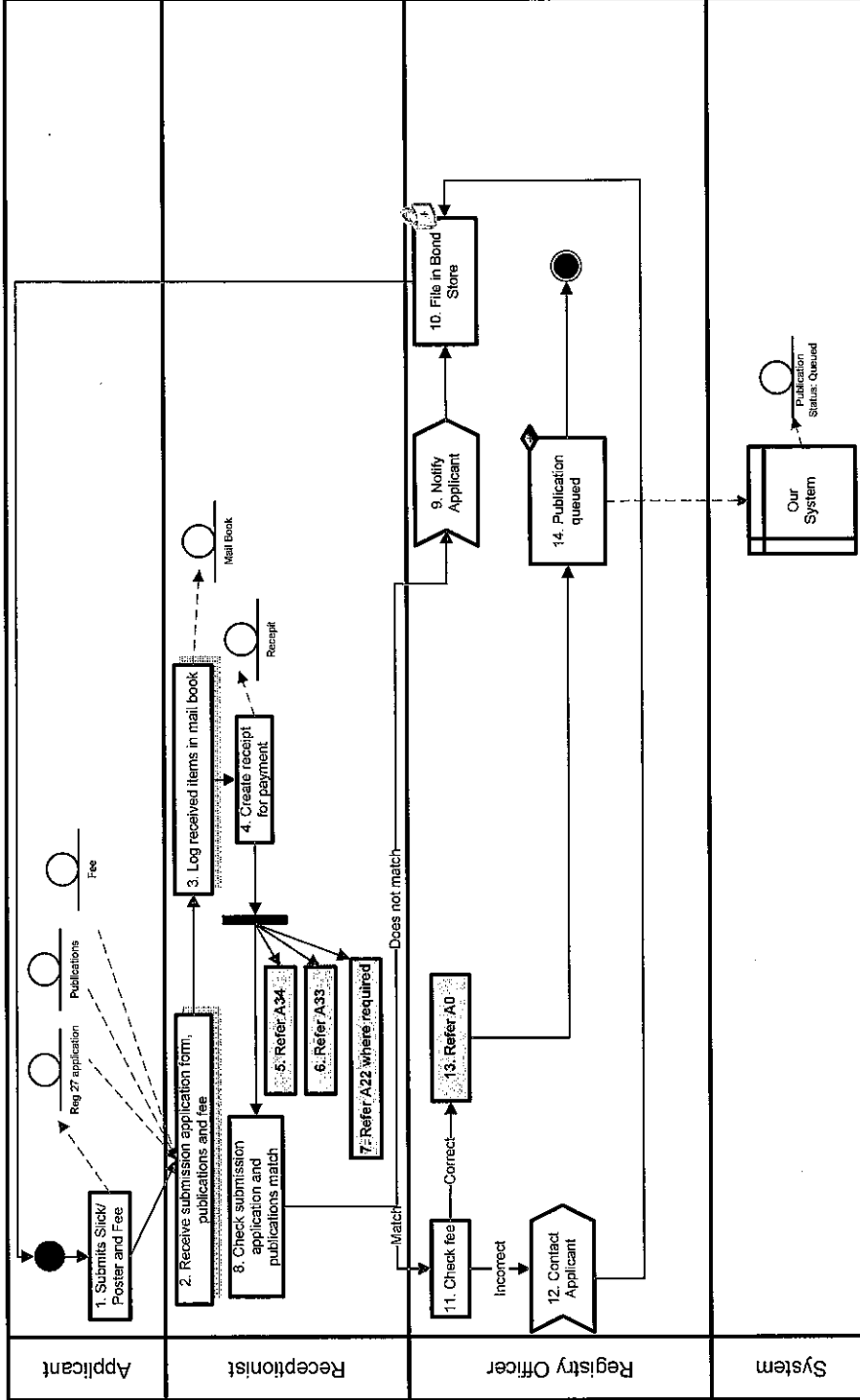
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2.37.4 Process Flow A32 – Receive Reg 27 Application (Posters and Slicks)



2.38 A33 – Bank Publication Fee

2.38.1 Purpose of process

This process is used to bank the publication fee and create the invoice for this fee.

