



**Submission by  
Free TV Australia**

Australian Communications and Media  
Authority

*Statutory Review of Part 9D of the  
Broadcasting Services Act 1992*

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## EXECUTIVE SUMMARY

- Free TV welcomes the opportunity to respond to the *Review of the captioning obligations in the Broadcasting Services Act 1992 – Consultation Paper* (Consultation Paper).
- Commercial free-to-air broadcasters recognise that captioning is a valued service within the deaf and hearing-impaired community. Free TV members continue to work assiduously in providing high-quality captioning services, in line with and beyond their regulatory obligations. Compliance levels are very high.
- Free TV does not support an increase to captioning obligations at this time, either on the multi-channels or on the primary channel. Placing additional regulations on broadcasters in the current media climate is not sustainable and would result in significant additional costs for broadcasters.
- Free TV members acknowledge the steps that have been taken to improve the operation of the captioning framework to date, noting that this has not resulted in a reduction of the quality or quantity of captioning on commercial free-to-air television for viewers.
- The changes in place following the commencement of the *Broadcasting and Other Legislation Amendment (Deregulation) Act 2015*, as well as recent changes to reporting requirements that have been made by the Australian Communications and Media Authority (ACMA) are improvements, however there are a number of further changes required to the captioning framework. These areas are addressed in this submission.
- Captioning is a complex process and broadcasters' obligations to provide captions are substantial, including a requirement to caption 100% of programs between 6 am and midnight on the primary television broadcasting service. In recognition of the quantum and complexity of broadcasters' captioning obligations, compliance with Part 9D should not be a licence condition. Rather, Part 9D obligations should be subject to a separate compliance regime (similar to the regime that applies to a breach of the Commercial Television Industry Code of Practice (Code)). This would still enable the ACMA to impose more serious sanctions if required.
- In relation to compliance measurement, the following changes should be made to sections 130ZUB and 130ZZA(7A) in recognition of the complex nature of captioning services:
  - Exclude breaches where reasonable efforts by a licensee demonstrated; and
  - Remove references to technical or engineering difficulties, so any unforeseen difficulties are covered, regardless of their cause.

- Part 9D of the *Broadcasting Services Act 1992* (BSA) should be amended so that a captioning failure affecting only part of a licence area (less than 50%) will not be considered as a breach when establishing a licensee's overall compliance with captioning quotas. This will remedy the current situation which can result in an anomalous picture of regional licensees' compliance in the event of several minor failures.
- Amend legislation so that regional affiliate broadcasters are not in breach of the legislative provisions in circumstances where captioning errors occur in the relay of programming being broadcast from a Network source.
- The operation of the rule regarding commercial free-to-air television multi-channel services should be clarified by including the words "with captions".
- The *Broadcasting Services (Television Captioning) Standard 2013* (Quality Standard) must be updated to recognise the challenges associated with live captioning and remove the distinction between segment and program when assessing compliance. Free TV also strongly recommends the removal of clause 5 of the Quality Standard.
- The requirement for annual reporting for commercial free-to-air broadcasters for both general captioning and emergency warning captioning should be removed, and replaced with a complaints based/spot audit system. Mandatory publication of reports should also be removed. Shifting to a complaints based system is a more appropriate way to manage compliance, noting that comprehensive record keeping rules will still apply.

## Introduction

Free TV Australia (Free TV) represents Australia's commercial free-to-air television broadcasters. At no cost to the public, our members provide content across a broad range of genres, as well as rich online and mobile offerings. The value of commercial free-to-air television to the Australian public remains high. On any given day, free-to-air television is watched by more than 13.6 million Australians.

Commercial free-to-air broadcasters support the Government's de-regulation agenda, and the recent repeal of a number of unnecessary regulations and administrative requirements. Commercial free-to-air television is the most strongly regulated media platform in Australia.

The de-regulation agenda is an important part of ensuring commercial free-to-air broadcasters have a more level playing field, particularly in relation to new media entrants who do not contribute to the Australian economy on the same scale.

Free TV members recognise the importance of captioning services to the deaf and hearing impaired community and are committed to providing comprehensive, high quality captioning services, in line with and beyond their regulatory obligations.

Broadcasters commit significant resources to provide viewers with high quality captioning services, however, the administrative arrangements surrounding the delivery of these captioning services are inefficient and cumbersome.

