



ABC
Australian
Broadcasting
Corporation

**Annual
Report
2013**

FOR ALL OF US



*“This service, the ABC, now belongs to you.
We are your trustees.
It is a service that is not run for profit, but purely
in the interests of every section*

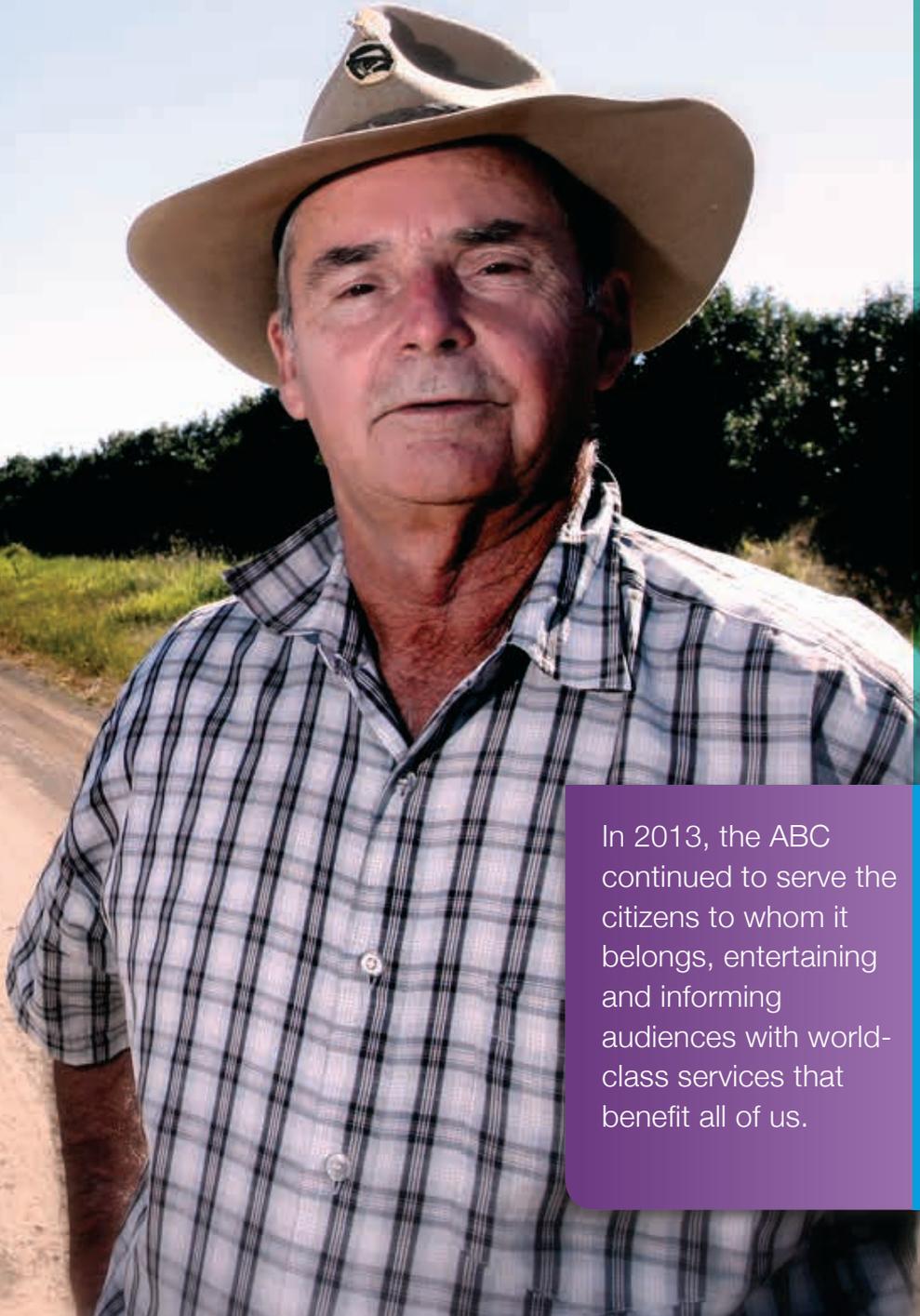
From the ABC Radio introductory address, 1932

AT ITS VERY BEGINNING, the ABC was conceived as a unique gift to the nation—an investment that would pay dividends in terms of our cultural life and our ability to understand ourselves and the world around us.

In 2013, the ABC continued to make high quality content available with unparalleled reach and universality, and to deliver on the key strengths and core responsibilities which underpin the ABC's place in Australian society as a trusted and reliable broadcaster.

Digital platforms, mobile services and social media provide new opportunities for all of us to listen, watch, explore and share ABC content. Combined with independent and highly-trusted news and information, quality Australian content, and children's content which is safe, fun and educational, the benefits of a strong public broadcaster are there for all of us.

of the community.”



David Johnston – by ABC Open producer, Brad Marsellos, Wide Bay, New South Wales.

In 2013, the ABC continued to serve the citizens to whom it belongs, entertaining and informing audiences with world-class services that benefit all of us.

FOR ALL OF US

James Spigelman AC QC
Chairman



ABC
Australian
Broadcasting
Corporation

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007

GPO Box 9994
Sydney NSW 2001

Tel. +61 2 8333 5135
Fax. +61 2 8333 2967
abc.net.au

The Board of the Australian Broadcasting Corporation is pleased to present the Annual Report for the year ended 30 June 2013.

The Directors of the ABC Board are responsible under s.9 of the *Commonwealth Authorities and Companies Act 1997* for the preparation and content of the ABC Annual Report.

The Report is prepared in accordance with the requirements of the *Commonwealth Authorities and Companies Act 1997* and the *Australian Broadcasting Corporation Act 1983*, and was approved by a resolution of the Board on 29 August 2013.