2.38.2 Process Actors

This process involves the following actors:

- **Accountant**

2.38.3 Process Trigger

This process is initiated from within the following other Business Process Flows:

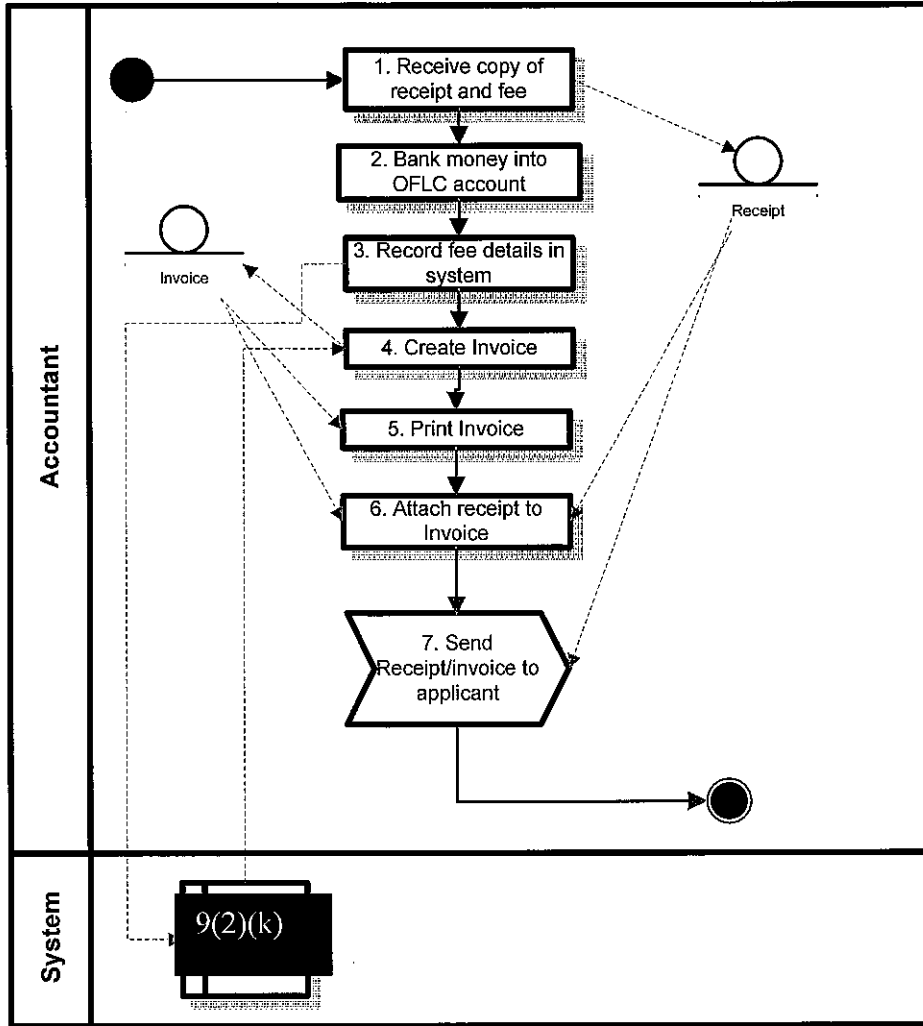
- A3 – Receive S13 (1)(c) Submission
- A4 – Receive Reconsideration Application
- A5 - Receive S42(c) Submission
- A29 – Receive Application for Exemption (s44)

2.38.4 Process Description

1. A copy of the receipt and the publication fee is received by the **Accountant**
2. The **Accountant** banks the money into the OFLC account
3. The **Accountant** records details of the fee into 9(2)(k)
4. The **Accountant** creates an invoice for the fee
5. The **Accountant** prints a copy of the invoice
6. The **Accountant** attaches the receipt to the invoice
7. The **Accountant** posts the invoice/receipt to the applicant and this process ends

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2.38.5 Process Flow A33 – Bank Publication Fee



2.39 A34 Copy Publication and create Title File

2.39.1 Purpose of process

This process is used to create a copy of the received publication and to create the Title File.

2.39.2 Process Actors

This process involves the following actors:

