

From: Sally Jackson
Sent: Friday, 12 May 2023 10:25 AM
To: Amanda Meade
Subject: Fw: I hate to ask anything about s 47F work

Here you go:

This one does look like it relates to the ABC Digital User KPI's. Below are two slides which outline the current run rate against the current bord agreed target. Our digital user are down compared to the Pandemic highs – however you will see that we remain above the 2019 actuals.

s 47F does seem to be comparing two data points from the ABC and the SBS which are quite different. Weekly Active logged in users for us versus the SBS total number of people who have registered regardless of activity.

These are not comparable data points. We're currently pulling the data for you on ABC log on registrations and will send through separately.

In the height of the pandemic – when our weekly users averaged 17.8mill there were targets set for this number to continue to rise – however as people's heavy need for news during the pandemic reduced – are users reduced. We have adjusted our KPI's accordingly.

Let me know if you need more.

Corporate Audience KPIs | First 6 months 2023

TRAFFIC LIGHT SCALE
 ● target met ● 0.2 - 1.4 % point below target ● ≥ 1.5 % point below target
 ● < 20 mins below target

Corporate KPI	2022 Actual	2023 Target	2023 Actual	Scale
Community Value	78%	80%	82%*	●
Digital Engagement				
Average Weekly Users (million)	14.5m	14.05m	12.6m	●
Logged in Weekly Users	1.4m	1.65m	1.49m	●
Trust				
Australia's most trusted media source	Most trusted	Most trusted	Most Trusted	●
Prioritising Local Connections				
The ABC brings the world to me #	64%	65%	73%	●
The ABC produces meaningful and relevant content about my community #	61%	63%	74%	●
Quality & Distinctiveness				
Quality %	88%	88%	86%	●
Distinctiveness %	83%	85%	82%	●

- 5 point scale used in benchmark, compared to 4 point in CT
 * - Methodology Change

Source: Quality & Distinctiveness (ABC Quality & Distinctiveness Research YourSpace Community Panel, Australians 14+), Value,

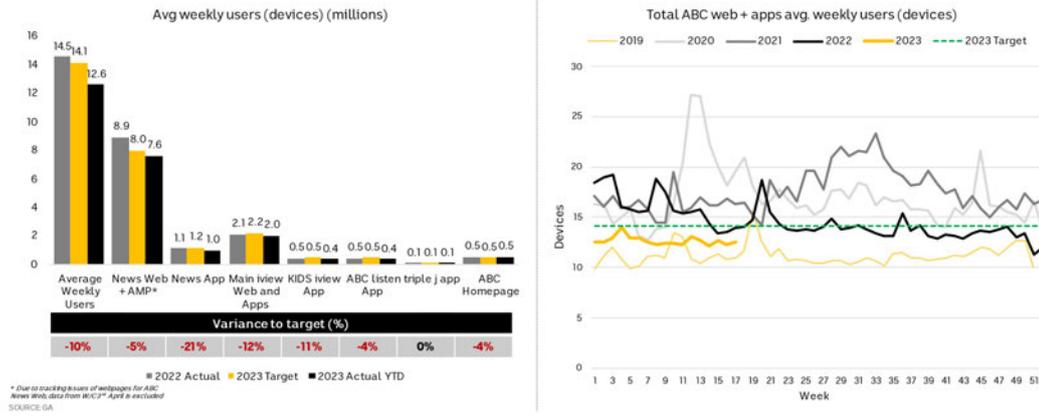
Trust, Local Connections (ABC Corporate Tracking Program, Australians 18

-75 Nationally), Google Analytics,

Average Weekly Users (Devices)



- 12.6 million devices currently connect with ABC digital content in an average week. Current performance is 10% below target, with all products performing below expectations.
- ABC digital users are up considerably on 2019 (pre COVID-19) performance, when the ABC had an average of 11.2 million weekly users.



From: Amanda Meade <amanda.meade@theguardian.com>

Sent: Friday, May 12, 2023 6:56 AM

To: Sally Jackson <Jackson.Sally@abc.net.au>

Subject: I hate to ask anything about s 47F work

But what is she referring to here when she says

The ABC’s digital performance is expected to fall well short of its target and result in nearly **five million fewer users a week**.

The budget papers show a target was set for the public broadcaster to attract 18.3 million weekly active digital users in the 2022-23 financial year. However, this is expected to reach just 13.4 million – a shortfall of 4.9 million users.

This is a significant fall from 2021-22 when the ABC attracted 17 million weekly active users.

Amanda Meade
 Media correspondent
[Guardian Australia](https://www.theguardian.com/australia)
 E amanda.meade@theguardian.com
 M s 47F
 T @meadea
 Media column [The Weekly Beast](#)

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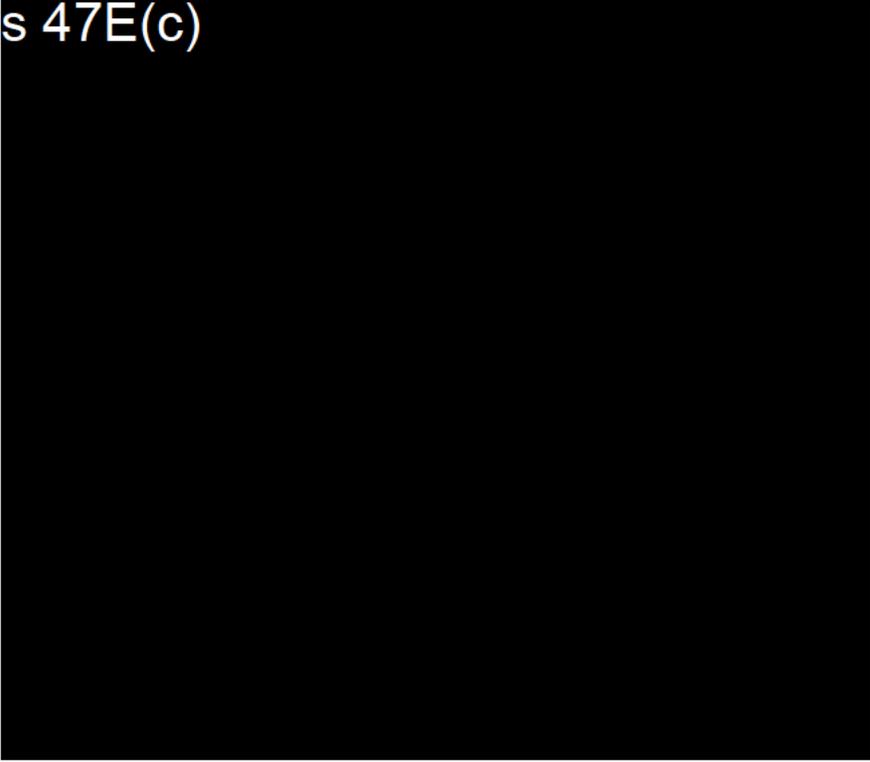


