

ACMA improvement Captioning.

## SUBMISSION

Greetings from Australian Deaf Elders Group Mrs Lorraine Mulley Administrator.

I write to submit issues and resolutions addressing the "acma Standards

= "The Standard requires that captions must be readable, accurate and comprehensible, so that they are meaningful to viewers who are deaf or hard-of-hearing" ..... and effective way to ensure hearing-impaired people have meaningful access to television content through quality captions?"

I am Deaf Elder Auslan/caption user when Auslan unavailable on the screen and representative of over 987 Over 65 Auslan/ caption users Australia wide (CENSUS 2021)

I have always relied on visual communication. I use Auslan to participate in life that as a child did not provide me Captions until I was approx 25 years old and could afford to purchase a "Desk Top transformer for teletext" (Deaf hoh expense)

I returned to education age 33 as "adult learner" with Auslan interpreters and minimal captioning once the accessibility was made available at TAFE and later University.

I prefer Auslan on the screen however often have to be satisfied with "captioning".

My best example of quality captions and Auslan on the screen would be the comparison I offer you here to look at from America Disney TV Channel the interpreters signs at the same time as the Captions on the screen automatically.

Reference link

[https://fb.watch/klkfWWj5Y\\_/?mibextid=Nif5oz](https://fb.watch/klkfWWj5Y_/?mibextid=Nif5oz)

From my lived experience of 60 years accessing a black and white TV at age 4yrs lipreading



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everything I could, captioning proves not sufficient to fully receive the dialogue of the screen. It's like saying do you want "free" the context in Auslan is completely different for the word than English and has many different Auslan signs for the meaning as in Italian or Spanish do, and can completely misinterpret the discourse presented.

I prefer quality standard of an captions and Auslan Interpreter on the screen ; captikns left to right and interpreter right and side to access as my example but not limited to.

Not just words but full discourse of the dialogue provide to hearing people in auditory voice over.

Myself and my peers then can participate in decision making and enjoyment broadcast informed by Quality captioning supported by Auslan interpreter on the screen.

I naturally would like the option of Quality Captions or Auslan Interpreter on the screen as my reference link above displays.

At age 64 I really dont understand why it is not automatic decison to provide Auslan Interpretation or Quality captioning choice

I appeal to you that it would be absurd to provide televised media transmissions of speakers/actors with the sound switched off or not recorded on the live transitions for hearing people to aces and particpate in the event via captions only, simply because it is an auditory format the hearing can participate in that's cheaper for the Government than sound recording as an example.

Migrant people have successfully lobbied for their own quality language captions to have a choice of captions Languages on entertainment or live and delayed productions videos, TV etc.

Captions in orelective language other than English, is one (1) of thousands of languages of this world.

Auslan is the Language of the Australian Deaf Community recognised by Australian Government since 1988.



Just to further that point the Cinemas of many states of Australia do not provide quality captions on the screen of every movie session that they show a movie, simply because " hearing people complain that spoken language is there preferred means of participation and they do not appreciate captions on the screen too confusing " .

Movie cinemas toe the line and don't upset hearing customers - yet expect Deaf Hoh to use a confusing language known as Red Fast moving written English Captions on "Captiview" ( Red eye straining).

Let's go back to early captioning provision in Australia the coloured captioning for every speaker /actor so we can understand who is speaking by the different colours used in a paragraph of captions on my screens. The current black and white is non identifying of the speaker.

A black and white name in brackets like (joe) before a sentence is distractive. The colours were perfect get rid of the (names) before a sentence and just use colour for each speaker on the screen.

With poor spellers on Captioning context can change completely. The spelling is getting worse and worse as non fluent new English users are recruited to "caption LIVE Broadcasts" as well as delayed Broadcasts.

Every time there is no Auslan on the screen and the captions are of this poor spelling quality and context becomes jumbled in my mind watching transmissions, I have to ask my family to tell me in Auslan of the context of many statements because the English Captions are jumbled or not clear or completely WRONG.

In early Fire and Pandemic Covid transmissions before Auslan Interpreters were provided on the screen I knew very little of what the risks of harm were to me captions even were often not provided at National Emergency Address !!

Prior to the Australian Government listening to Australian Deaf Community Deaf Elders had no Auslan Interpreting Free for over 65s equal to under 65 Deaf people in NDIS who could pay for their own Auslan Interpreters or captioning put on emergency recordings since 2013 NDIS roll out.

Deaf Elders living alone were disadvantaged by english context and jumbled captions on the



screen they do not fully understand, don't function clearly, are TOO FAST TO READ even for speed reading hearing people. Auslan interpreter and captions gives us full knowledge. This is a good outcome for Auslan/ caption users.

Australian Deaf Elders have written to the Government lobby for Auslan Interpreting so that Elders can use them to access correct information at any meeting event equal to NDIS people under 65 not yet provided in Broadcasts or Broadcasting.

Our lobby resulted in the clear understanding that it is discrimination to exclude the voices of constituents by not providing us access in Auslan and captioning equal to hearing constituents access via SPOKEN English or elective language of choice

. <https://www.health.gov.au/ministers/senator-the-hon-richardcolbeck/media/sign-language-milestone-for-senior-australians>.

English is not the Language of Australia yet it is a "de facto language guage of Australia its status as such has never been declared explicitly [Google.com.au/search?q=has+english+ever+been+formally+as+the+recognised+of+Australia](https://www.google.com.au/search?q=has+english+ever+been+formally+as+the+recognised+of+Australia).

Australian Deaf Elders provide this submission to suggest resolutions of quality captioning and Auslan on the screen as an elective to the user.

The Broadcasting Commission need to invest in a standard that states quality captioning using Auslan Interpreting team recruited to put Auslan on the screen of any Australian Broadcasts. Just like standards state that independent Captioning Services be recruited to provide captioning.

This is equity to any Broadcasting that constituents of any language are targeted by Tax Payers taxes. Including over 65s whom worked all their lives and still until at least 67!

Australian Deaf Elders Admin Group per the author Lorraine Mulley wish to have submission on the internet. Providing Auslan interpreters elective and or Captions elective as provided in reference link above is an accessible way to acquire quality information, knowledge, inclusion



and equitable entertainment about law that may affect me; it is critical that this is automatically provided, not be a should-we-shouldn't-we process. Thank you for reading this. Yours Sincerely,  
Lorraine Mulley Per The Australian Deaf Elders Group Admin



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