



Captioning Deregulation

Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014

10 December 2014

Committee Secretary
Senate Standing Committees on Environment and Communications
PO Box 6100, Parliament House
Canberra ACT 2600
Via email: ec.sen@aph.gov.au

A Submission by Deaf Australia

Submitted by:
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About Deaf Australia:

Established in 1986, Deaf Australia is the deaf-led peak organisation representing deaf and hard of hearing people in Australia.

We promote the advancement of human rights and equality for deaf people by collaborating with our members and stakeholders to influence governments in implementing the United Nations Conventions and the National Disability Strategy.

Deaf Australia's vision for 2020 is that deaf people will have made significant advancements to equality and quality of life through:

1. Full human rights, self-determination and political strength;
2. **Full access to communication, language and information;**
3. Quality education, educators who are deaf and who are proficient Auslan users, access to universities and life-long learning programs;
4. Full respect for and widespread use of Auslan by non-deaf people;
5. Diverse employment, including, for example, teaching, administration, medicine, psychology, business, law and politics;
6. **Full interaction through provision of qualified interpreters and information technologies;**
7. **Full partnerships with families, educators, health providers, bio-ethicists and policy-makers. "Nothing about us without us" will have become the standard;**
8. Auslan is recognised and linguistic rights are realised in practice.

Deaf Australia appreciates the opportunity to respond to the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014. For the purpose of this paper, Deaf Australia refers to the numbers in bold above.

Deaf Australia welcomes the opportunity to discuss the content of this submission further or to provide further information on request.

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Recommendations:

Deaf Australia recommends:

1. That the deregulation bill be **deferred** pending a review including comprehensive consultation on captioning standards to be undertaken by ACMA in 2015 and to ensure it complies to the United Nations Convention on the Rights of Persons with Disabilities and achieves relevant outcomes in the National Disability Strategy.
 - a. The review to include comprehensive consultation with Deaf Australia and other key stakeholders.
 - b. The review may include recommendations for legislative change to captioning standards in the Broadcasting Service Act including, but not limited to:
 - i. inclusion of consumer protection
 - ii. improvement of reporting requirements to incorporate measurable that cover:
 1. quality (readability, accuracy and comprehensibility)
 2. performance and
 3. continuous improvements
 - iii. inclusion of incentives for broadcasters to comply with these measures/ requirements.
2. Broadcasters to immediately develop an improved and effective internal mechanism for dealing with faulty captioning across all channels (including free to air, subscription TV and multi-channels) pending outcomes of the review; this mechanism to contain provisions for reporting to ACMA.

Proposed changes to the regulatory regime:

The captioning provisions in the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014 (the Bill) proposes the following:

The captioning provisions in the Bill are limited to:

- removing captioning annual report requirements for free-to-air television broadcasters;
- providing subscription television broadcasters with greater flexibility in meeting certain captioning obligations, including:
 - averaging sports channel captioning targets across a group of sports channels, where they are provided by the same channel provider (still retaining a minimum target for each channel),
 - better targeting of repeat captioning requirements, and
 - exempting new subscription television channels for a minimum of 12 months from meeting captioning targets;
- providing more flexibility for broadcasters to meet captioning quality standards without compromising on the quality of captioning services expected;
- introducing a new, better-tailored, record-keeping framework;
- extending application deadlines for exemption or target reduction orders by three months; and
- cleaning up and simplify a number of spent or complex provisions in the existing legislation.

Summary of Survey:

Deaf Australia sent out a survey to members of the deaf and hard of hearing communities between 28 November 2014 and 5 December 2014.

A total of 207 people responded to the survey.

- Respondents live in various parts of Australia, with the majority (80.2%) living in metropolitan areas.
- All respondents have access to captioned TV programs.
- A significant majority (more than 90%) watch captioned TV daily and 71% watch an average of 3-5 hours daily.
- A significant majority (80%) watch free-to-air programs.
- A significant majority (79%) do not subscribe to Pay TV programs.
- Slightly more than half (or 54%) of respondents believe captioning is good but sometimes have mistakes; 33% believe captioned is ok, 13% believe caption is poor or awful.
- 59% of respondent believe that captions on TV are excellent at least 1 to 5 times a day and 41% thought captions on TV are excellent at least 5 to more than 10 times a day.
- More than 73% of the respondents have never made a complaint. Of those, 38% do not know who to complain to, 14% do not know how to complain and 26% never knew they could complain. 20% provided comments to why they didn't make a complaint. Comments included:
 - Captioning is ok, nothing to complain about;
 - Afraid to complain, they will get rid of captions;
 - Not comfortable writing complaints (English not good);
 - Want to complain in Auslan.
- Of the 30% who complained, the majority have complained at least once or twice in the month of November 2014.
- Only 3 respondents made a complaint in the week of 27 November 2014.
- Of those who made a complaint, 46% said they never received any response.
- Of those who received a response to their complaint, 87% believe the response was 'ok, but believe they can do better'.
- 40% believe that broadcasters do not take serious responsibility for captioning of TV programs or respect and understand the needs of caption users.