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From: [Amanda Meade](#)
To: [Amanda Meade](#)
Cc: [Sally Jackson](#); [Nick Leys](#)
Subject: Re: seen the response I guess, Have you heard from them?
Date: Tuesday, 23 May 2023 2:52:00 PM
Attachments: [Screen Shot 2023-05-23 at 11.08.28 am.png](#)
[Screen Shot 2023-05-23 at 11.46.41 am.png](#)
[Screen Shot 2023-05-23 at 10.31.10 am.png](#)
[Screen Shot 2023-05-23 at 10.33.05 am.png](#)

s 47E(c)



I have collected so many s 47F comments from FB and the Oz.

Amanda Meade
Media correspondent
[Guardian Australia](#)
E amanda.meade@theguardian.com
M s 47F
T @meadea
Media column [The Weekly Beast](#)

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**The
Guardian**

On Tue, 23 May 2023 at 14:47, Amanda Meade <amanda.meade@theguardian.com>
wrote:

s 47F

Amanda Meade
Media correspondent
[Guardian Australia](#)
E amanda.meade@theguardian.com
M s 47F
T @meadea
Media column [The Weekly Beast](#)

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The Guardian

On Tue, 23 May 2023 at 14:43, Sally Jackson <Jackson.Sally@abc.net.au> wrote:

Funny you should ask! It's totally, massively false. I'm getting some great stats on that.

From: Amanda Meade <amanda.meade@theguardian.com>
Sent: Tuesday, May 23, 2023 2:42 PM
To: Nick Leys <Leys.Nick@abc.net.au>
Cc: Amanda Meade <amanda.meade@theguardian.com>; Sally Jackson <Jackson.Sally@abc.net.au>
Subject: Re: seen the response I guess, Have you heard from them?

Is this true? The Australian has been told that **no other television program in the history of the ABC** has attracted more viewer complaints than the coronation coverage.

Amanda Meade
Media correspondent
[Guardian Australia](#)
E amanda.meade@theguardian.com
M s 47F
T @meadea
Media column [The Weekly Beast](#)

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Nation.

The Guardian

On Tue, 23 May 2023 at 14:37, Nick Leys <Leys.Nick@abc.net.au> wrote:

Yes, they seem upset.

An ABC spokesman said “we stand by our statements and comments.”

From: Amanda Meade <amanda.meade@theguardian.com>

Sent: Tuesday, May 23, 2023 2:35 PM

To: Sally Jackson <Jackson.Sally@abc.net.au>; Nick Leys <Leys.Nick@abc.net.au>

Subject: seen the response I guess, Have you heard from them?

The executive chairman of News Corp Australasia, Michael Miller, says the ABC should focus on addressing its own serious internal problems — namely, allegations of entrenched racism within the public broadcaster — ahead of criticising rival media organisations over their news coverage.

“The ABC needs to stop passing the buck and blaming others for its own internal problems,” Mr Miller said on Tuesday.

“ABC director of news Justin Stevens has made a raft of unsubstantiated claims about News Corp’s reporting of how the ABC covered the coronation, and the ensuing fallout that Stan Grant says contributed to his decision to stand down as host of Q+A.

“Mr Stevens’ misleading claims are being repeated across the various broadcast

arms of the ABC, and he should correct the record.”

Amanda Meade
Media correspondent

[Guardian Australia](#)

E amanda.meade@theguardian.com

M s 47F
T @meadea

Media column [The Weekly Beast](#)