- **Technical Unit**

2.39.3 Process Trigger

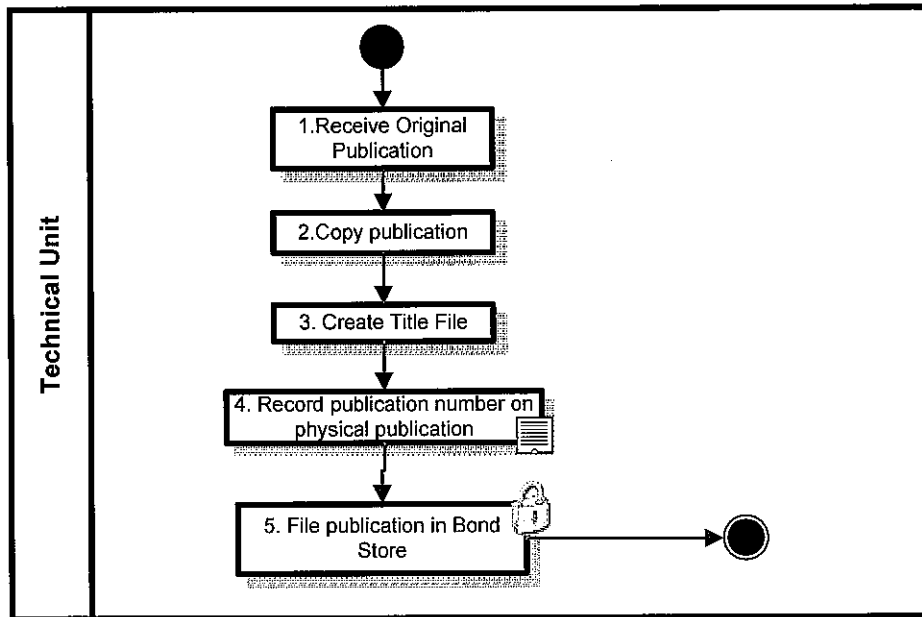
This process is initiated from within the following other Business Process Flows:

- A1 – Receive S13 Submission
- A3 – Receive S13 (1)(c) Submission
- A4 – Receive Reconsideration Application
- A5 - Receive S42(c) Submission
- A6 – Receive S29 Submission
- A7 – Receive S12 Submission
- A11.3 – Cuts Continued
- A32 – Receive Reg 27 Application

2.39.4 Process Description

1. The original publication is received by the **Technical Unit**
2. The **Technical Unit** make a copy of the publication
3. The **Technical Unit** create a Title file for the Publication
4. The **Technical Unit** record the system generated publication number onto the physical publications
5. The Publications (copy and original) are filed in the Bond Store
6. This process ends

2.39.5 Process Flow A34 Copy Publication and create Title File



2.40 A35 - Maintain Lookup Tables

2.40.1 Purpose of process

This process is used to create new lookup table records or to update existing lookup table records

2.40.2 Process Actors

This process involves the following actors:

- *Classification Officer*
- *Senior Classification Officer*
- *Registry Officer*
- *Deputy Chief Censor*
- *Chief Censor*
- *Systems Administrator*

2.40.3 Process Description

1. This process starts with one of the following actors, requesting an addition or change to a lookup table:
 - *Classification Officer*
 - *Senior Classification Officer*
 - *Registry Officer*
 - *Deputy Chief Censor*
 - *Chief Censor*
 - *Systems Administrator*
2. The *Systems Administrator* will select the relevant lookup table
3. Where a new record is required, the *Systems Administrator* will add the new value and the process ends
4. Where an update to an existing record is required, the *System Administrator* will select the relevant record
5. The *System Administrator* will update the record and the process ends



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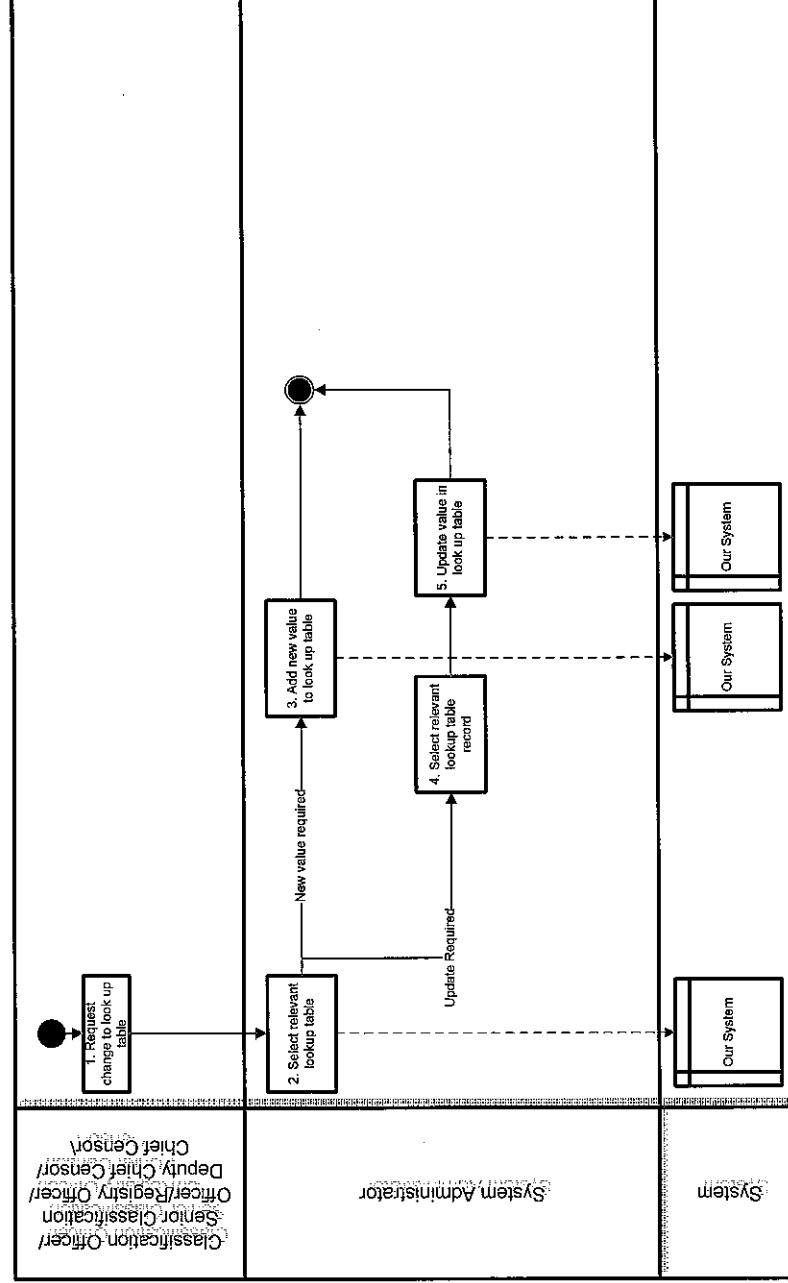
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2.40.4 Process Flow A35 Maintain Lookup Tables