- A significant majority (76%) of respondents said that ‘quality’, ‘consistency’, ‘availability’, and ‘accessibility’ are important to them.
 - Quality means accuracy, timing, speed and placement of captioning.
 - Consistency means reliable from start to finish and captions on repeat and series programs.
 - Availability means captions are available 24/7 from anywhere
 - Accessibility means captions are easy to turn on/ off, easy to use, it is easy to make complaints, and there is enhanced community awareness.
- A significant majority (76%) believe that the best way to make sure captions are of good quality is for TV broadcasters to monitor and report on captioning.
- Only 6% of respondents believe that complaining will improve quality of captioning and 17% put their faith in broadcasters doing it right.
- Many respondents believe that broadcasters should be fined when breaching their obligations to provide captioned programs. Other thoughts on what should happen were that broadcasters should place the program on hold until the captioning problem is sorted (same principle as when there is an audio problem).
- 56% of respondents believe that the quality of captioning on TV has improved in the last 2 years and 43% believe there has been no improvement or captioning has become poorer.

Respondents were also given the opportunity to provide a message/comments on what they think about captioning (comments expressed are respondents’ views and are unedited). These are included in Attachment A.

Link here to view full report of the survey:

www.deafaustralia.org.au/advocacy/captioning/2014-survey-results/

Quote from a consumer:

“ WE ARE DEAF ... we miss out a lot of information every day wherever we go. We cannot hear radio because it is hard for deaf people to understand. Public transport does not have visual communication when there is an announcement. We rely information from news and programs on TV when adequately captioned and where available. It provides us with daily information of what is happening every day. For hearing (non-deaf) people - they listen to radio, public announcements and ALL TV programs everyday at anytime ... we are the ones who are missing out a lot.”

Our response:

Deaf Australia is concerned that the proposed changes to the captioning regime is being done without extensive consultation with stakeholders including those who use captions on an everyday basis. We believe that policy makers and broadcasters do not fully appreciate the challenges and disadvantages that caption users experience with captioning issues.

The deregulation bill appears to have been drafted solely based on the perspective of the television industry. There is no consideration for or attempt to seek out consumers to offer opinions or a different perspective.

It appears that the broadcasters, Australian Communication and Media Authority (ACMA) and / or Commonwealth's Department of Communications are pushing for regulatory changes with little or no thought given to the importance of captioning quality or ensuring consumers' protection, simply because broadcasters are achieving 100% compliance with captioning quotas (99% for subscription programs).

The current standards that require captions to be readable, accurate and comprehensible, so that they are meaningful to viewers, are not regulated sufficiently to ensure the captions are of good quality. The standards are very general and broad and open to interpretation by various operators, thereby creating confusion as to what is 'best practice' for captioning

We are of the view that if standards are legislated in the Broadcasting Service Act, then standards must be measurable and reportable.

Based on the results from the consumer survey, it is clear that:

- Captions appears to be accessible in **every parts of Australia**;
- The majority watch free to air TV programs because they **know** that in the prescribed hours between 6am and midnights these programs are fully captioned;
- The same cannot be said for multichannel and subscription programs where programs **may or may not** be captioned because broadcasters may purchase

program files from different distributors, some of which may not have captions (the legislation allow for this exemption). This creates confusions for caption users as they may have previously seen the same programs with captions on free to air channels.

- A significant number of respondents do not subscribe to Pay TV as captioning on **Pay TV is sporadic, inconsistent and lacks customer supports**. Some reported that to access captions, they need to pay for higher premium packages.
- The majority believe captioning **has improved somewhat**, but this does not provide them with the faith that broadcasters are doing more to ensure captioning quality is improved, especially where programs are re-broadcasted.
- There **are no clear instructions** on how to make complaints. Many of our members' primary language is Auslan (Australian Sign Language) and English is their second language; this makes it difficult for them to express their complaints clearly and concisely, thereby making a 'complaint based' approach ineffective.
- **Captioning is a right, not a privilege, and measures must be achieved to ensure this right is protected and respected as such.**

Deaf Australia opposes repealing Division 7 of Part 9D as there has been no public consultation and there is a need to review the legislation in light of world's best practice including the UN Convention on the Rights of Persons with Disabilities.

Deaf Australia proposes that ACMA undertake a comprehensive review of the operation of captioning requirements by 31 December 2015 and report to the minister by 30 June 2016.

Changing from annual reporting to complaints-based approach (repealing 130ZZ (1) to (4) and rewording 130ZZC(7)).

Based on years of experience of supporting consumers to lodge complaints on various issues under the Disability Discrimination Act (1992), and observing that consumers continue to experience overt, direct and indirect discrimination in many areas of life to this day, Deaf Australia is of the very strong view that a complaints based approach to regulation of service provision **does not work**.

A complaints based approach does not engender consumer confidence in how their complaint is managed, responded to or actioned to ensure that issues which affect many other consumers as well as the complainant are resolved for other consumers as well.

Many consumers are unaware of the complaint mechanism in place as this information is not clearly and easily accessible.

We believe the proposed changes contravene Article 30 (Participation in cultural life, recreation, leisure and sport) of the United Nations Convention on the Rights of Persons with Disabilities, which states:

1. State parties recognise the rights of persons with disabilities to take part on an equal basis with others in cultural life, and shall take all appropriate measures to ensure that persons with disabilities:
 - b. Enjoy access to television programmes, films, theatres, and other cultural activities, in accessible formats.

For many Deaf people, English is a second language and it is not feasible for them to make complaints in English. Yet complaints mechanisms do not allow for these people to express their complaint in Auslan (Australian Sign Language). Broadcasters and ACMA do not comply with Article 21 (freedom of expression and opinion, and access to information) of the United Nations Convention on the Rights of Persons with Disabilities which states:

- b. Accepting and facilitating the use of sign languages, Braille, augmentative and alternative communication, and all other accessible means, modes and format of communication of their choice by persons with disabilities in official interactions.

