



PARLIAMENT OF AUSTRALIA

Parliamentary Joint Committee on Law Enforcement

Inquiry into law enforcement capabilities in relation to child exploitation

Public Hearing – 26 July 2023

Questions on notice

TikTok

5.

Senator SHOEBRIDGE: But I come back to the starting point. Something is seriously wrong when you're having to scrape out 190,000 underaged user accounts, and that's just for accounts that are for users aged 12 and under. Can you tell me the number of accounts for young people aged 13 to 17 who have been identified as inappropriately having adult accounts? I assume that's hundreds of thousands more a day.

Ms Woods-Joyce: Let me check that for you, Senator, and I'll provide what data I'm able to to the committee, after the fact, if that's okay?

Response

TikTok is fully committed to enforcing our age policies and deploys a range of mechanisms and safeguards to ensure users have an age-appropriate experience.

Aside from reviewing age information provided by users when they sign up to TikTok, we may also infer age-range based on information such as user activity on TikTok. When our moderation teams suspect that a user's declared age may not be accurate, steps are taken to adjust the age associated with that account. This is done on a daily basis and on a considerable scale, globally. However, we do not have aggregated data on the number of times these adjustments are made across the platform.

TikTok acknowledges there are existing and ongoing policymaking discussions in this space. We are committed to working with industry peers, regulators, and key stakeholders on this issue, while also respecting user privacy and adhering to the Australian Privacy Principles.

6.

Senator SHOEBRIDGE: My last question was about staff numbers. You say that there are 40,000 staff globally addressing online safety. How many of those are located in Australia? Separately, how many of those are dedicated to Australia?

Ms Woods-Joyce: We have several trust and safety staff that are employed in Australia. I'll see what specific numbers I can provide to you. Those staff feed in through our APAC hub, which is a hub for our trust and safety teams. They are working primarily within our region, but of course we have other teams in other regions as well to ensure that 24/7 coverage. Some of the work that the local staff in Australia do is to ensure that our moderation teams who are enforcing our community



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guidelines have the appropriate cultural context and overlay that might be relevant to Australia to ensure that content decisions made for the Australian market are reflective of our broader cultural practices and nuance.

...

CHAIR: And you will come back to us with the more definite figures—you'll take that on notice?

Ms Woods-Joyce: Sure.

Senator SHOEBRIDGE: To be clear, the several in Australia are not doing the content checking; they're providing the cultural norms and guidance to a bigger team that is located in the Asia-Pacific region. Is that your evidence?

Ms Woods-Joyce: For the most part, that's correct, yes.

Senator SHOEBRIDGE: To the extent that it's not for the most part, can you let us know on notice.

Ms Woods-Joyce: Sure. I'm happy to provide additional clarification around what those individuals might specifically do.

Response

Within our global Trust & Safety workforce we employ specialist staff with regional or country-specific expertise, who work alongside specialists with subject matter expertise who may have responsibilities spanning multiple markets, including Australia (e.g. expertise in minor safety, illegal activities and regulated goods). TikTok employs approximately 400 staff with dedicated responsibility for the Australian market, most of whom work as part of larger teams situated in our APAC Trust & Safety hub in Singapore. We have 4 Trust & Safety team members based in Australia.