2.41 A36 - Assign User to User Role

2.41.1 Purpose of process

This process is used to assign a user to a system User Role

2.41.2 Process Actors

This process involves the following actors:

- **Classification Officer**
- **Senior Classification Officer**
- **Registry Officer**
- **Deputy Chief Censor**
- **Chief Censor**
- **Systems Administrator**

2.41.3 Process Description

1. This process starts with one of the following actors, advises of a new user or where an existing user is to have their role changed/removed
 - **Classification Officer**
 - **Senior Classification Officer**
 - **Registry Officer**
 - **Deputy Chief Censor**
 - **Chief Censor**
 - **Systems Administrator**
2. The **Systems Administrator** will select receive the notification
3. The **Systems Administrator** will select the user role
4. Where the user needs to be removed from a role, the **System Administrator** will remove the user from the selected role. Where the user is to be assigned to a different role, the process returns to Step 3. Where the user does not require a new role, the process ends.
5. Where the user needs to be assigned to a role, the **System Administrator** will assign the user to the selected role and the process ends



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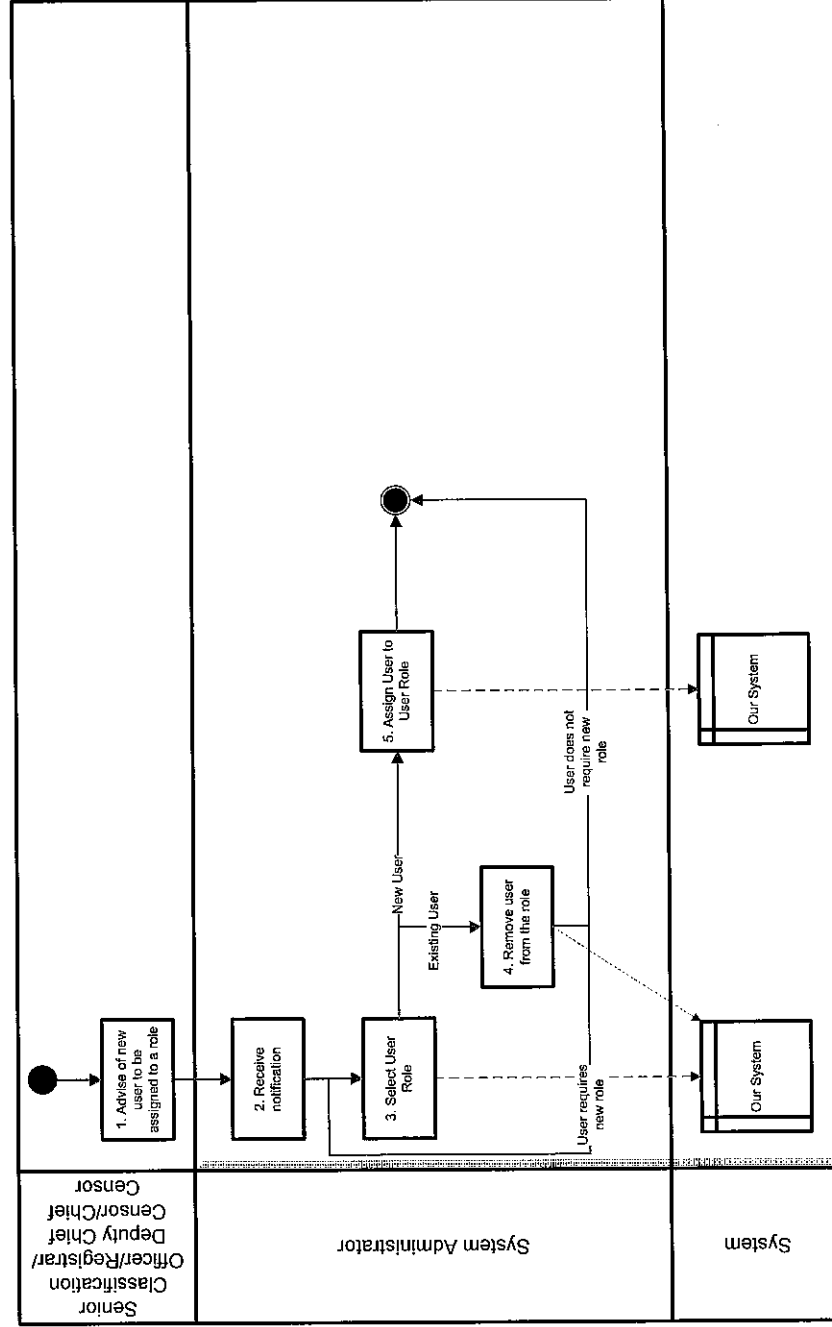
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2.41.4 Process Flow A36 Assign User to Role