Deaf Australia strongly opposes a complaint-based mechanism that places the onus on consumers (not broadcasters) to monitor and ensure captioning quality.

Deaf Australia strongly believes that the quality of content (video, sound and captions) is part of the broadcaster's core operational activity and must be reported accordingly.

Engineering or Technical Failures (common caption complaints) (subsection 130ZZ(7A):

The bill proposes that engineering or technical failures be exempted from breaches of captioning standards.

We believe that this will lead to an increased in problems with captioning as broadcasters will simply point to 'third party', or through Service Legal Agreements, to caption suppliers, thereby absolving themselves from their responsibility to monitor captions.

It is also often the case when broadcasters respond to complaints when caption is poorly received by consumers, they will respond **'Captioning issues you are experiencing is a problem of reception in your area, please check your area for reception'**.

If the broadcaster is unwilling to monitor captions (see case study below), and to make the above response, is contradictory.

CASE STUDY:

Last night (14 November 2014), I was watching ABC's Q and A and it was captioned. I was able to follow the dialogues and was able to watch most of the program. That when it stops. In the moment of time, I believe that this segment of the program was very interesting for me, unfortunately it was not captioned, please see link the video I took of that segment. I ended up switching to another channel, as this segment was uncaptioned for more than 3 minutes. <https://vimeo.com/112131322>.

Had I lodged complaint, the common response we will receive is, 'Sorry, the issue of non-captioned program is problem of your reception in your area'. This is common reason we received when complain with the broadcasters. It is clear that broadcasters will not accept that the problem is with the transmission or the supplier of captioning services.

Response to situation above from David Jenkin, Manager of Content and Media Branch of the Department of Communications, who stated:

"There was a loss of captions during the broadcast of Q&A on Monday, 17 November, from approximately 2223 to 2230 (totalling approx. 7 minutes). The loss was due to the failure of the private network infrastructure of the caption supplier. The caption supplier purchases business-grade, network infrastructure services, which are covered by Service Level Agreements, from an Australian-owned and reputable third-party telecommunications carrier. As the network services are supplied by a third party, the caption supplier has no visibility as to the actual cause of the outage, but has requested details from the carrier. To date, the carrier has not been forthcoming.

During the loss, it was quickly identified by the supplier's engineering staff that the issue would not be resolved quickly and so production coordinated and liaised with ABC personnel to switch over to the back-up infrastructure service, which restored captions at approximately 2230.

The caption supplier provided captions in full for the NT version of the program, which was recorded and later played out to WA. Another fully captioned program was provided to the ABC for repeat broadcasts the next day."

It seems clear that broadcasters are unwilling to monitor captioning when it is being broadcast. It also appears that broadcasters rely on suppliers (caption providers) to

identify the problem and to liaise directly with the broadcaster to switch over to back-up infrastructure service.

This approach is unhelpful and puts the burden back on the consumer and does not guarantee captioning quality.

We believe that engineering or technical failures must be reported against the measures outlined in the current Legislation.

Deaf Australia opposes subsection 130ZZ (7A) as it is unnecessary and adds no protection to consumers.

Exemptions (new clause at end of 130ZV):

It is proposed that new subscription channels be exempt from providing captioning in the first 12 months.

Deaf Australia is of the view that if an operator wishes to create a new channel, they are obliged to ensure that content is accessible. The need for captioning is now well established and well known to broadcasters and they should be including this in their plans for new channels from the start. Having such an exemption is discriminatory and does not conform to Article 30.1 (b) of the UN Convention on the Rights of Persons with Disabilities.

Providing broadcasters with such an exemptions could quite feasibly lead to the following scenarios occurring:

- Broadcasters may close a channel and reinvent a new channel each year and an exemption will apply each time, meaning this channel (and recreations of it) will never be captioned.
- It will be extremely difficult, even impossible, for consumers to know which channels are exempt and when their exemptions are due to expire.

The proposed exemptions offer nothing for consumers wanting to subscribe to Pay TV.

Deaf Australia opposes the proposed exemption from captioning on new channels.

Deaf Australia reiterates its view that all operators (Free to Air, multi-channel and subscription TV) must accept responsibility to ensure content is accessible (video, audio and captions) for all viewers at all times.

Captioning Standards in the Broadcasting Service Act:

With the exception of the issues already discussed in this submission, Deaf Australia does not have the technical expertise to analyse how the standards are translated in practice.

We therefore consult with Media Access Australia, as an independent organisation which does have this technical expertise, for information and advice.

Media Access Australia has prepared a summary of the proposed changes and impacts of the Broadcasting and Other Legislation Amendment (Deregulation) Bill 2014, which can be found here:

http://mediaaccess.org.au/latest_news/tv-video/consumers-condemn-proposed-changes-to-captioning-regulations

We believe there are many complex and contradictory issues in the proposed changes.

We acknowledge that some changes may be reasonable, however, others will have far reaching impacts on the lives of millions of Australians who rely on captions on daily basis as their only source of information.

These impacts must be carefully considered to ensure balance between regulatory costs, consumer protection and promoting best practice so that all may interact on a level playing field.

ATTACHMENT A – CONSUMER’S FEEDBACK (unedited)

Captioning on TV has been around for more than 30 years. It's ridiculous that we still have to complain about poor quality captioning. I'm fed up with TV stations who think my needs are not important. And I'm furious that government thinks it's okay to make me have to complain even more than I already do. This proposed change to the regulations is unfair to captioning viewers.