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The Guardian

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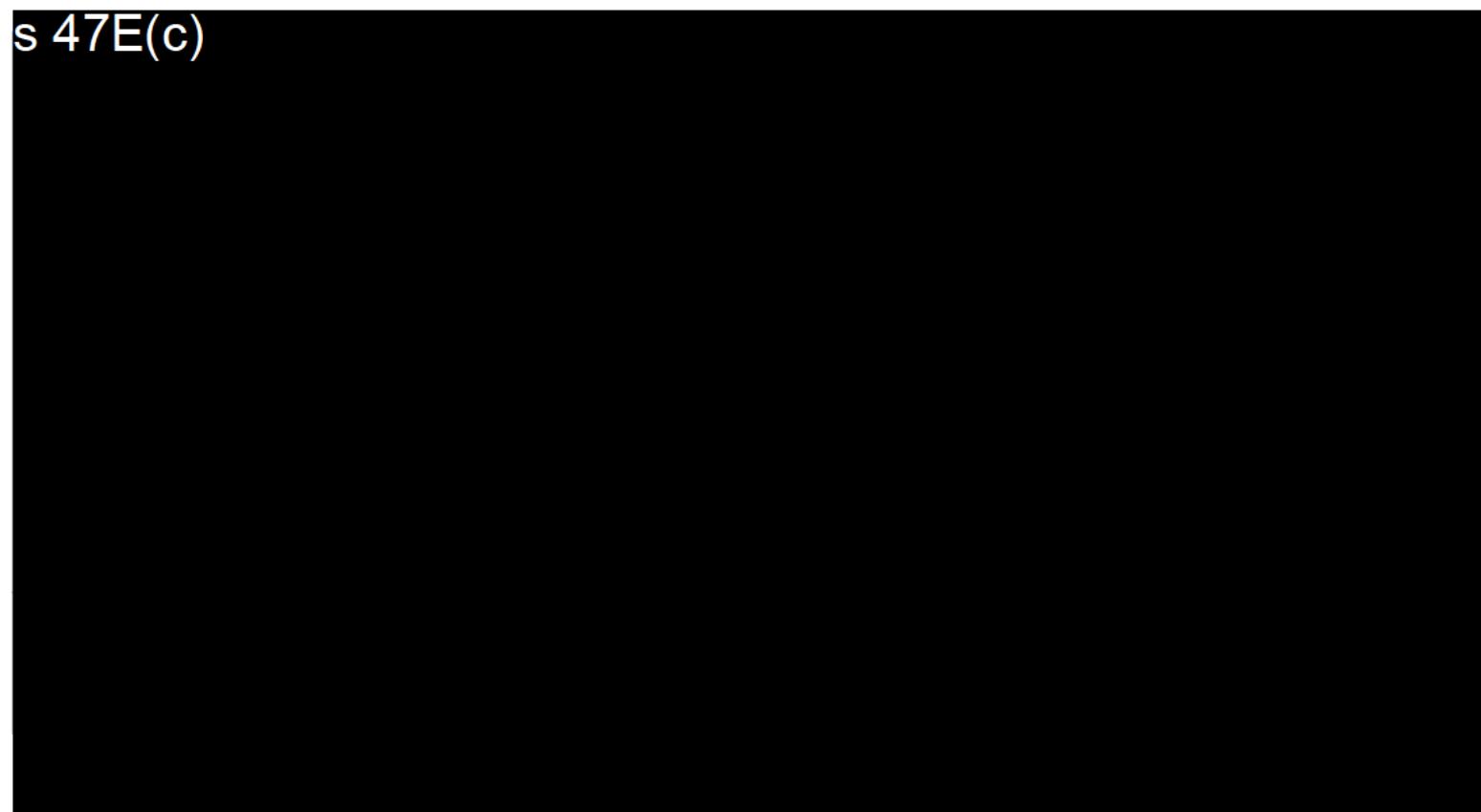
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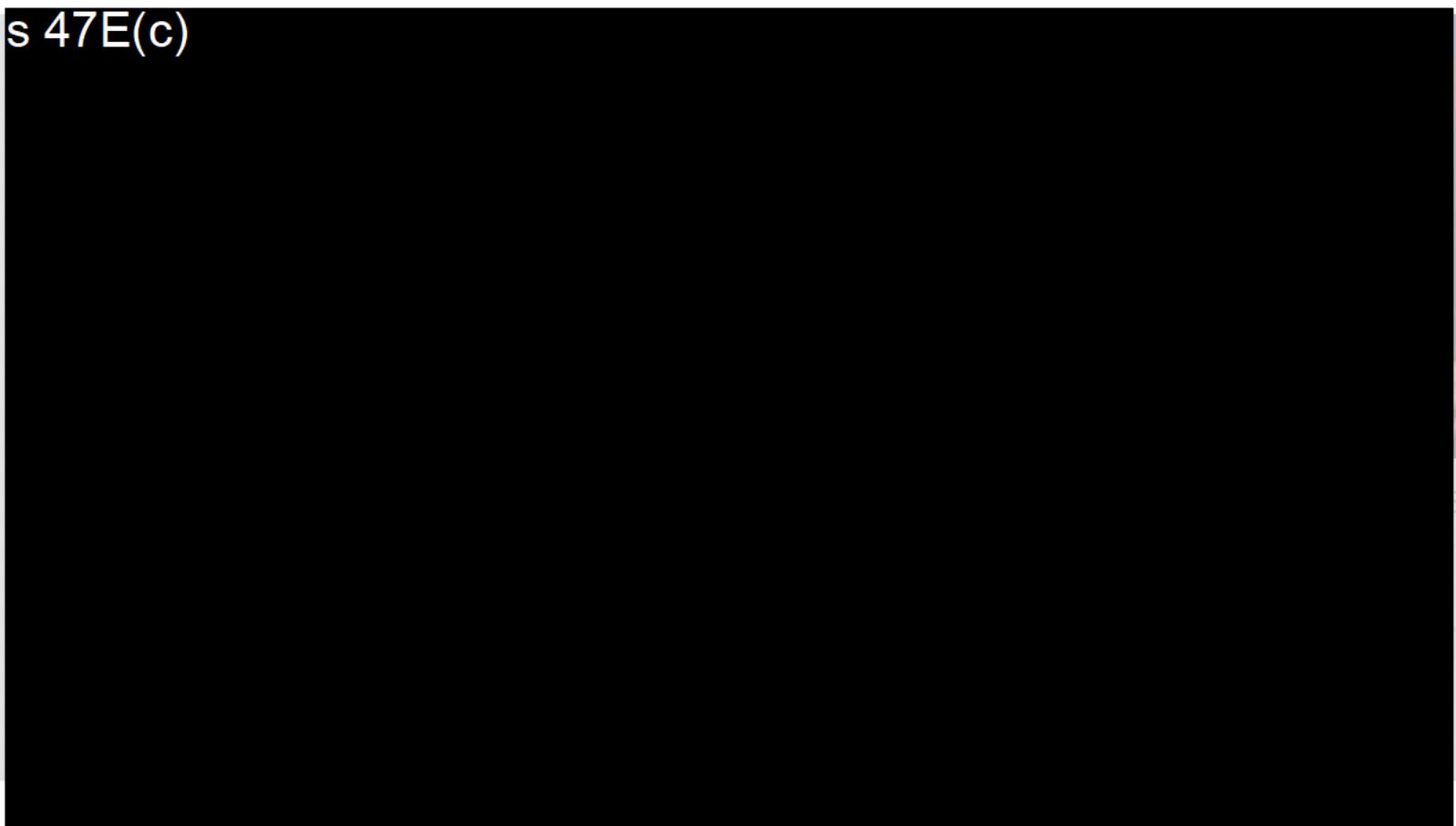
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s 47E(c)



s 47E(c)



From: Sally Jackson <Jackson.Sally@abc.net.au>
Sent: Tuesday, May 23, 2023 8:05:13 PM
To: Tim Ayliffe <Ayliffe.Tim@abc.net.au>; Suzanne Dredge <Dredge.Suzanne@abc.net.au>; Justin Stevens <Stevens.Justin@abc.net.au>; Gavin Fang <Fang.Gavin@abc.net.au>
Subject: Re: Correction required

Here's the exact breakdown:

Of the 1832 complaints, 1663 were noted with no response (544 didn't request a response, 1119 were racist, abusive or insubstantial), 110 general complaints, 59 referred to the Ombudsman's Office as potentially raising concerns with the ABC's editorial standards.