2.42 A37 - Create/Update User Role

2.42.1 Purpose of process

This process is used to create or update a User Role

2.42.2 Process Actors

This process involves the following actors:

- *Deputy Chief Censor*
- *Chief Censor*
- *Systems Administrator*

2.42.3 Process Description

1. This process starts where one of the following actors, advises that a new role is required, or a change to an existing role is needed
 - *Deputy Chief Censor*
 - *Chief Censor*
2. Where a new role is required, the *Systems Administrator* will create the new role
3. Once created, Process flow A38 is used to assign permissions to the new role
4. Where an existing role needs to be updated, the *Systems Administrator* will select the user role
5. Once selected, the *Systems Administrator* will update the details and the process ends.



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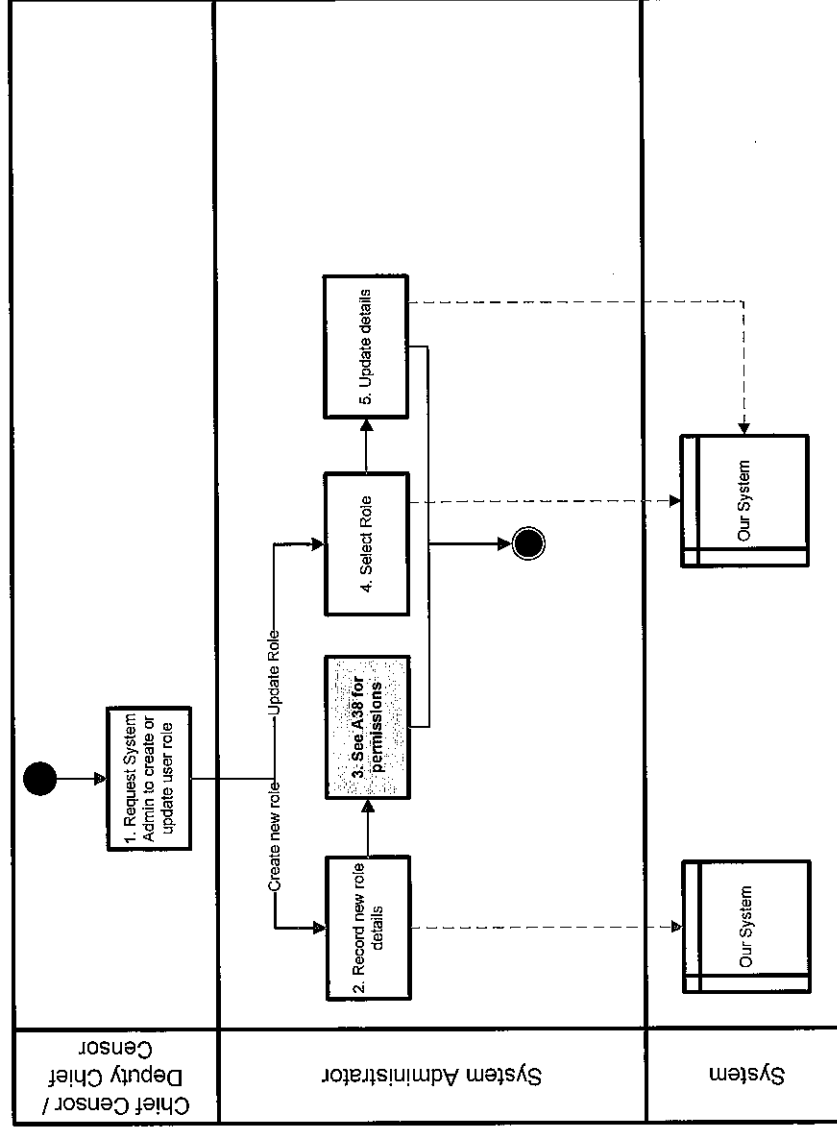
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2.42.4 Process Flow A37 Create/Update User Roles