Deaf people and their families rely on good quality captioning to enjoy programs together. When the caption quality is poor you don't just affect the deaf person but the whole family as we can not all share the experience. I am sick of putting caption complaints in. When the TV channels reply to the complaints they always assure me that it was a one off event and that it won't happen again.

Please see caption as equal to 'voice' and respect that equality. Broadcasters will immediately shut down program if there is problem with transmission of sounds and put on commercial. This does not happen with captioning when caption is not shown for a period of time.

Having No captions on tv is like having no sounds on TV.

Captioning is vital to accessibility. All programs should be captioned. Deaf and HOH should not be confined to set hours or types of programs. It is a simple means of increasing accessibility. It can work perfectly, but it does not. No government should be complacent about quantity or quality. Basic means of community knowledge from time children can read, enabling deaf or HOH kids and teenagers to participate in our culture. It should NOT be a matter of funds. With ageing of population and increasing numbers of people with acquired hearing loss, captioning all programs is a must along with public education to providers of tv in public places to turn captions on.

The quality of captioning has deteriorated. Also thinking that providing captioning alone is answering their responsibility to Deaf citizens, is too complacent and condescending. Many countries around the world have at least video inserts in the national sign language on ALL their major news broadcasts each and every time, not just on one emergency broadcast immediately following the World Federation of the Deaf Conference in Sydney last year! Doing video inserts is much clearer than having a live interpretation where the camera is not zoomed in on the interpreter the whole broadcast. Of the few interpreted broadcasts done live, the view of the interpreter was spasmodic at best for a nation that invented the hearing aid and cochlear implant, should also be forerunners in providing proper services for the d/Deaf, especially in Auslan.

It would be a travesty if broadcasters were allowed to stop reporting on their current levels of captioning, inevitably things would begin to slip and quality and frequency would diminish. We should be raising the standards/regulations for captioning in Australia even higher not dropping the ones we have now. Take a leaf out of America's book. THEY have better quality captioning and far more often than Australia. If we no longer want to be looked at as behind on a global scale of accessibility then we need to

raise the bar to what America has (and that includes cinemas, online content and airline entertainment).

Captioning is important for a large proportion of the population, and can't be beneficial to most of the population as it ensures information is delivered in a way that is accessible in more than one format. 1 in 6 Australians have hearing loss, and for me, I cannot watch television at all without captions. It can also benefit literacy when young people use captions regularly from an early age, and it makes information more accessible to people who speak English as a second language.

Access 24 hrs captioning for all channels

What abt amend to permanently prime time 24 hour English caption Bill n thought have federal regulation for prime time act but isn't??? Thks

All programs are to be captioned by the year 2015/16 or be held accountable with the breach of convention

I am protest against the government. I want the captioned to stay forever. Without captioned I can't understand what they say on the news, sports, movies and anything on TV.

Pls we need captioning to understand and we have deaf family of 6 and 4 are hearing impaired if not good we be lost

Accessible tv shows are extremely important for deaf people and migrants. Viewers' Literacy skills can only get better

Captioning all program's is helpful to the Deaf community, try turning the sound off and see how much you understand!

Please please do not stop captioning on TV. If u do, I will throw TV away as it's useless without captioning.

its very important for deaf people to watch with Captioned because it helps to access for deaf people to understand and learning more even good listen what they are talking about and also if something emergency, we need an interpreter and captioned as well... we don't like to miss out opportunity like hearing people who knows too much to make deaf people feel unhappy and it can be affecting us depressed because of missing a lot with convserations and everything for us to access with any programs with captioned.... the government should to support for deaf disability needs so badly even for the children who needs it too before they are growing up and give them more confidence like hearing people who can hear anywhere every day which its really hard for deaf people who can't hear and miss the opportunity which its very important for deaf people with their future i know deaf people who was so happy with mobile ,even national relay service to access easily for them so am i too, i made so much calling via the national relay service that helps us and to access to any where, I'm really happy and appreciated it so much.so hope the government to give the funds to help to keep captioned and things in the future for deaf people. its really really very priority for the

deaf people needs

turn the sound down....enjoy as we do...or not!!

Please do not cut closed caption. We all deaf people really need this for our rights and our futures and our deaf community. This is really seriously important. If without closed caption we lost our lives and misunderstanding about anything on tv. Please save it for us. Deaf powers!

Please please please not stop captioning we all need it if decide to stop then I will not watching tv. Ok.

I agree with the government's repealing of red tape of outdated laws including perhaps mandatory reporting of captions, but it should not compromise on accessibility whatever it is. It should NOT lose focus on accessibility. We should always have 100% access, and if the repealing of mandatory reporting of captions results in less accessibility, then we should NOT repeal it - or immediately replace it with something of equal or better outcome. We already have the means, the technology and resources to achieve 100% accessibility. You may simplify laws, but do not ever compromise accessibility.

Put them on the bottom of the screen As this will make it easier & not stuff up Tv picture

equally hearing and deaf people for important communicate all times

Tv News Need more deep Captions Best for Deaf need a Captions for there's future
Hearing loss need captions as well

Have it word for word and not too fast in case some people cant read fast

Captioning plays important role in lots of Australian audience....not just deaf people....it can be older people or people with hearing impairment. Please do not reduce the amount of access to captioning.

