

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: 119

Australian Broadcasting Corporation

Hansard Ref: Written, 31/10/2016

Topic: Transcripts

Senator Carr, Kim asked:

1. How many ABC programs now have a transcript published online after they have been broadcast?
2. Can you please explain how ABC transcripts are produced?
3. Have any staff lost their jobs through the changes to transcription services?
 - (a) If so, how many?
 - (b) Where were those staff located?
 - (c) Were the staff terminated or redeployed in the organisation?
4. How many complaints has the ABC received about accuracy of its transcripts in the past 12 months?
5. How many complaints has the ABC received about the reduced production of transcripts in the past 12 months?
6. Have the ABC had any correspondence and or engagement with disability advocates including the Australian Disability Discrimination Commissioner?
 - (a) If so what was the nature of these interactions?
 - (b) When did they occur?
 - (c) What was the outcome of the interaction
7. Did ABC management consult with staff and other stakeholders about the impact of the changes to production of transcripts?
 - (a) If so when did this occur?

Answer:

1. ABC News produces full program transcripts for *Four Corners*, *Foreign Correspondent*, *Australian Story*, *Q&A*, *7.30* and *Lateline*. Partial transcripts are published for *AM*, *The World Today*, *PM*, *Correspondents Report* and *Insiders*.
2. The source material for transcripts is produced by a professional transcription stenographer, from an automated software service, or from a script. If an automated service or script is used, the transcript is checked for errors against the broadcast by a producer or other staff member before publication.
3. No permanent staff have lost their jobs as a result of the changes.

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4. Two complaints.
5. 13 complaints.
6. No.
7. Yes. Senior staff on affected programs and the Canberra Parliament House bureau chief were consulted in the weeks prior to the final decision in July 2016.