2.43 A38 - Assign Permissions to User Role

2.43.1 Purpose of process

This process is used to assign or remove permissions from a user Role

2.43.2 Process Actors

This process involves the following actors:

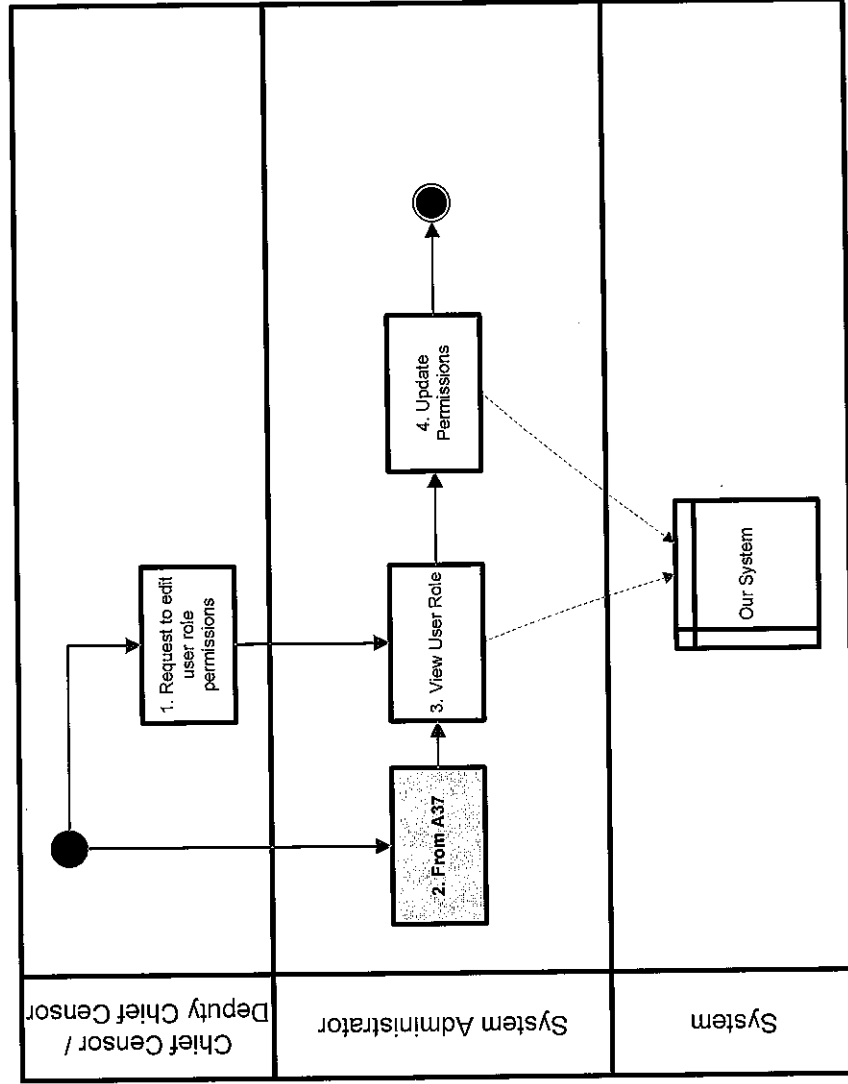
- *Deputy Chief Censor*
- *Chief Censor*
- *Systems Administrator*

2.43.3 Process Description

1. This process starts where one of the following actors, advises that permissions for an existing role need to be updated (added/removed)
 - *Deputy Chief Censor*
 - *Chief Censor*
2. This process can also start from A37 when a new User role has been created.
3. The *Systems Administrator* will view the user role
4. The *Systems Administrator* will update permissions associated with the User Role and this process ends.