Please tell them don't axe captioning down which we are very happy with their subtitles more than before . Subtitles are very important for helping our education improve and learn more for us . Pls don't give up . If they axed them down and we will feel devastating!!! Thank u

Some of us are deaf but that doesn't mean we're not interested inthe world. We want to be fully involved. Some of us are perhaps older or limited by pain, so, even more, we need distraction sometimes by entertaining programs. We need well spelled, complete captions to be as fully involved as hearing people.

It is a vital access need for me, allowing me to keep up to date with current affairs and news. It also enables me to enjoy entertainment on tv with my hearing friends and family as well as the deaf community. If captions are poor or taken away, we will be alienated from the rest of society, made to be second class citizens, which goes against Australia's fair values.

The quality of captioning is a joke! Do something about it!

Don't never take away from us!! Captions is most important

if no captioning i will go crazy what happen to world as i am deaf as i need to know the most import to me also my son always do for me to put on captaining some hearing people like to watch captioning too not only deaf other so i want 24/7 for this pls

Please don't stop captions!

It's important for Deaf people to have access to understand what's happening in the shows or the news. Especially for Deaf adults with children so they are aware of what they are watching or if the children wants to ask them what's happening in the show/news so they can talk about it.

Must continue to have caption

They need to keep 100% accurately caption and help to deaf people understand. Dont need to rely on hearing people what tv about is.

Deaf people ALWAYS need captioning . You want our votes ? Buck up and support us

Captioning is vital. The television channels get it so wrong sometimes now when they have to report, imagine how poor the captioning is going to be if they don't have to report any more!

Captioning is vital of my everyday daily for myself, my deaf husband and three deaf children. Why? I believe everyone included disabilities have the rights to access and learn the language such as sign language, spoken and literacy. I can't live without captioning on television. I would feel so lost and frustrated if there is no captioned on television.

Needs captioning on TV because don't understand lip reading & hear captioning helps all deaf to learn & understand what going on news etc, CAPTIONING IS A MUST FOR DEAF PEOPLE if no captioning we will never hear or knowing anything on TV or what talking about on TV PLEASE KEEPING CAPTIONING UP !!!

This household. All deaf. We need access to the captioned. Very important for our access Why not govt try watch tv with no volume and no radio al all then you would know how we feel missing out a lot

I wish there more captioning more for all channels & late night always had no substitute on it

we need the news to alert us what's happening with the world.. Eg, travelling: we will need to know what's happening over there to be able to have a holiday (bad weather wise or terrorism wise)... And the enjoyment of watching tv series or movies without interrupting the hearing for what's so funny what's so sad etc...

Please don't get rid of captions they are very important for deaf and hard of hearing people.

Put 24/7 on subtitles. I can't hear anything. Only I have a eyes to read the subtitles so I not need ask family are hearing what they say. They not tell me full of story. Want to see get better and improve lots.

Please don't take away rules that ensure a quality of service to deaf people. Saving money is not necessarily the right thing to do, especially if it takes away the enjoyment and everyday life pleasures of those less advantaged.

Captioning is appreciated over Auslan for hearing impaired folks like myself who do not know Auslan and would have to pay someone to teach me. I may be different from others in the fact that I do not bother watching much tv because of the lack of enjoyment it brings from not being able to understand the program presenter and I hate the misery the news brings. I am in my 40s and not of the usual impaired types. We come in all shapes and sizes and ages, so do not assume we are all retirees who can't be bothered. For me, you do not have to trouble yourselves captioning shows like The Bachelor or other refuse, just the good stuff. Cheers.

To keep our excellent captioning system and not to become complacent.

I wish there more captioning more for all channels & late night always had no substitute on it

Equally rights for everyone- deaf or hearing

I'm short of saying "f*% you" for your careless ways in supporting people who are Deaf, Hard of Hearing and being the cause the angst you bring by dampening the quality and commitment. You try sitting in front of tv and capture what's going on with out the volume in and tell us how you feel then watch with captioning and feel our rage. You've tapped into the dark side of me because government always assumed what is good for us so that's why we need Deaf Australia and you better keep them ongoing funded to support the Deaf Community because the government sucks at the very basic level in supporting Deaf people.

important for everyone need have caption I can with out to watch caption must have with it I can read cos im deaf and who loss and full deaf what if happens there if urgent news or fast news to remind and programs etc need have caption do it for our sake if u all does put they will be happy and smile their faces everydays.... thankyou

Pls keep the good quality captioning so we deaf people can enjoy our leisure time same level as hearing people. Able to laugh at the same time as my hearing husband if the captions is perfect timing.

Continue to have a more caption for all channels. Nothing worst then having to watch a show that does not have captions.

Get your act together it's 2014. In this day and age with modern technology surely we

can have 24/7 captioning, and good quality captioning.

Part of your job is to ensure Deaf people and Hard of Hearing person to have quality access to various fields including caption of TV shows. We are going to be the ageing population so the demands will increase dramatically in upcoming years. You still have obligations to ensure TV networks to compile with the guideline to settle in the procedure in advance and to ensure the access is of top quality.

I would like the government to know that Deaf people vote too! I would like the government to know that it is unfair that we can't access everything hearing people have access to. Hearing people take for granted and don't appreciate how lucky they are. But Deaf people are made to suffer, I would like to know why? Why is it so hard to provide equal access for all?

Please don't cut all captions they need to know what people saying and also improve this reading and language for education... At home and school. If u cut 100% full stop... It's not fair for deaf.... U letting all hearing people to watch it not deafies.. You will making deafies life miserable and drive them nuts or worst.. They will relay on someone to tell deafie what happening in this world... Mainly most elders can go deaf... When you get older u will go deaf how do you feel if it taken away from you to prevent you watching the captions.