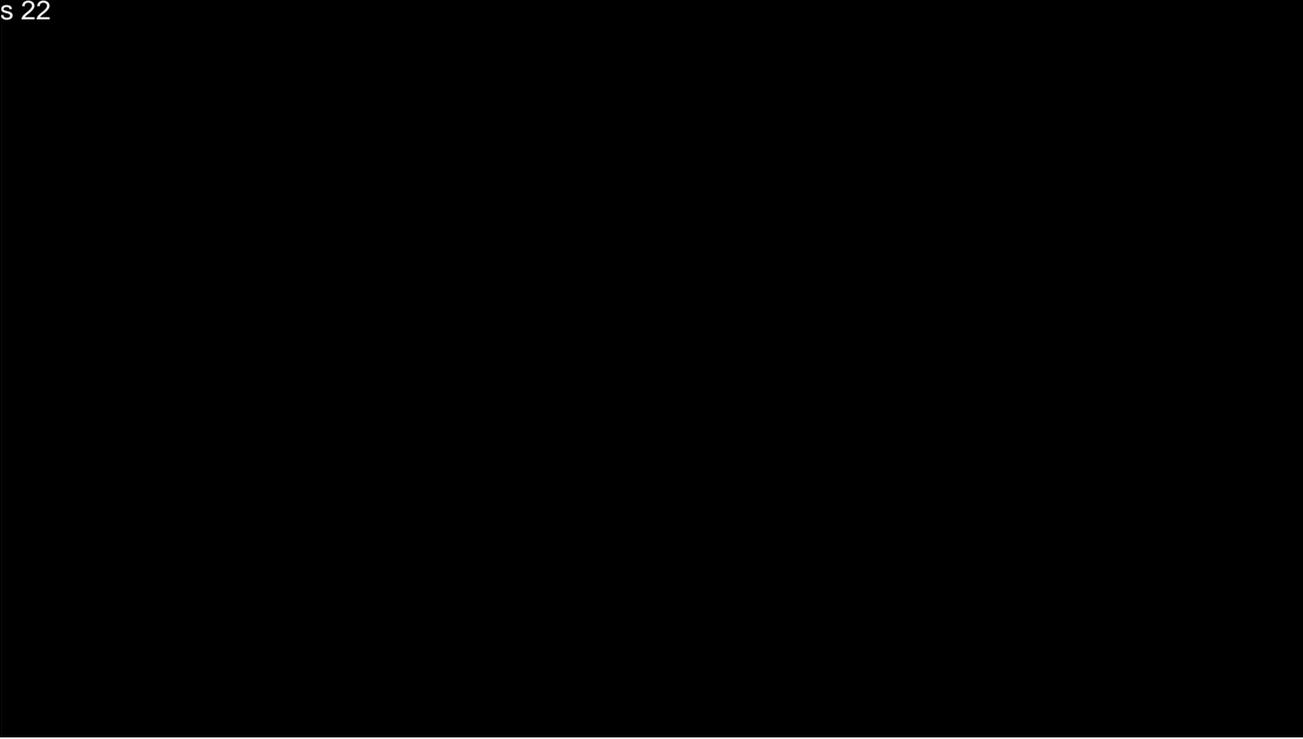
From: Tim Ayliffe <Ayliffe.Tim@abc.net.au>
Sent: Tuesday, May 23, 2023 7:35:05 PM

To: Suzanne Dredge <Dredge.Suzanne@abc.net.au>; Sally Jackson <Jackson.Sally@abc.net.au>; Justin Stevens <Stevens.Justin@abc.net.au>; Gavin Fang <Fang.Gavin@abc.net.au>
Subject: Re: Correction required

Thanks really interesting and thanks for breaking down the contacts like that

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s 22



From: Sally Jackson <Jackson.Sally@abc.net.au>
Sent: Tuesday, May 23, 2023 7:00 pm
To: Justin Stevens <Stevens.Justin@abc.net.au>; Gavin Fang <Fang.Gavin@abc.net.au>; Tim Ayliffe <Ayliffe.Tim@abc.net.au>
Subject: Fwd: Correction required

Fyi

From: Nick Leys <Leys.Nick@abc.net.au>
Sent: Tuesday, May 23, 2023 6:07 pm
To: James Madden <maddenj@theaustralian.com.au>; Elsworth, Sophie <sophie.elsworth@news.com.au>
Cc: williamsp@theaustralian.com.au <williamsp@theaustralian.com.au>; Charles, Mathew <mathew.charles@news.com.au>; louise.bryant@news.com.au <louise.bryant@news.com.au>; Sally Jackson <Jackson.Sally@abc.net.au>
Subject: Correction required

Dear Sophie and James,

In multiple stories published in The Australian/News Corp titles you have quoted incorrect data on the number of complaints received by the ABC about the Coronation panel and should be corrected.

For example:

15 May “One well-placed source said more than **1000 viewer complaints** about any one program was “completely unheard of”.”

<https://www.theaustralian.com.au/business/media/abc-coronation-coverage-to-be-investigated-by-ombudsman/news-story/cf267bbf4204f5e3f726101fe9cb5dd7>

19 May “The ABC was swamped with more than **1000 complaints** about the coverage.”

<https://www.theaustralian.com.au/business/media/abc-presenter-stan-grant-lashes-online-hatred-needs-a-break-from-the-media/news-story/13fa934e34774cc2095a9547babb3764>

22 May “The ABC was swamped with more than **1000 complaints** about the coverage.”

<https://www.theaustralian.com.au/business/media/abc-launches-review-of-how-it-handles-racism-after-the-departure-of-qa-host-stan-grant/news-story/f1725aa66735666f6125a70b18a276c4>

23 May “Grant was part of a one-hour panel in the lead-up to the coronation that discussed at length colonisation and the detrimental impacts of the British monarchy on Indigenous Australians, resulting in more than **1700 complaints** by viewers.”

<https://www.theaustralian.com.au/business/media/stan-grant-quits-abcs-qa-over-racial-abuse/news-story/d865bb96e483f4da6a861f01e63b69e0>

First, it is incorrect to say that “*more than 1000 viewer complaints about any one program was “completely unheard of”.*” For example, The Chaser’s “Make a Realistic Wish” skit received around 4300 complaints, and there have been other examples of high complaint numbers over the years.

Second, and most importantly, the “1000/1700 view complaints” number you quote in relation to the Coronation panel is not accurate. While there have been around 1700 audience contacts, 1119 of these were immediately discarded as they were racist, abusive or insubstantial comments.

In fact, the number of good faith complaints requiring a response is currently 110.

Of these, 59 are editorial complaints that have been referred to the Ombudsman’s Office. And it is not yet known whether any of these will be upheld.

In comparison, the number of investigated complaints over The Chaser’s “Make a Realistic Wish” skit was slightly more than 2000.

So, the number of complaints regarding the Coronation panel is low.

Please correct your reports.

Regards,

Nick

From: [Amanda Meade](#)
To: [Nick Leys](#)
Cc: [Amanda Meade](#); [Sally Jackson](#)
Subject: Re: Complaints
Date: Wednesday, 24 May 2023 7:17:05 PM

Thanks
Amanda Meade
Media correspondent
[Guardian Australia](#)
E amanda.meade@theguardian.com
Ms 47F [REDACTED]
T @meadea
Media column [The Weekly Beast](#)

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**The
Guardian**

On Wed, 24 May 2023 at 19:14, Nick Leys <Leys.Nick@abc.net.au> wrote:

From an ABC spokesman please:

Clarification has been sought on the number and type of complaints received regarding the ABC's coronation coverage.