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2.43.4 Process Flow A38 Assign Permissions to User Roles



2.44 A39 - Revoke an SPO

2.44.1 Purpose of process

This process is used to revoke a Serial Publication Order

2.44.2 Process Actors

This process involves the following actors:

- **Registry Officer**
- **Deputy Chief Censor**
- **Chief Censor**

2.44.3 Process Description

1. This process starts when the **Deputy Chief Censor** or the **Chief Censor** receives notification that an SPO may need to be revoked
2. The **Deputy Chief Censor** and or **Chief Censor** will consider the existing SPO. Where the SPO is to remain in force, this process ends.
3. Where the **Deputy Chief Censor** or **Chief Censor** decide that the SPO is to be revoked, they will notify the Registry Officer
4. The **Registry Officer** will search for the relevant publications that the SPO relates to.
5. The **Registry Officer** will record that the SPO has been revoked
6. The **Registry Officer** will generate the Revocation Notice
7. The notice is printed by the **Registry Officer**.
8. The **Chief Censor** or **Deputy Chief Censor** will sign the notice.
9. The **Registry Officer** then dispatches the notice to the relevant interested parties and the process ends.



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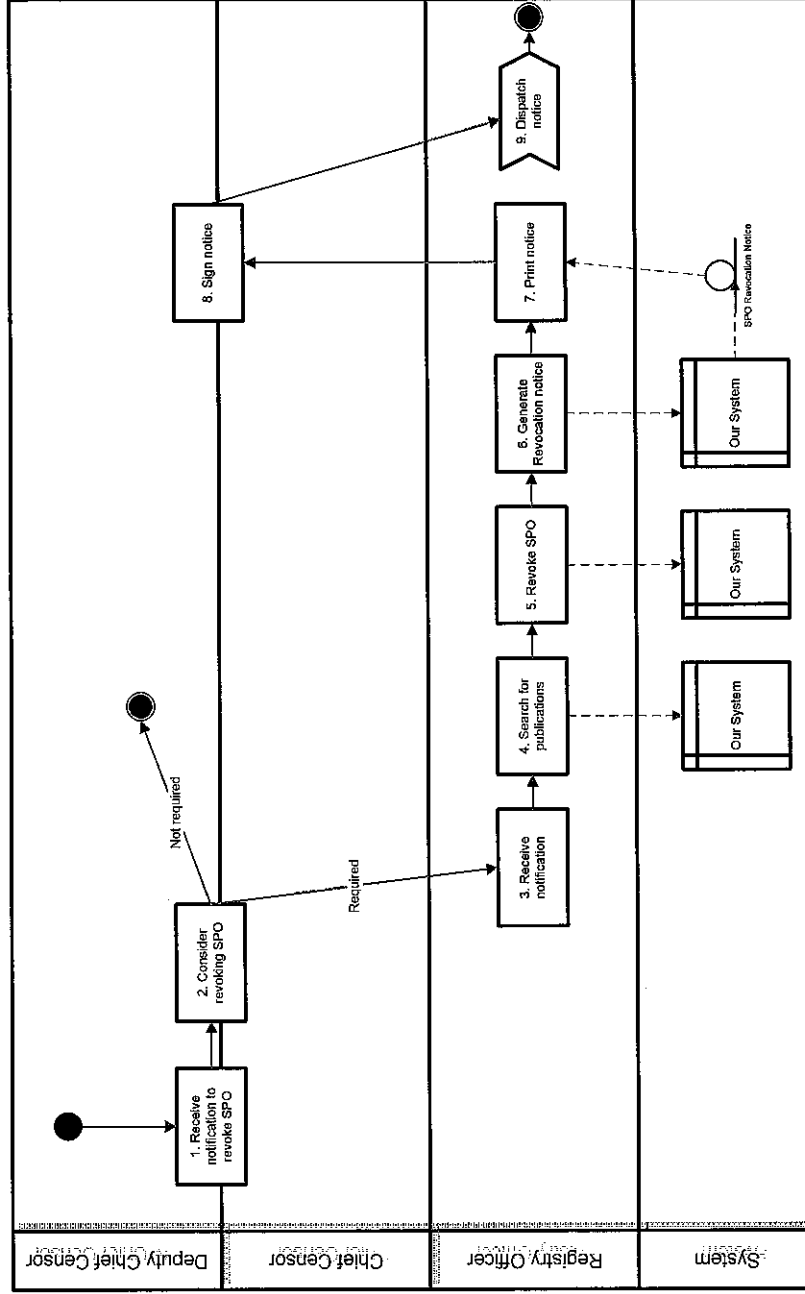
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2.44.4 Process Flow A39 Revoke SPO



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14. Where a reminder letter is to be sent, the **Registry Officer** will receive notification of this.
15. The **Registry Officer** will search for and view the relevant publication
16. The **Registry Officer** will generate the Reminder letter
17. The **Registry Officer** will dispatch the letter to the Interested party and the process returns to the beginning.