Please provide access for the Australian population to the information provided on programs aired.

Government should leave it alone. they should consider CCs are for everyone like ESL people, hard of hearing people, etc but not just Deaf people,

Keep the reporting requirements and work to improve the quality of captions.

I am not sure if it is worth to mention this, if they think it is better to cut/ less to put captioned on, what they dont realized that it is fine for them but it is not fine for us who are deaf, hearing impairing. Ask them to feel experience what we as deaf been go through this situation years ago, we always depends on hearing people to tell us what is happening. Ask them to put ear plugs in their ears and put the volume right down and to see if they can understand what is happening? It would be helpful to them to understand what it is likely..

Tell the governments, we need continue the captions for our emergency news, watch the news, movies, important for our literacy to deaf children to deaf generation. You are lucky to have a beautiful sound on TV, Why not to cut the sound for hearing people ????? We need continue the captions.

Don't have any faith on the broadcasters keep the promise because they are only interesting in profits.

No just for me, many others would be benefit of having quality 24/7 captioning. Thank you

I want the Government to focus and make sure the captions are 24 hours and of excellent without any complaints. It is not fair that the hearing have 100% and deaf people miss a lot.

Thanks go to the government for providing funds for captioning in the past but I would like them to continue doing so. This is simply because Deaf and hard of hearing people as well as ESL people, need captioning for many reasons.

ANY TV channels should be captioned once they want to gain 'TV space' We remain well behind with the rest of the world Do not listen to Media Access Australia (don't really fully support 'all' people with disability otherwise why they don't use Auslan or Ai Media given biased and u reliable speech to text methods. Prefer fast quality stenographer type captioning which has around 98% accuracy rate

Must have captioning tv programmes all the time same as America !!!!

Show us your respect and awareness of our communication barriers and support us with access to all information by making sure the captions are regulated.

Don't underestimate the importance of those in need for captions, for one the communication is utmost important thing and news are a part of communication for one. Television also shows information that could lead us to the greater goods and it's much more than what I've stated. Thank you.

Captioning is very important not only for the Deaf Community but for people who are not deaf also. If captioning is not regulated 1. Children will be forced to interpret for parents/family members 2. Increased mental health illness 3. Reduction in individual work productivity due to a) mental health appointments b) more talking/breaks in the workplace so people can receive information they would have accessed from captioning.4. Why should I be forced to interpret when the current system is not broken?

Sport AFL, rugby and update with golf recently. Need to put true story caption. They don't put it on . We love to watch true story movies.
Captioning needs to be accessed at ALL times in ALL channels to be on equal status with the hearing audiences who take for this access for granted.

Need 24 hours captioned of TV programmes in all channels

My children love to watch some tv shows especially on foxtel. Sometimes the shows are captioned and sometimes they are not. When the episode of one of their favourite shows is not captioned they cant watch it which isnt fair. All non deaf children get to watch every episode of their favourite show so why can't my children. It is very frustrating for them. All shows should be captioned whether on free to air or foxtel so deaf people have the same access to tv as everyone else.

Don't cut captions off please and government should do community consult and conference to listen concerns etc around Australia

Do not take away what is necessary for deaf people, as well as those with English as second language. Look after the people of Australia, not money.

Keep the legislated requirements but ensure that they are part of a grass-roots-to-business-to-government approach. All levels need to be actively part of the solution.

need more caption on TV 100% program tv and 24 hours and 7 days.. " must be full Caption on TV"

Access,Access,Access!

follow the USA model with captioning - they have an accurate and very effective program

We need captioning on TV in our whole life forever! We cannot live without it! We don't know what any TV programs talk about. Maybe they are very important to us to know about the world issues whether we miss it out.

For many families where there are both deaf and hearing members, the choices in shared program viewing can depend on whether a program is captioned. Programs should be accessible to all members in the family. It is absolutely ESSENTIAL that quality captions continue to be delivered by ALL broadcasters across ALL their TV AND AND AND internet platforms. It makes absolutely no sense (and it's VERY frustrating) to be able to watch a captioned program on TV but to be able to watch the same program on the website WITH captions is impossible. FULL KUDOS to ABC for ensuring that their programs on iView are fully captioned. WELL DONE - KEEP IT UP. The government and TV programmers all risk a human rights class action if they continue to deliver, or not deliver, quality captioning services. It makes NO sense to deliver a sub-standard service as it WILL increase complaints. Do it right, and do it well. A direct message to the government - your own advertisements on various government initiatives, programs and campaign messages are NOT captioned in most cases. You also need to look in your own backyard. We vote too. Our health matters too. We have the same need and rights as any other citizens.

Captioning is extremely important to people who are deaf or hearing impaired. We rely on it to watch a variety of programs and to also watch programs with family and friends. Removing our legislated protection will only decrease the quality and availability of captioning because broadcasters simply have no incentive to provide such a service. Relying on us to make complaints basically places the burden on people with disabilities who have no real power to influence the captioning decisions made by broadcasters. Captioning laws came in to ensure that a basic level of captioning was available. Rather than removing the law the Government ought to extend it and enhance the quality of auditing caption services delivered by commercial and non-commercial broadcasters. People with disabilities have a human right to access what everybody else in this country takes for granted, television. We have few hours in the day where we can watch programs we enjoy and have the crucial captioning service available to us and you should improve our access not decrease or eliminate it.

Please note that deaf people VOTE!!!