While recent changes have improved these arrangements, there are additional steps that can and should be taken to reduce the administrative burden on broadcasters, without compromising the delivery of captioning services to viewers.

Free TV does not support an increase to captioning obligations at this time, either on the multi-channels or on the primary channel. Placing additional regulations on broadcasters in the current media climate is not sustainable.

The changes sought by Free TV will not reduce the quality or quantity of captioning services available on commercial free-to-air television.

## Captioning obligations and compliance levels

The captioning obligations for commercial free-to-air broadcasters are extensive:

- Captions must be provided for 100% of programs between 6 am and midnight on the primary commercial television broadcasting service<sup>1</sup>;
- All news and current affairs programs on the primary commercial television broadcasting service must be captioned, regardless of the time they are shown<sup>2</sup>;

<sup>1</sup> Subsection 130ZR(1) of the BSA

<sup>2</sup> Subsection 130ZR(2) of the BSA

- All programs shown on multi-channel services that have aired with captions on the primary commercial television broadcasting service must be captioned when aired on the multi-channel service;<sup>3</sup>
- All captioned programs must comply with the *Broadcasting Services (Television Captioning) Standard 2013* (Quality Standard).<sup>4</sup>

Compliance with Part 9D of the BSA is a licence condition, pursuant to clause 7(1)(o) of Schedule 2 to the BSA.

Captioning compliance reports published by the ACMA for 2014/15 indicate that compliance levels are very high for free-to-air broadcasters:

- Ninety-two free-to-air television services each achieved between 99.75% and 99.99% captioning on their primary channels in 2014–15. The captioning shortfalls were approximately four hours per service, across the 6,570 hours between 6 am and midnight each day in 2014–15.
- The remaining three services exceeded their reduced annual captioning target of 90% each for 2014–15. These three services had target reduction orders in place for the year, on the grounds of unjustifiable hardship.
- On average 99.63% of all non-exempt programming broadcast on each free-to-air primary channel was captioned during 2014–15 (6 am to midnight). This figure is up from 97% in 2013–14 (when the captioning target was 95 per cent); and up from 93% in 2012–13 (when the target was 90 per cent).
- In total 588,853 hours of television programs were broadcast with captioning on the primary channels of free-to-air television services (including the ABC and SBS) between the hours of 6 am and midnight in 2014–15. This is an increase of 15,501 hours compared to the same period in 2013–14; and an increase of 42,213 hours compared to the same period in 2012–13.<sup>5</sup>

These results demonstrate that Free TV members have a consistently high level of compliance with their captioning obligations.

## Licence conditions and compliance framework

### 1. Licence condition is inappropriate compliance mechanism

The provision of captioning services is very complex and involves both technical and human elements.

A licence condition breach by a commercial free-to-air television broadcaster may result in:

- prosecution for a criminal offence - s139(1) of the BSA;

<sup>3</sup> Section 130ZS of the BSA

<sup>4</sup> Section 130ZZA of the BSA

<sup>5</sup> These figures include national broadcasters, ABC and SBS. Source: <http://www.acma.gov.au/theACMA/2014-15-annual-captioning-compliance-results-free-to-air-television>

- liability for a civil penalty under s140A of the BSA;
- a remedial direction under s141 of the BSA;
- an offence for breach of a remedial direction under s142 of the BSA; and/or
- cancellation or suspension of the relevant commercial television broadcasting licence under s143 of the BSA.

Other enforcement options are also available to the ACMA for breach of a licence condition, including the acceptance of enforceable undertakings.

The requirement to caption 100% of programs on the primary commercial television broadcasting service, coupled with the inherent complexity in providing a captioning service, means that in any given year, most (if not all) commercial free-to-air broadcasters will breach their licence condition requiring compliance with Part 9D. There is no room for error.

This will be the case even though broadcasters are investing millions of dollars and making every effort to provide a high quality captioning service in line with (and beyond) their regulatory obligations. As this submission sets out, there are a number of anomalies in the legislative framework which may result in breach findings, even where a licensee has taken all reasonable steps to comply, or only a very small proportion of the audience is affected.

Given that there is no room for error and no opportunity for a broadcaster to make up their quota requirements elsewhere, it is not appropriate to subject a broadcaster to the significant sanctions that apply in the event of a licence condition breach.