The ABC has received 169 good faith, actionable complaints. Of these, 110 were general in nature.

The other 59 raised potential Editorial Policies issues and have been referred to the Ombudsman's Office for investigation.

While there has been around 1800 audience contacts more than 1100 of those were either racist or abusive content or did not raise a substantive issue.

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From: [Sally Jackson](#)
To: [Amanda Meade](#)
Cc: [Nick Leys](#)
Subject: RE: can you confirm this 59y old man is Stan? (news.com.au)
Date: Thursday, 25 May 2023 1:08:00 PM

ABC statement

The ABC is pleased that NSW Police has arrested a man for allegedly making online threats against journalist and presenter Stan Grant. The man has been charged with “use carriage to threaten serious harm and carriage service to menace/harass/offend”.

Threatening a journalist for doing his job is abhorrent and an attack on media freedom. The ABC will not tolerate journalists or any employees being threatened. All credible threats are reported to police. Such behaviour will not deter the ABC or its journalists from our work in the public interest.

ABC Director, News Justin Stevens:

“Stan Grant and his family have endured much over the past few weeks and have shown incredible resilience and courage. The ABC stands behind them.

“Toxic public discourse has real-life consequences for people and we in the media, as well as people using social media platforms, need to do all we can to foster a kinder and more constructive public conversation.”

From: Sally Jackson
Sent: Thursday, May 25, 2023 12:43 PM
To: Amanda Meade <amanda.meade@theguardian.com>
Cc: Nick Leys <Leys.Nick@abc.net.au>
Subject: RE: can you confirm this 59y old man is Stan? (news.com.au)
I don't know.

From: Amanda Meade <amanda.meade@theguardian.com>
Sent: Thursday, May 25, 2023 12:42 PM
To: Sally Jackson <Jackson.Sally@abc.net.au>
Cc: Amanda Meade <amanda.meade@theguardian.com>; Nick Leys <Leys.Nick@abc.net.au>
Subject: Re: can you confirm this 59y old man is Stan? (news.com.au)
thanks. Is Stan being stalked by photographers? How did they know he was at the police station?
A
Amanda Meade
Media correspondent
[Guardian Australia](#)
E amanda.meade@theguardian.com
M s 47F
T @meadea
Media column [The Weekly Beast](#)

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**The
Guardian**

On Thu, 25 May 2023 at 12:29, Sally Jackson <Jackson.Sally@abc.net.au> wrote:

Hi. Yes it is.

From: Amanda Meade <amanda.meade@theguardian.com>

Sent: Thursday, May 25, 2023 12:11 PM

To: Sally Jackson <Jackson.Sally@abc.net.au>; Nick Leys <Leys.Nick@abc.net.au>

Subject: can you confirm this 59y old man is Stan? ([news.com.au](https://www.news.com.au))

Police have charged a man with making online threats towards Stan Grant just hours after the journalist and his wife were spotted attending a Sydney police station to file a complaint.

On Wednesday, Grant, 59, and wife Tracey Holmes were seen at Randwick police station in Sydney's east.

NSW Police have confirmed in a statement to [news.com.au](https://www.news.com.au) that officers arrested a man on Thursday after investigating alleged threats made against a "59-year-old man".

"About 11.50am on Tuesday (25 May 2023), officers attached to Sydney City Police Area Command received a report of alleged online threats made against a 59-year-old man," the statement reads.

"Following inquiries, police arrested a 41-year-old man in Fairfield Heights at 6.40pm yesterday (Wednesday 24 May 2023).

Amanda Meade
Media correspondent
[Guardian Australia](https://www.theguardian.com/australia)
E amanda.meade@theguardian.com
M s 47F
T @meadea
Media column [The Weekly Beast](https://www.theguardian.com/australia)

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The Guardian

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From: [Amanda Meade](#)
To: [Nick Leys](#)
Subject: Re: ABC statement
Date: Friday, 26 May 2023 5:34:33 PM

Thanks

On Fri, 26 May 2023 at 5:21 pm, Nick Leys <Leys.Nick@abc.net.au> wrote:

Hi,

There's some new detail in this statement about the review.

Please attribute to an ABC spokesman:

ABC Managing Director David Anderson has, in consultation with the Bonner Committee, announced a review to investigate and make recommendations about ABC responses to racism affecting staff, and what additional support can be provided to staff who are subjected to racist or other forms of discriminatory behaviour.

Mr Anderson has today consulted with senior ABC Diversity Leads about how the review panel will work and who will lead it. Current and former employees will be invited to share their experiences.

The ABC has zero tolerance for racism in the workplace, as well as bullying, harassment, discrimination or any antisocial behaviour. All ABC employees deserve to feel welcomed, included, supported and safe in our workplace. Any such behaviour is investigated when complaints are made, and actions taken when warranted.

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Amanda Meade

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Box 68164, Kings Place, 90 York Way, London, N1P 2AP. Registered in England Number 908396

13:38



Karl >

Mon, 22 May at 11:54

Hi Nick.

Are you able to share any details about this racism review - terms of reference, who will conduct it, when it will report, whether its remit goes beyond the Stan Grant issue. I realise it's early doors, but anything you can share would be appreciated.

K

Too early. When we have more to say, we will say it.

Thought as much

Also, the statement re the Media Diversity Australia



iMessage



13:38



Karl >

Thought as much

Also, the statement re the Media Diversity Australia report, as per Mumbrella, would it be possible to get that. I may have to do something on it

And is it true that PK will be interim host? Or is that The Oz jumping the gun?

Oz jumping gun, nothing confirmed.

Thu, 25 May at 12:10

**Ombudsman's
Office investigation
reports | About the
ABC**



iMessage



13:38



Karl >



Oz jumping gun, nothing confirmed.

Thu, 25 May at 12:10

Ombudsman's Office investigation reports | About the ABC



about.abc.net.au

Has that just gone up?

Yep, just now. No breaches.

Read 25/5/2023

Thu, 25 May at 13:15

s 47F [redacted] has picked this up



iMessage



From: [Karl Quinn](#)
To: [Nick Leys](#)
Subject: Stan Grant
Date: Friday, 19 May 2023 4:03:52 PM

Hi Nick,

I've filed on Stan's decision to step down over the racist abuse he's been subjected to. Given what he has to say about the lack of support from ABC management, it seems only right to seek a response on that front.

We're live already, but will add as soon as something lobs.

