

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Supplementary Budget Estimates Hearings October 2016**  
**Communications Portfolio**  
**Australian Broadcasting Corporation**

**Question No: 104**

**Australian Broadcasting Corporation**  
**Hansard Ref: Page 69, 18/10/2016**

**Topic: ABC transcripts – review service**

**Senator Carr, Kim asked:**

**Senator KIM CARR:** It is very, very significant. Now, my question is: how often does this happen?

**Mr Millett:** I am not quite sure of the answer to that. Yours is the only one that I am aware of where someone has raised deficiencies in the transcript that was provided.

**Senator KIM CARR:** How much money are you saving by reducing the transcription service?

**Mr Millett:** Across the whole range of reviewed transcripts it is about \$210,000.

**Senator KIM CARR:** So for \$210,000 you think it is worth putting the ABC's reputation at risk?

**Mr Millett:** Well, my only response to that would be that I am not sure of the level of concern. I mean I am aware of your case, but my view is obviously that there is a need for us to go back and just review to make sure that we are delivering the service that we need to.

**Senator KIM CARR:** Would you do that?

**Mr Millett:** I give you that undertaking.

**Senator KIM CARR:** It does concern me that for such a small amount of money such an important service upon which many people rely—and certainly in this building—but I put it to you across the country, given the significance of the ABC's news gathering service, that we could end up in a situation like this.

**Mr Millett:** I will give that undertaking to come back.

**Answer:**

As far as can be determined, the incident involving errors with the transcript of the 9 October 2016 interview on *Insiders* was the only occasion when an unchecked automatically generated transcript has been published to a program website.

The cause was human error and was unrelated to changes in the ABC News transcription production process.