More regulated service for disabled people - like strict rules that must comply.

There are millions Deaf n H of Hearing people, who are taxpayers therefore must watch the captions Programs. It' s our rights to receive any information. Thank You.

This is very important, we need this policy and a strict regulation to ensure we get a good quality of caption including low error rate, very accurate, quality controlled, able to provide subtitles at all time, less offensive words.

It's something we need to rely on everyday eg news.. our relax time like movies if there is no caption how can we learn something about our lifestyle so please put more captions on more shows

like all services provided to the public, service provision and quality hsa to be managed, monitored and reported. Captioning on TV is no different. UN CRPD in its principles notes that access has to unequivocal and not at behest of service provider

Please encourage captioning to the fullest potential so that we can enjoy the programs.

Please do not take it away from us, its not just us deaf people that rely on it, its also for the elderly people too. Think of them as well. If take this away from us, then Australia is going BACKWARDS, not FORWARD, and it will make Australia MUCH MUCH MORE BEHIND than others. This is NOT good look at all.

It is a necessary service for thousands of Australians as we are an aging population and there is a definite increase in hearing loss due to age.

We deaf/hard of hearing need the equal access, like others as human begin. Our hearing child/ren need some help when comes to read. Subtitled is our gift as deaf parents to provide our child/ren a better education.

Deafness is a social issue for a lot of us. Captioning allows me to keep up with the world, to take part in the shows my hearing friends see and to not have this is incredibly frustrating. Compliance should be enforced, not abolished.

Captioning is very important for all of us who are Deaf so that we can understand what is happening during very important events, emergencies, News, weather, etc. It is important so that we Deaf people can enjoy the entertainment as well that Hearing people get to enjoy so that we all can be equal and have a better quality of life. Our kids Hearing or Deaf can learn English language written, spelling & spoken at the same time be reading the captions is a very good point for their education. Also captioning is important or very useful for old people when their hearing is going and also it is good for Hard of Hearing who finds it difficult to hear the TV. Please make all free to air channels, Foxtel channels, Austar channels and Foxtel on T-box must have captioning available 24/7 !!!!

I am a teacher of the Deaf in a state / mainstream primary school. Without captioning our students who are deaf / hearing impaired are disadvantaged from their peers when

watching programs that enhance their learning. Captioning must be seen as a right & a service that MUST be provided at all times.

The captioning is very important part of deaf community to understand what is happening on TV show so we all have the right access to be captioned program on TV channels.

For an issue that affects the human rights of deaf people, the burden of accessing a essential service should not be placed on the viewers but on the service providers (TV broadcasters).

I am severely deaf and I use captions so I don't have to have the TV up really loud!

As a teacher of the deaf, I find that in the general community (including people who should know better, such as mainstream teachers, and TV programmers) there is ignorance about the importance of captions. My adult hearing impaired son will not watch TV if it is not adequately captioned. It's not just the hearing impaired who use captioning. If speech in a program is hard to follow due to poor sound quality, foreign accents, background noise/music, it is also useful for normally hearing viewers. I occasionally use it even when my son is not around.

Have a clear outline on obligations and possible sanctions/fines. Perhaps a matrix ranging from "warning with monitoring for x months" to impose fines mild to large. If non-compliant for some months, broadcasters could be at risk by lodgement of human rights/discrimination cases. Feedback re positioning of captioning - some times they are in the middle of the screen - can be frustrating for myself and family members (non-deaf). Low screen positing is good.

in the last two years, there has been a massive improvement with captioning on TV. I can now switch to as many shows and almost feel like I have full access like everyone else. The proposal for deregulation of captioning will be a MASSIVE step backwards for not only the deaf and hard of hearing community, but also to those for example young children who watch to ensure their english is maintained and improved by listening and reading the captions. This needs to be maintained to ensure accessibility is complied. It's 2014! We should not be going back to 1984 should the proposal go ahead - how would everyone else feel if there were deregulation of sound on their TV? Imagine the uproar? Why should this happen with captioning!

They need to monitor captioning as authentic!

Please keep their jobs for the deaf community as we want to be independent - not relying on our hearing relatives to tell us.

Make everything highly quality captioned 24/7. No excuses at all.

Captions need to be provided on all channels at all times 24/7 , all online video streaming and there needs to be access for everyone that has a hearing loss whether they are young or old. There are a lot of benefits to all parties involved if this is provided. Ask them to try and watch a television program with no sound for a week so they can

see what people with a hearing loss have to endure and what they are missing out on. Remind them that when they get old and lose their hearing what it will be like to not be able to watch a television programme of their choice. Tell them what responsibilities there are in other countries such as the United States.

Caption MORE programs and give caption writers more training

It is vital to continue with the captions especially where I live and there is no Deaf Community. Watching captioning programs give me a lot of pleasure and for me keep up with the world affairs. I am very concerned about deregulation because I do not wish to make a complaint every time I see no captions on programs, it is time consuming.

Please have more shows available with captions

You want businesses to keep going including TV broadcasters? Think high TV ratings. If you take away our equal access to TV through captioning, the ratings WILL drop dramatically, as BOTH deaf and hearing people use the captioning for many reasons!

We have TVs in our lounge rooms to enjoy, why take this right away from us? If you remove captioning, we are not going to be able to watch TV at all, it would be NO USE to us who have hearing problems as we rely on captioning ONLY, to fully understand a TV show. Half understanding is not good enough! We are unable to get the full story without captioning! - How is cutting the captioning going to save money? All you are doing is cutting the jobs of those who would make the captions, leading to more unemployment. Also by cutting captioning, I repeat this will also lose money for the economy through ratings dropping! Grow up government! Use your brains! - We will shame you around the world as the worst country without captioning, you have been warned.

