

What are the captioning rules?

National and commercial television services must provide a captioning service for:

- > TV programs broadcast on their main channels from 6 am to midnight each day
- > news and current affairs broadcast on their main channels at any time
- > repeat TV programs on multi-channels (these are additional channels such as 7TWO, 9GEM, Eleven, ABC Kids and SBS Viceland) if previously broadcast with captions on the main channel or another multi-channel provided by the broadcaster.

Subscription television (pay TV) licensees must meet annual captioning targets that vary by service category and increase each financial year.

The Captioning Quality Standard requires TV captions to be readable, accurate and comprehensible so they are meaningful to viewers.

All national, commercial and pay TV services must follow these rules. When considering the quality of captions, the particular circumstances of the program and the nature of the program are both relevant.

How can I complain about captioning?

There are different processes, depending whether you're watching:

-  the ABC or SBS
-  commercial or pay TV.

Making a complaint about captioning

on ABC or SBS

Complain to the broadcaster first. Your complaint to the ABC or SBS should:

- > be made within six weeks of the broadcast
- > contain your name and contact information, and details of the captioning issue
- > contain the program name, the TV service it was broadcast on and the date/time of the broadcast.

Contact ABC:

- > online: abc.net.au/contact/complain.htm
- > by post: ABC Audience and Consumer Affairs
GPO Box 9994
<your capital city>

Contact SBS:

- > by email: comments@sbs.com.au
- > by post: SBS Captioning Complaints
Locked Bag 028
Crows Nest NSW 1585

Make sure you keep a dated copy of any correspondence between you and the ABC or SBS.

If you don't receive a response from the ABC or SBS within 30 days, or you're dissatisfied with the response, refer your complaint to the ACMA.

Include a copy of your complaint to the ABC or SBS, and their response.

Making a complaint about captioning

on commercial or pay TV

Complain to the ACMA, unless the issue is a technical one that can be resolved by the broadcaster—for example, if captions are dropping in and out.

Your complaint to the ACMA should contain:

- > your name and contact information
- > the program name, the TV service it was broadcast on and the date/time of the broadcast
- > the town or city where you saw the broadcast
- > details of the captioning issue.

Contact ACMA:

- > online: acma.gov.au—search for 'Complaints about captioning'
- > by email: captioning@acma.gov.au
- > by post: Diversity, Localism and Accessibility
Australian Communications and
Media Authority
PO BOX Q500
Queen Victoria Building NSW 1230



Captions, which show the audio component of audio-visual content as text on screen, can be essential for many TV viewers, especially those who are deaf or hearing-impaired.



TV captioning services and how to make a complaint

Where can I get more information?

Our website has a range of information, including videos with Auslan translation and captioning, and FAQs.

Go to: www.acma.gov.au and search for 'Captioning'.