Best

Karl Quinn
Senior Writer, Culture
The Age and Sydney Morning Herald

email: kquinn@theage.com.au

tel: +61 s 47F

Facebook: [karlquinnjournalist](#)

Podcast: [The Clappers](#)

Twitter: [@karlkwin](#)

snail mail: Level 7, 717 Bourke Street, Melbourne Docklands, Vic 3008

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From: [Karl Quinn](#)
To: [Sally Jackson](#)
Cc: [Nick Leys](#)
Subject: Re: Comment request
Date: Monday, 22 May 2023 1:09:44 PM

Thank you both.

Karl Quinn
Senior Writer, Culture
The Age and Sydney Morning Herald

email: kquinn@theage.com.au

tel: +61 3 47F [REDACTED]

Facebook: [karlquinnjournalist](#)

Podcast: [The Clappers](#)

Twitter: [@karlkwin](#)

snail mail: Level 7, 717 Bourke Street, Melbourne Docklands, Vic 3008

On Mon, 22 May 2023 at 12:59, Sally Jackson <Jackson.Sally@abc.net.au> wrote:

Hi again. I note Valencia-Forrester has changed her original statement to read: *"The report sponsor Australian Broadcasting Corporation (ABC) [UPDATED corrected for clarity], changed from project partner to 'supporter' after reading the report where we mention hostile and unsupportive newsrooms experienced by diverse journalists."*

To be clear, this also is false. Our sole stipulation was the one we emailed to MDA, which was this:

"The ABC is happy to be acknowledged as one of the funding partners of the research, just not to have the ABC name/logo used in a way which might suggest this is an ABC report, or an ABC-endorsed report, rather than an entirely independent MDA report."

Here is some additional information:

- Initially the MDA report into online abuse was going to focus on gender. It was the ABC's team that indicated the impact on CALD and Indigenous journalists was an area where little research had been done.
- The ABC logo is in the report itself, it was on display at the launch on the title screen, we were acknowledged multiple times as a partner in the launch and participated in an official partner photo
- The draft survey was reviewed and feedback provided from ABC diversity staff network chairs and/or deputy chairs, including Bonner Committee, ABC Pride, ABC Belong, ABC Inclusive and Diversity Advocates Network.
- As committed to in the ABC + MDA agreement, the ABC's Social Media Wellbeing Advisor will be developing guidance and training resources based off the research.

From: Sally Jackson <Jackson.Sally@abc.net.au>
Sent: Monday, May 22, 2023 12:23 PM
To: Karl Quinn <kquinn@theage.com.au>
Subject: Comment request

Hi Karl, Nick asked me to send this through. Mariam Veizsadeh has also disavowed this tweet, which I believe has been changed.

comment attributable to a spokesperson:

This claim is untrue, deeply disappointing and should be retracted. The ABC has never tried to "distance" itself from this research in any way -- in fact completely the opposite. The ABC helped fund the research, along with the eSafety Commissioner, Meta, Google News Initiative and Twitter, and strongly supported it.

The ABC's Social Media Wellbeing Advisor was closely involved in the development of the research study and the ABC actively encouraged employees to participate in the survey through ABC-wide communications. ABC representatives attended the launch and the ABC is mentioned in the media release.

It's an important topic we need to know more about, for one reason to help further our own efforts in this area.

The ABC asked Media Diversity Australia for it to be made clear that the report arising from the research was its own independent work, that is all. The email sent to MDA stated: *"The ABC is happy to be acknowledged as one of the funding partners of the research, just not to have the ABC name/logo used in a way which might suggest this is an ABC report, or an ABC-endorsed report, rather than an entirely independent MDA report."*

The ABC's only input to the report was reading a draft and sending through some requested amendments, including correcting inaccuracies and asking that case studies within it be further anonymised because individuals within it were still identifiable.

Faith Valencia-Forrester responded to this by saying: "The research team worked over the weekend to include most of the ABC and the eSafety Commission feedback. Please thank them for their time and effort, as we appreciate it."



Sally Jackson
Communications Lead, ABC NEWS

P +61s 47F E jackson.sally@abc.net.au

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From: [Karl Quinn](#)
To: [Nick Leys](#)
Subject: Re: Interview request
Date: Tuesday, 23 May 2023 3:45:07 PM

Thanks Nick

Karl Quinn
Senior Writer, Culture
The Age and Sydney Morning Herald

email: kquinn@theage.com.au

tel: +61s 47F

Facebook: [karlquinnjournalist](#)

Podcast: [The Clappers](#)

Twitter: [@karlkwin](#)

snail mail: Level 7, 717 Bourke Street, Melbourne Docklands, Vic 3008

On Tue, 23 May 2023 at 15:34, Nick Leys <Leys.Nick@abc.net.au> wrote:

Thanks for the offer Karl but not at this stage.

Nick

From: Karl Quinn <kquinn@theage.com.au>
Sent: Tuesday, May 23, 2023 3:27 PM
To: Nick Leys <Leys.Nick@abc.net.au>
Subject: Interview request

Hi Nick,

I've been asked to ask the question. Would Ita speak to us on the Stan Grant matter, and the perceived lack of support from management?

Best

Karl Quinn
Senior Writer, Culture
The Age and Sydney Morning Herald

email: kquinn@theage.com.au

tel: +61s 47F

Facebook: [karlquinnjournalist](#)

Podcast: [The Clappers](#)

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From: [Sally Jackson](#)
To: [Josh Butler](#)
Cc: [Nick Leys](#)
Subject: RE: The Guardian - coronation coverage
Date: Monday, 8 May 2023 12:07:00 PM

Hi Josh, from an ABC spokesperson please:

The ABC brought full coverage of the Coronation of King Charles III to Australians across its television and digital radio platforms and to audiences across the Asia Pacific via ABC Australia and Radio Australia. In addition to the live coverage of the Coronation, ABC iview featured special programming, including Charles R: The Making Of A Monarch; Camilla's Country Life; A Grand Royal Design; and Prince Charles: Inside The Duchy Of Cornwall.

Preceding the ceremonial events, as part of the comprehensive coverage ABC News canvassed an array of perspectives and views on the role of the monarch in 21st century Australia. The large number of guests across the evening included Q+A presenter Stan Grant; co-chair of the republican movement Craig Foster; Liberal MP Julian Leaser; writer Kathy Lette; lawyer, writer and Wiradjuri and Wailwan woman Teela Reid; 2023 Australian Local Hero of the Year Amar Singh; Youth Advocate Angelica Ojinnaka; Constitutional Law Professor and Coronation expert Anne Twomey; long-time Royal correspondent Juliet Rieden from The Australian Women's Weekly; and Michael Stead, Anglican Bishop of South Sydney.