At present, broadcasters are reliant on the ACMA using discretion and regulatory forbearance for minor breaches of these licence conditions. This is an unsatisfactory situation which leaves commercial free-to-air broadcasters exposed to very serious sanctions for breaches that may well be unavoidable.

Subclause 7(1)(o) of Schedule 2 to the BSA should be repealed. Compliance with the requirements at Part 9D should be instead subject to a compliance regime in line with the one that currently operates for breaches of the Code. The Code deals with a range of comparable significant issues and it is reasonable to apply the same regulatory framework to captioning. Such an approach will enable the ACMA to access more serious sanctions if it is warranted, but also provide options and flexibility to address minor breaches in an appropriate and targeted way.

## **2. Certain breaches to be disregarded**

Sections 130ZUB and 130ZZA(7A) of the BSA should be expanded to reflect the complexities of providing a captioning service, and ensure that broadcasters are not subject to a breach for unforeseen errors, or where they have acted honestly and reasonably to ensure that a captioning service is provided.

- a) *Exclude breaches where reasonable efforts by a licensee demonstrated*

Under Part 9D, a commercial free-to-air broadcaster will be in breach of their licence condition if they are unable to provide a captioning service (including a captioning service of a certain quality) for reasons that are beyond their control, even if they have acted reasonably and honestly.

Broadcasters should not be penalised for external difficulties beyond their control when they have otherwise acted reasonably and honestly in discharging their obligations. These difficulties occasionally arise, despite ongoing efforts by broadcasters to maintain a very high quality of service and ensure full compliance with their captioning requirements.

By way of comparison, if there are technical problems and the whole of a broadcaster's service goes black, there is no licence condition breach or other penalty for broadcasters – except for a breach in relation to captioning. However, if all or part of a captioning service experiences difficulties, then broadcasters may be subject to substantial penalties, including termination or suspension of licence.

Sections 130ZUB and 130ZZA(7A) should be amended to require the ACMA to consider whether a licensee has acted reasonably and honestly in their provision of a captioning service, when it is determining whether a breach of the licence condition has occurred (or alternatively whether a licensee should be excused from the breach). This amendment could be framed in a similar manner to section 226 of the Australian Consumer Law (Schedule 2 to the *Competition and Consumer Act 2010*), which provides a defence for a natural person for certain matters where *“the person acted honestly and reasonably and, having regard to all the circumstances of the case, ought fairly to be excused”*.

- b) *Remove reference to “technical and engineering” so any unforeseen difficulties are covered*

There are instances where an unforeseen difficulty may occur and is out of the control of a licensee, but it is not due to a technical issue. The provision of captioning is complex and relies on both technical and human aspects for seamless delivery. There may also be occasions where an unforeseen event occurs which is not technical, but which nevertheless causes an interruption to a captioning service (such as an evacuation at a location where a program is being live-captioned).

Sections 130ZUB and 130ZZA(7A) should therefore be amended to remove the references to “technical or engineering”, so that all unforeseen difficulties that impact a captioning service are accommodated and taken into consideration when determining compliance.

### **3. Partial licence area failure**

Free TV is concerned about the assessment of compliance with the quotas and targets where there is a captioning failure in only part of a licence area, and the cumulative effect on a licensee's overall compliance.

This issue has been raised in previous correspondence to the ACMA and is critical for all broadcasters who rely on more than one transmitter and translator

in each licence area. It affects both regional and metropolitan broadcasters and without reform, it will continue to result in inevitable breaches that do not reflect the experiences of viewers.

There are two major areas of concern. Firstly, a technical fault at a small translator is treated under the legislation as having equal impact as a fault that affects the entire market. This means that even though the majority of the population in a licence area is receiving perfect service, a broadcaster will still have to record a lower level of overall compliance as a result of the partial failure. For example, a failure at Marysville in Melbourne does not mean that 4.2 million Melbournians will be disadvantaged.

Secondly, broadcasters are subject to an accumulation of such minor failures, which are not representative of the viewing experience of any single viewer. If three separate small translators in a licence area experience a captioning failure equal to 1% of the quota, a broadcaster will have to record a non-compliance figure of 3%, even though no single viewer has experienced more than a 1% failure.

