

SENATE ENVIRONMENT AND COMMUNICATIONS LEGISLATION COMMITTEE

INQUIRY INTO BROADCASTING AND OTHER LEGISLATION AMENDMENT (DEREGULATION) BILL 2014 [PROVISIONS]

AUSTRALIAN HUMAN RIGHTS COMMISSION - ANSWER TO A QUESTION TAKEN ON NOTICE

Senator SIEWERT: What I was trying to find out was if you had any feel for whether there was a high level of or few complaints fed back to the commission itself about captioning, because I know I get quite a few calls to my office from people who still have concerns about, in particular, the quality of some of the captioning.

Ms Ryan: If it would assist the committee, when I go back to the commission today I will ask our complaints section whether they have kept a record of any specific complaints around this; and, if so, we will provide that to you in writing.

Senator SIEWERT: That would be appreciated.

Answer: Our Complaints team has since advised that in terms of enquiries, the Commission only keeps broader jurisdictional divisions of data, so would not have specific data in regards to captioning queries and associated referrals.