The role of the national broadcaster is to facilitate conversations that reflect the diversity of views in the community. Hearing from Indigenous Australians and reflecting on Australia's history is an important part of this, especially as this year Australians will vote in a referendum on whether a First Nations Voice to Parliament should be included in the nation's Constitution.

From: Josh Butler <josh.butler@theguardian.com>

Sent: Monday, May 8, 2023 11:57 AM

To: Nick Leys <Leys.Nick@abc.net.au>; Sally Jackson <Jackson.Sally@abc.net.au>

Subject: The Guardian - coronation coverage

hello

Josh Butler here from The Guardian, hope you're well. I'm getting in touch about the Australian Monarchist League, who have complained about the ABC's coverage of King Charles' coronation - and are encouraging supporters to also complaint

The AML's Philip Benwell has sent an email to supporters saying *"Our legal advisers are preparing a formal complaint to the board of the ABC in regard to the production and airing of Saturday's extremely biased pre-Coronation programme specifically designed to attack the Constitution and the Crown."*

"So vitriolic are their attacks on the King, the monarchy, the British settlement and everything that came thereafter that they forget that they are the very people who want our vote for their Voice to the Parliament. We welcome pertinent comments from members in regard to the ABC programme that will be helpful in compiling our formal complaint. This should include specific comments made during the programme by interviewers and panelists."

Liberal MP Julian Leaser has also voiced concern, saying in a Facebook post that while he was happy to participate in the coverage: *"I do believe the ABC got the balance wrong with the discussion and panel on Saturday night. I think the ABC's audience would have been disappointed by the lack of balance. To have only one out of four panelists as supporters of our existing constitutional arrangements meant there was little opportunity for a panel discussion that reflected the warmth and respect Australians have for King Charles."*

<https://www.facebook.com/JulianLeeserMP/posts/pfbid0qY9Uy9KpqQwkaOX5EtaqtPNNNGzR9EmoJ2GBRiuZWj1Mgt9tY9hzVcSr8cRcZYDl>

I hoped to ask the ABC for a response or comment on these claims, as well as around other criticisms that have already been reported in The Australian.

If you wished to provide a comment or response to the AML or Mr Leeser's criticisms, please let me know - thanks very much

Josh Butler

Political Reporter

The Guardian | Australia

+61 

josh.butler@theguardian.com

Twitter: [@joshbutler](https://twitter.com/joshbutler)

The Guardian

Suite 68, Parliamentary Press Gallery
Parliament House, Canberra, ACT 2600

theguardian.com/au

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From: Josh Taylor <josh.taylor@theguardian.com>

Sent: Saturday, May 20, 2023 11:52 AM

To: Sally Jackson <Jackson.Sally@abc.net.au>

Subject: Stan Grant questions

Thanks for your time, Sally.

Just in terms of questions:

1. When is the ombudsman investigation regarding complaints about the coronation coverage to be concluded?

Timing of investigations is up to the Ombudsman's Office.

2. What processes does the ABC now have in place for staff to report online abuse and seek support for that abuse? Were those used in this instance?

The ABC has strong processes and extensive resources which are communicated to employees regularly.

When a concern is raised support is always provided.

There is an ABC-wide mandatory reporting system for all safety incidents, including cybersafety incidents.

Plausible threats are referred to police.

The dedicated roles of Social Media Wellbeing Advisor and Trauma Programs Manager provide outreach and individual support.

Other actions that can be taken include raising concerns directly with social media platforms, for example logging incidents of hateful content with Twitter.

Resources on the dedicated Social Media Safety Hub include specific guidance on:

- what to do if an incident occurs
- how to prepare for exposure to the online audience
- how to prepare and support external talent
- guidance for managers
- guidelines for social media abuse risk assessments at the content commissioning stage
- safety guides for key social media programs
- what an employee should do if they receive a threat, are harassed on email, social media or via phone or text line, have their social media account hacked, experience a pile-on, are the target of a disinformation campaign, are doxxed, and more

(This is not a complete list of the resources available. For your information I've attached one of the internal guidance notes outlining some specific actions on accessing the right support.)

3. Did this process change following the diversity report and public apology in June 2022?

All these processes and resources were already in place in June 2022, but we are continually adding to and improving them.

(As noted above, the work by the News Diversity Advisory Group was not specifically about online abuse, although it was mentioned that Indigenous and CALD journalists experience online abuse.)

4. Was a lot of the abuse in response to articles in Daily Mail/Sky News?

Some types of media coverage clearly generate or contribute to fuelling abuse. If not handled carefully and responsibly, media coverage can also platform and amplify abuse, making it even more damaging for individuals.

Thanks!

Josh

Josh Taylor

Reporter

The Guardian | Australia

+61 s 47F (Mob/Signal)

josh.taylor@theguardian.com

twitter: [@Joshgnosis](https://twitter.com/Joshgnosis)

The Guardian

Level 2, 607 Bourke St

Melbourne VIC 3000

theguardian.com/au

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ONLINE HARASSMENT FROM ONE USER



Key steps to bolster safety and wellbeing

Social media abuse from one user can vary from hate speech to fixated persons and violent threats. It can include abusive language and hate speech.

Online abuse can be overwhelming, so we've set out clear steps to take following an incident. These steps are based on research and internationally recognised best practice with the aim of bolstering safety and resilience. Ultimately every situation is different and it is important to take the steps that empower you.

It is important to recognise the ABC does not require staff to have a personal social media presence and encourages staff to prioritise their wellbeing when interacting online.

Step 1: Prioritise privacy and safety

Does abuse include any of the following:

- Threats of violence, including implied and inciting threats and sexual threats
- A fixated person - repeated, unwanted contact from one individual
- Online sexual harassment including sexual requests or sexually offensive content
- Threats of physical contact
- Hate speech
- Abusive language

If so,

- Call 000 if you feel in imminent danger
- If you do not feel in immediate danger, contact ABC Security on **s 47F**. They can assist with personal security measures and discuss options for reporting to the police. [You can read more about their support here.](#)
- You may ask Security to monitor the individual's activity for escalation as well as mentions of your name (where possible)
- In the case of a fixated person, Security may be able to assist with a request to cease contact or liaise with the fixated person's unit

For all incidents

- Bolster safety offline by considering what is available and how you can be contacted online. Step through the '[Preparing for the online audience](#)' checklist, including registering as a silent elector.
- Step through [platform safety guidelines](#) for any social media accounts you use, including sections on what to do if you experience abuse from one user and privacy recommendations

Step 2: Document evidence

Whether you're hoping to report the user to the social media platform or the police, keeping a record is important. This can also help to assess whether ongoing contact increases in severity.