We deaf people rely on captioning so we can watch the program.

Captioning isn't only used by the deaf community. Many people have difficulty in hearing because of age or situation. Without captioning you are excluding a huge proportion of the community from access to up to date News, important information and entertainment.

I wish I would enjoy watching the TV with all captions before I die! I am almost 60 years old. Hurry up and get 1005 CAPTIONS PLEASE!!

It'd be grateful if we all can have 24/7 access to CC anytime and any channels so we can be up to date with everyone in Australia instead of being missing out because we can't "hear".

I strongly suggest the gov start thinking & have a heart & show their respect for all deaf people that it's so very important that captions is a MUST HAVE for all deaf people. Being deaf doesn't mean we can't hear, many deafs CAN hear but don't know what people say so hearing people need to speak clearly & speak up a bit. There is NOT a world of hearing people you know, there are millions of deaf people too. If a hearing person sitting next to me watching TV with NO captions on, it annoys me so much I have to ask the hearing person

"what r they saying?" its so annoying so to give deafs peace we all need the CAPTIONS on every tv news, programmes, shows etc... U MUST KEEP THE CAPTIONS ON FOREVER to help ease deaf people. PLEASE show ur respect for deaf people NOT just to make it easy for hearing people bec they DONT need captions on. DEAF people NEED captions on at all times!!! We may be DEAF but we are NOT STUPID!!! Pls show ur respect & have a heart to keep captions on FOREVER for deaf people!! It is a MUST HAVE captions on every channels even on pay tv!!

24/7 access to captioning. If you cannot do that, turn off the sounds when there is no captions

keep it with accountability and standards. captioning helps literacy and provides equality of access

Start taking responsibility. Wake up and compare to England and America. Australia is lazy when it comes to "equality" or any disabilities.

100% captions everywhere, even in public... - Illegal to make any program or movie without subtitling...

Get your act together...people who rely on captioning VOTE!!

My biggest wish are all shows full captions within 24 hrs

Again, We are not complain but it is all about accessibility to ensure that the quality of captioning is clear.

It is great that we have been getting captioning but we still got a long way to go to make sure that every program is captioned.

Stop looking at the money and numbers and start understanding the needs that is required for the deaf people, not only that minority but others who are affected by that too. We do not live in the dark ages, we are tired of those backward thinking strategies and we had never asked for much.

You must take seriously the need to actively monitor captions. They are a critical form of citizens' access to the community and information.

Pls don't cut the captioning on TV. Also pls make correct captions to follow what TV says not behind.

That deaf people needs to understand what the TV are saying. So please don't shut it down! I really enjoyed watching my fave TV shows with captions on!

I need access to captioning because I can not hear and I feel part of society when I am being included by providing captioning at all times. Who in the right mind turn off sound all together if need to listen? Imagine bring given half sound and half off sound throughout a movie, could you be able to follow it at all? It's the same with captioning, I do not appreciate being taken away my access to captioning.

TV providers have a responsibility to provide top quality captions 24/7 and to give report on how well they have been doing. It's also the government responsibility to make sure Australian accessibility of captions are not breached. Government needs a strict eye on the processes and make sure all providers are doing the right thing. We are tax paying, law abiding citizens, we should be able to access everything that anyone else can.

It is so important for deaf people and people who rely on captioning to live a normal life. If captioning is removed it will affect economy as people won't buy DVDs etc as they won't have any insight on what's it's about. It's a poor bullying tactic against the caption users and I would like better quality captioning and even 24:7 captioning on ALL shows inc music channels so I can actually follow music!

I'd love to see if Australia do the same what the U.S. Does with their captions - 24/7 and every programs with subtitled. That would benefits for the deaf community but also improve their English and more information in general.

I would like to keep up the caption standard to high quality for everyone eg hearing impairment or senior with hearing loss or foreign people to learn English.

There is a growing number of people who rely on captions, not just the deaf community. As the population ages, so does the increase in hearing loss grow.

Please leave the Captioning subtitles alone! Do not remove CC subtitles off the favourite programmes & movies for the Deaf/ Hearing Impaired & Elderly people who r unable to understand the conversations on the TV screen. please change the colour white background black of the captioning bar to a bright yellow one. with black background. Thank you for your time.

To keep people with hearing difficulties or profound deafness connected, I strongly believe that captioning of broadcast television continues to be regulated.

More channel has captions... than two year I guess

20% of the population is deaf or hoh. And plenty of other people use captions too. The airwaves belong to all; it's only right that caption consumers have the same right to have quality and quantity reported on.

Fair & equal access for deaf people even great education for deaf people with reading & spelling

Less and less captioning, especially on multichannels. Very disappointing.

ALL tv shuld be captioned

make it twenty four hours doesn't matter if we sleep or not

Keep them forever. All people understand to read all captions when they were good

communicate to hearing people.

try turning your tv sounds off and work out what the tv presenters are talking about and Malcolm Turnbull, you go ahead with this - I'll vote with the change of the government as you're not worthy of representing the constituents as you don't listen to them _ it is all big business for you!

Sometimes there is no s no subtitles at some stages on a show. It's frustrated that I don't know what's going on.

I will understand better and able to follow. Thanks for keeping it up and maintain a high standard where possible.