Part 9D should be amended to include a provision stating that a broadcaster's compliance will be measured with reference to the majority of their licence area. That is, if the majority of a licence area experiences a captioning disruption, then an instance of non-compliance is recorded and counts towards the overall calculations for compliance purposes. However, if a captioning disruption only affects a minority of a market, then this disruption should not be counted for the purposes of the overall quota compliance measurement.

#### **4. Affiliate programming**

Part 9D of the BSA should be amended so that regional affiliate broadcasters are not in breach of the legislative provisions in circumstances where captioning errors occur in the relay of programming being broadcast from a Network source.

This more accurately reflects the limited responsibility that regional affiliate broadcasters have for their captioned programming.

### **Captioning obligations for commercial free-to-air television broadcasters**

#### **1. Expansion not supported**

As indicated in its submission to the recent Department of Communications Review of the captioning framework, Free TV does not support an expansion of the existing comprehensive captioning obligations on FTA services.

#### **Discretionary captioning already occurs**

Broadcasters already provide captioning services on multi-channels beyond their existing regulatory obligations where there is viewer demand, and it is

commercially viable to do so. Allowing broadcasters this flexibility and discretion is a more appropriate and targeted way to improve captioning services on the multi-channels.

Programs which are currently provided on multi-channels with voluntary captioning include first release Australian dramas<sup>6</sup>, first release Australian lifestyle programs<sup>7</sup>, first release, fast-tracked programs from the US<sup>8</sup> and sport<sup>9</sup>.

All commercial free-to-air television broadcasters also caption all C (Children) and P (Preschool) programs, regardless of which channel they are shown on.<sup>10</sup> This is in response to feedback regarding the importance of early literacy for hearing impaired children and young people.

### **Additional obligations will be costly, with limited benefit**

The resources required to satisfy any additional captioning obligations would mean that broadcasters would have to invest less in providing other services, such as news and current affairs, or Australian drama or children’s programming.

Currently, captioning obligations are appropriately focused on the services and times that are most popular, and have the highest number of viewers.

Viewer levels between 12 midnight to 6 am are very low, so any viewer benefit resulting from the significant additional costs will be negligible.<sup>11</sup> It is also relevant to note that viewing on the primary channel still far exceeds viewing on the multi-channels.

Free TV estimates the costs of expanding the captioning obligations as follows:

Possible change	Average estimated cost per service <sup>12</sup>
<b>Extend primary service hours to include midnight – 6 am</b>	\$845,000
<b>Extend multi-channel obligations to current designated viewing hours (6 am to midnight)</b>	\$2,130,000
<b>Extend multi-channel obligations to 24 hours per day</b>	\$3,100,000

It is also relevant to note that in addition to direct costs, broadcasters will bear indirect costs of compliance.

<sup>6</sup> For example, *Neighbours* on Eleven

<sup>7</sup> For example, *Recipes that Rock* and *Alive and Cooking* on GEM

<sup>8</sup> For example, *Once Upon a Time* on 7Two

<sup>9</sup> For example, Nine broadcast over 240 hours of discretionary captioning on GEM during the Ashes cricket tour of the UK in 2015.

<sup>10</sup> For example, *Totally Wild* on Eleven, *Hairy Legs* on 7Two, and *Kitchen Whiz* on GO!

<sup>11</sup> For a graph of viewing across the day, see:

[http://www.thinktv.com.au/Media/Stats\\_&\\_Graphs/Library/mass\\_audiences\\_any\\_time\\_of\\_the\\_day.pdf](http://www.thinktv.com.au/Media/Stats_&_Graphs/Library/mass_audiences_any_time_of_the_day.pdf)

<sup>12</sup> This figure is conservative and does not include Seven West Media’s racing channel (78), which will have significantly higher captioning costs as it is almost exclusively live sport.

Extending the captioning obligations in any of these ways would be prohibitive for commercial broadcasters, particularly as they face challenging market conditions and the continuing fragmentation of audiences. It would also create a disincentive for broadcasters to innovate and provide additional services.

The commercial free-to-air broadcasters in Australia are the most heavily regulated media operators, and pay licence fees of up to 3.375% of gross revenue in addition to their regular Australian taxes, which is significantly out of line with international best practice. The latest PricewaterhouseCoopers analysis from the report *Australian Entertainment and Media Outlook 2015-2019* states that free-to-air advertising revenues are forecast to stagnate through to 2019, with a zero Compound Annual Growth Rate (CAGR) forecast over the next five years.<sup>13</sup>

Free TV members also have significant obligations in relation to Australian content and are the foundation of the Australian screen production sector, investing more than \$1.5 billion in FY13-14.<sup>14</sup>

In this context, it is neither appropriate nor sustainable for the Government to increase the regulatory burden on Free TV members.