If you are experiencing significant abuse, prioritise by documenting the following:

- The first post from the user
- The three most recent posts
- The most relevant/serious posts
- If you suspect this is part of a coordinated campaign, document any evidence

[You can see a documentation template here.](#)

Note: If you are recording a text or image post or comment, take a screenshot. If you are recording a video, download or screen record the video (you may need to Google how to do this depending on the platform).

You may like to ask a trusted person to assist with this to reduce further exposure to harm or if the abuse is via Twitter, use the [TRF Filter](#) to document social media posts without having to see them as they are blurred.

To generate a report on all activity by one user, click create report and search for their username and exporting the report as PDF. [You can see more advice on using TRF filter here.](#) This report does not include DMs or content containing photos.

Step 3: Reduce contact

- Consider blocking or muting/restricting the user on social media.
Mute/restricting means the user will not know that you cannot see their interactions but they will still be able to see your posts.
If you block the user, they may know and in some cases, this may escalate the incident or they may create another account to harass you.
If you have a public account, a blocked user can still see your posts if they sign out of their account so it's important not to have a false sense of security if you do block them

If abuse includes violent or sexual threats or a fixated person, discuss with security whether blocking or muting is the safest action to take

[A note on responding.](#)

Responding to abuse can escalate harassment. [See advice on responding to abuse here.](#)

If abuse includes violent or sexual threats, a fixated person or threats of physical contact it is strongly recommended not to reply.

As the international women's media foundation says "Acting out without logical reasoning and without assessing the situation first can make the problem worse. You can't control your emotions, but you can control how you act on them. One way to do this is to analyze why we are experiencing each of these feelings and try to figure out what we are afraid of. Is it our own vulnerability? Does our anger stem from the injustice of being slandered?"

Tackling the situation this way will help us to better understand the emotion we're experiencing and take a different approach to the problem. It will allow us to find a more rational solution and we'll avoid entering into a back and forth exchange with our abuser. A healthy response to online abuse is to focus on staying safe."

Step 4: Report

Report in Noggin

Does your abuse include any of the following:

- Threats of violence, including implied and inciting threats and sexual threats
- A fixated person - repeated, unwanted contact from one individual
- Online sexual harassment including sexual requests or sexually offensive content
- Threats of physical contact
- Hate speech
- Any online harassment which has impacted your wellbeing

If so,

- [Log in Noggin via MyApps on your desktop](#)
- This will alert your manager (unless you mark it is confidential), ABC Security, the Social Media Wellbeing Advisor, the Trauma Programs Manager, the WHS team and representative and the director.
- It also means we have a record of the incident
- If you do not wish to log this in Noggin, reach out to the Social Media Wellbeing Advisor and your manager directly

Report to platform

- Report any offending content and users to the platform
- If no action is taken, escalate this via [your division's social media lead](#) or the social media wellbeing advisor
- If there is still no action after 48 hours [and the content meets eSafety's threshold for harm](#), escalate with [eSafety](#).

Consider legal options

Depending on the situation, in time you may wish to make a formal report to the police. ABC Security can speak to you about what to expect and may be available to assist in the reporting process.

[Here is a handy guide for legal actions journalists can take.](#)

Step 5: Promote your wellbeing

Online abuse impacts each of us differently and the impacts can vary depending on other life stressors.

Debrief

Emotional support and debriefing are important following online harassment. Consider which of the following debrief options best suits you.

- Free counselling via [The FAP](#) including their First Nations (s 47F) and LGBTQIA+ (s 47F) hotlines
- Speak to a colleague via [Peer Support](#). We have a list of supporters who have experienced online abuse
- The [Diversity Advocates Network](#)
- The Trauma Program offers specialist psychological support to staff who experience exposure to trauma in their roles, including online abuse. Contact s 47F to organise this.
- Contact your GP for a mental health care plan

Consider time off

It is important to prioritise your wellbeing following online abuse. If you require time away from work, consider [speaking to People and Culture](#) to discuss leave options.

Depending on your role, another option is to speak to your manager about the option of working on something lighter following harassment or publishing without a by-line.

Lean into your coping mechanisms

As noted by the International Women's Media Foundation, "when threatened our nervous system produces high levels of stress and adrenaline. Anti-stress techniques help us regain control of our brain by halting the production of adrenaline and endorphins. This allows us to assess the situation calmly and make rational decisions. The exercises also help us to generate emotions that produce well-being, such as happiness, peace, serenity, and enjoyment. Relaxing also allows us to gain a better perspective on life, not letting stressful and painful experiences overrule all other feelings".

- If you are feeling anxious, immediate ways to reduce anxiety may include box breathing, exercise, and coming back to your senses - what can you see, hear, smell, and taste? You could try [this breathing exercise developed by the International Women's Media Foundation for journalists experiencing online abuse](#).
- You may wish to turn off in-app notifications on your phone, set boundaries with people, drop unnecessary tasks
- Plan for positive coping mechanisms. For example: After work today, I will turn off my phone at 5.30 pm and go for a walk/paint/catch-up with mates - whatever it is that reflects your self-care practice
- Consider digital detoxing.
 - Choose certain times of the day to disconnect and recharge.
 - Use in-app time limits
 - Do not look at social media right before bed or when you first wake up. You have no control over what you may see. If you see something negative, it could keep you awake or start your day off in a negative way

Implement self-care

- Exercise is vital to mental wellbeing. It burns off excess adrenaline - the hormone responsible for stress symptoms and releases endorphins
- Try to achieve 8 hours of sleep each day. Avoid blue light one hour before bed.
- Eat nutritious foods. The gut drives stress management. Avoid caffeine as it can increase anxiety.

Context can help

Journalists, and particularly public broadcasters, are vulnerable to online attacks. They are known to the public (be it through broadcast or via by-lines) and sometimes produce content about culturally divisive topics.

Frequently, journalists are targeted in an attempt to silence their reporting or discredit their work.

Attacks can be steeped in racism, misogyny, ableism and homophobia. Unfortunately female, Indigenous, LGBTQIA+, journalists living with disability and diverse journalists experience higher rates and severity of online abuse. It is also important to recognise intersectionality.

Female journalists experience nearly [3x more abuse than male journalists](#), with [73% experiencing online abuse in a 2020 survey](#).

One [US-based study found 90% of female journalists see online harassment as the biggest threat](#) to journalism.

These resources may help to add context to your experience:

- [Who are trolls and why do they target journalists?](#)
- [Why do people comment on news sites?](#)