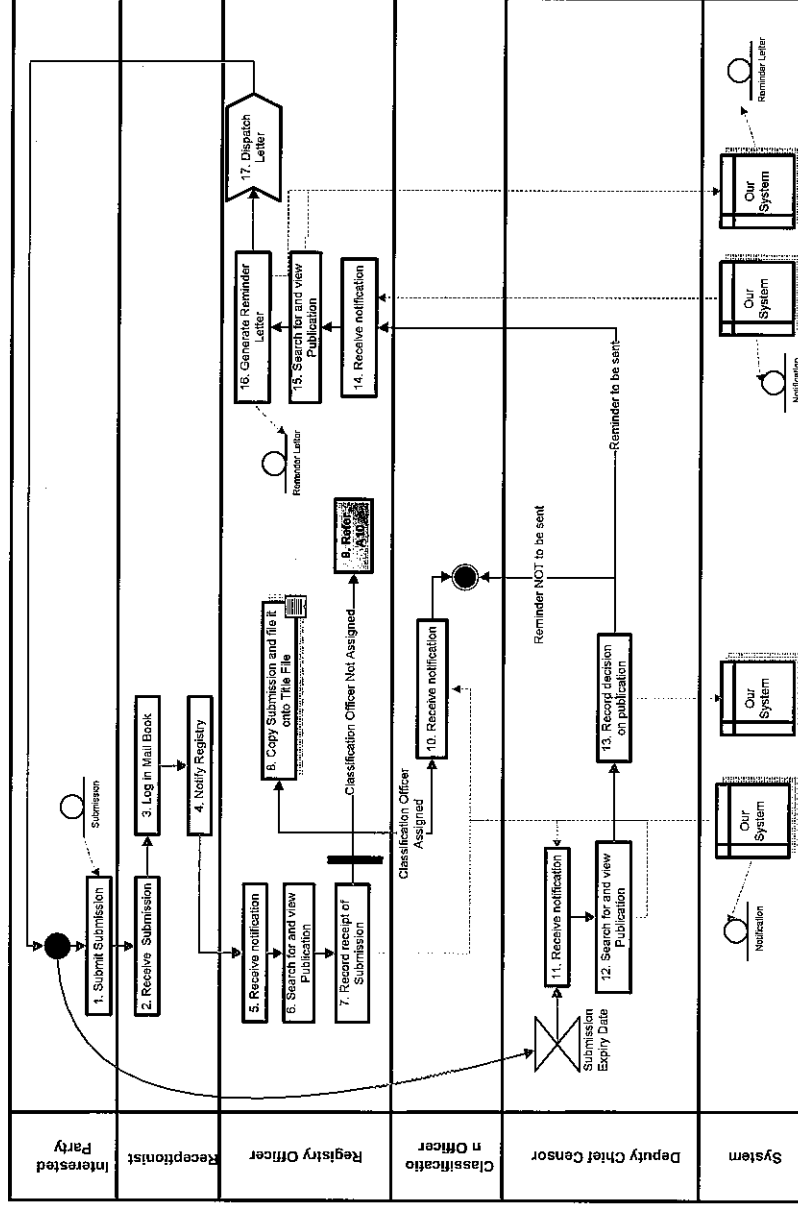
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2.45.4 Process Flow A40 Request for Submission from Interested Parties



2.46 A41 – Record Claw Back

2.46.1 Purpose of process

This process is used to record that a claw back is to be considered for a publication

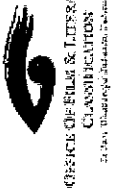
2.46.2 Process Actors

This process involves the following actors:

- **Labelling Body**
- **Receptionist**
- **Registry Officer**

2.46.3 Process Description

1. This process starts when the Labelling Body submits a letter requesting that a classified publication be released commercially
2. The **Receptionist** will receive the letter
3. The **Receptionist** will log receipt of the letter in the mail book and pass the letter onto a Registry Officer
4. The **Registry Officer** will receive the letter
5. The **Registry Officer** will search for and view details of the relevant publication
6. The **Registry Officer** will record that the publication is now subject to 'claw back'
7. The **Registry Officer** will copy the letter and file the original into the Central Filing system
8. An invoice is then created using process flow A22.



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2.46.4 Process Flow A41 Record Claw Back