It is relevant to note that in New Zealand, accessibility measures for broadcast media are fully funded by NZ On Air, a government broadcasting funding agency. This may be an approach that the government may wish to explore for future consideration of accessibility measures on television, if any additional obligations are to be imposed.

## **2. Clarification of multi-channel rules**

The operation of subsection 130ZR(4) should be clarified by including the words “with captions” in the second last line between “transmitted” and “on”.

While the operation of the provision is generally well understood in practice, the section would be improved by the addition of these words.

## **Exemptions and target reduction orders**

In relation to target reduction and exemption orders, Free TV supports the submission by its member Imparja to remove the need for them to continually apply for Target Reduction Orders, and that either a Remote Satellite Service or Public Benevolent Institution (PBI)/Not For Profit organisation exemption be added.

## **Captioning quality**

### **1. Live captioning must be considered as part of investigation**

<sup>13</sup> PricewaterhouseCoopers *Australian Entertainment & Media Outlook 2015-19*; at page 113

<sup>14</sup> Australian content expenditure figures compiled by Free TV. See:

[http://www.freetv.com.au/SiteMedia/W3SVC751/Uploads/Documents/RECORD\\_1.54\\_BILLION\\_DOLLAR\\_COMMITMENT\\_TO\\_FREE\\_AUSSIE\\_CONTENT.pdf](http://www.freetv.com.au/SiteMedia/W3SVC751/Uploads/Documents/RECORD_1.54_BILLION_DOLLAR_COMMITMENT_TO_FREE_AUSSIE_CONTENT.pdf)

Free TV remains of the view that live-captioned programs should be distinguished from pre-prepared captioning in the Quality Standard, by requiring the ACMA to take into account whether a program has been live captioned as part of an investigation.

While the insertion of the Note at section 6 of the Quality Standard following the 2015 review is an improvement, it does not adequately address the need to consider live captioning in the context of an investigation.

Where possible, broadcasters have programs captioned before they go to air. Programs with pre-prepared captions will generally produce a better result for viewers. However, pre-captioning programs is not possible in all cases. A program may be live captioned for a range of reasons, including:

- topical productions delivered a few hours before broadcast;
- uncaptioned programs from overseas with a short turnaround time;
- programs that are broadcast live or near live; or
- when pre-recorded captions fail to broadcast due to file corruption or another irregular occurrence.

Quality factors and overall requirements should not change depending on whether or not a program has been live captioned. However, it is not reasonable or realistic to expect live captioned programs to attain the same level of quality as a pre-captioned program. There are inherent difficulties in a live captioning environment, including in relation to synchronisation, accuracy and presentation.

The wording in the Quality Standard should be amended to stipulate that when investigating a complaint, the ACMA must take into account whether a program has been live captioned, along with an appropriate guidance note detailing some of the challenges associated with live-captioning.

## **2. Compliance should be measured using program as a whole**

The Quality Standard currently distinguishes “program segment” as separate to a program in its entirety.<sup>15</sup>

The effect of this distinction means that if a broadcaster experiences a captioning flaw for a small segment in a larger program, they will still be found in breach of their licence conditions – even if the overwhelming majority of the program was provided with adequate captions.<sup>16</sup>

This approach is not contemplated by the legislative framework for captioning – either in the definition of “program” at section 130ZK of the BSA or any other provision of Part 9D.

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<sup>15</sup> See: section 4 and section 6(b) of the Quality Standard

<sup>16</sup> See, for example, Investigation Report 3105, File no. ACMA2013/1308 *Nine News* - [http://beta.acma.gov.au/~/\\_media/Content%20Monitoring%20and%20Review/Investigation%20reports/Word%20document/3105%20GTV%20Nine%20News%20docx.docx](http://beta.acma.gov.au/~/_media/Content%20Monitoring%20and%20Review/Investigation%20reports/Word%20document/3105%20GTV%20Nine%20News%20docx.docx)

Where a program in its entirety is comprehensible and accessible, the failure of captions in a small segment should not result in any breach finding against a licensee.

The Quality Standard must be amended to remove references to “segments” of a program.

### **3. Quality breach should not also be a quota breach**

As stated in our submission on the on the Quality Standard in 2015, clause 5 of the Captioning Standard should be removed. This clause simply replicates the obligations that already exist in the BSA at subsections 130ZZA(4) to (7).

Including the obligation again as a provision of the Standard is circular, unnecessary and confusing in the context of the overall regulatory framework.

In particular, Free TV does not agree that a failure to provide a captioning service of a certain quality should be treated as a failure to provide a captioning service at all, which is stated in the Note to clause 5. On its face, section 130ZR of the BSA contains no requirement for the captioning service provided to comply with the Captioning Standard. There is no reference in any of the relevant extrinsic materials associated with this section which indicates an implicit or inherent requirement to comply with the Captioning Standard as part of the rule set out at section 130ZR of the BSA.

Rather, Part 9D contains a separate section that requires compliance with the Captioning Standard in the provision of a captioning service. This is a requirement that is distinct from the requirement of section 130ZR of the BSA. If the legislature had intended that compliance with the Captioning Standard was to be an inherent component of section 130ZR, then this would have been reflected in the section itself, or at least in the relevant extrinsic materials.

The fact that there are two separate parts indicates that they are to be read as separate, distinct obligations. The seriousness of a licence condition breach is such that the provisions must be construed narrowly.

### **Emergency Warnings**

As with the general captioning reporting requirements (discussed below), a responsive complaints system is the most effective way of dealing with compliance for emergency warnings. Reporting on an issue with an emergency warning up to a year after the event is not timely or useful. For this reason, a complaints system is the most appropriate compliance tool.

Further, because “emergency warning” is defined at section 130ZZB as a warning broadcast at the request of an emergency service agency, and it is an unusual occurrence, there will be high visibility of the broadcast. It will be immediately obvious whether or not a broadcaster has complied.

The separate record keeping requirements for emergency warnings are disproportionate to any benefit derived. Emergency warnings are rare and high profile. Further, an emergency warning will generally form part of a news or

current affairs program, or a program airing between 6 am to midnight, which will be subject to the general record-keeping requirements (noting that the ACMA can request these records at any time).

There is no additional need to keep records and report on captioning of emergency warnings and this requirement should be removed.

## **Reporting and record-keeping**

Section 130ZZC of the BSA should be amended to remove the requirement for annual reporting, and replaced with a complaints based/spot audit system. Mandatory publication of reports should also be removed.

The current reporting requirements under Part 9D are an unnecessary regulatory burden for broadcasters, although improvements have been made as a result of recent changes to the way in which those reports are administered ACMA.

A complaints based system is the most appropriate mechanism for measuring the quality of a captioning service, particularly as commercial free-to-air broadcasters are now required to caption 100% of the programming on their primary service between 6 am and midnight.

Where there is a problem, caption users will be able to complain to the ACMA, or provide feedback to the broadcaster concerned. The hearing impaired community and other users of captions are the best placed to determine whether a relevant captioning fault or interruption has materially impacted on the viewing experience. It is also a more immediate means of addressing the problem at hand.

A complaints based system is a more sensible and balanced approach.

If the reporting rules are removed and the record keeping rules are retained, broadcasters will be required to keep:

- written records enabling the ACMA to ascertain compliance with captioning quotas for 90 days after the end of the relevant financial year; and
- audio-visual records enabling the ACMA to ascertain compliance with the Quality Standards, and the rules regarding emergency warnings, for 30 days after the broadcast (unless a complaint is received, in which case the records must be kept for 90 days).

These records must be made available to the ACMA on request. These rules ensure that compliance with captioning obligations can be effectively monitored by the ACMA, and investigated further if compliance concerns arise.

Taken together, a complaints based system and the record keeping requirements represent a sensible and balanced approach to compliance management, without imposing unnecessary administrative and reporting burdens on broadcasters.

**Conclusion**

Free TV appreciates the opportunity to participate in the ACMA's statutory review of Part 9D to the BSA. The review is an important opportunity to provide information on how the captioning regime can be improved and streamlined with no diminution of the quality or quantity of captions available to the community.

Commercial free-to-air broadcasters look forward to engaging with the Government and the ACMA as the review progresses.