It provides a comprehensive review of the ABC's performance in relation to its legislative mandate and as a diversified media enterprise operating within a fast-evolving industry environment. This year's editorial theme of the report—*For all of us*—highlights the diversity and universality of the ABC's services, which are provided for all Australians.

A handwritten signature in black ink, appearing to read 'James Spigelman', written in a cursive style.

James Spigelman AC QC
Chairman

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Purpose, Vision and Values

Providing content and services of the highest quality lies at the heart of the ABC's public purpose.

The ABC's Purpose

is to fulfil its functions as set out in the *Australian Broadcasting Corporation Act 1983*, particularly the ABC Charter.

The ABC's Vision

is to provide high quality content and services that will ensure the ABC is valued as Australia's most trusted and creative media organisation.

Our Values

The ABC is a truly independent media organisation for all Australians. Our values are the foundation of how we work.

Integrity

We act with trustworthiness, honesty and fairness. We deliver on our commitments and are accountable.

Respect

We treat our audiences and each other with consideration and dignity. We embrace diversity.

Collegiality

We work together willingly. We cooperate and share in the ABC's challenges and successes.

Innovation

We foster creativity and distinctiveness. We encourage new thinking and strive to achieve quality in all that we do.

As Australia's primary public broadcaster, the ABC strives to provide high-quality programming, independent news and information, and content that enriches Australian communities.

ABC

THE

ABOUT

Purpose, Vision and Values

Snapshot of the ABC

Roles and responsibilities of the Board

ABC Board of Directors

Board Directors' statement

ABC Executive

Outlook for the year ahead

ABC strategic objectives

ABC services

ABC RN, ABC Classic FM and triple j

national radio networks, also available in mainland capital cities as a digital radio service¹

Digital Radio

ABC Dig Music, ABC Jazz, ABC Country, ABC Grandstand, triple j Unearthed, as well as ABC Extra, a special events digital radio station³

Streaming

all digital radio services are streamed online



¹ Also available via digital satellite subscription services.

² Some Local Radio services are available via digital satellite subscription services.

³ ABC Dig Music and ABC Jazz are also available on free-to-air digital and subscription television services.

ABC Local Radio

available from 60 locations around Australia. Also available in mainland capital cities as a digital radio service²

ABC NewsRadio

national, continuous news radio network

ABC News and Current Affairs online

in-depth journalism content

UNDERSTAND

ABC 1

ABC1

the ABC's primary television channel

ABC News 24

national, continuous news television network

iview

an internet-only catch-up television service

ABC2

content for a younger adult demographic between 7pm and 2am, running on the ABC's second free-to-air digital television channel

ABC4Kids

content for pre-schoolers between 6am and 7pm, running on the ABC's second free-to-air digital television channel

ABC3

a dedicated children's channel

The ABC delivers a wide range of services across multiple platforms.

Radio Australia

an international radio and online service broadcasting in eight languages to Asia and the Pacific



Australia Network

an international television and online service, broadcasting to 46 nations in Asia and the Pacific

CONNECT

International Projects

assisting media organisations internationally with strategic advice, training, mentoring and technical support

ABC Open

an initiative for Australians in regional communities to produce and publish photos, stories, videos, and sound through the ABC

abc.net.au

content which can be streamed or downloaded, plus content uniquely designed for broadband delivery

ABC Retail

155 retail outlets throughout Australia, plus ABC Shop Online

ABC Publishing and Licensing

magazines, books and merchandise

Video Entertainment and Distribution

DVD and digital distribution

ABC Digital

online and mobile products

Content Sales

format, digital content, footage, audio and stills

Mobile services

a range of apps for smartphones and tablets

ABC Music and Events

variety of music products and live events

ABC operations

INTERNATIONAL

Moscow
London
Beijing
Tokyo
Jerusalem
New Delhi
Bangkok
Nairobi
Jakarta
Port Moresby
Auckland

from 60 locations
around Australia and
12 overseas bureaux

- Australian transmission
- ABC international bureaux and news correspondents

NATIONAL

Broome
Karratha
Geraldton
Kalgoorlie
Perth
Bunbury
Wagin
Esperance
Albany

The ABC in 2012–13

The ABC continues to provide content which informs, educates and entertains, and which is freely available for all of us.

VALUE

85%

Percentage of Australians who believe the ABC provides **a valuable service** to the community (see page 27)

Estimated reach of ABC services via radio, television and online (see page 27)

73%

INTERACT

4.6 million

Average number of users who visited **abc.net.au** each month (see page 60)



UNDERSTAND

1.7 million

Average monthly reach of ABC news and current affairs **websites** (see page 57)

HIGHLIGHT

LISTEN

Total hours broadcast on each ABC Radio network and station

8,784



4.5 million

ABC Radio's average five-city weekly **metropolitan** reach (see page 32)



1.3 million

Average national audience for weeknight 7pm News on ABC1 (see page 56)

WATCH

9.4 million

ABC Television's average five-city weekly **metropolitan** reach, or **59.9%** (see page 40)

892

Number of hours of **first-release** Australian TV content broadcast in prime-time on ABC1 (see page 231)

98.5%

Percentage of Australians who can access ABC's **digital television** services (see page 40)

4.5 million

ABC TV's total weekly **regional** reach, or **64.2%** (see page 40)

46

Number of **countries** across Asia, the Pacific and the Indian sub-continent where Australia Network television content is available (see page 66)

8

Number of **languages** that radio content is provided in Asia (see page 63)

SHOP

155

Number of ABC **retail outlets** operated throughout Australia (see page 257)

200,000

Average number of Australians who come to **ABC Shop Online** each month

\$1.1 million

Net profit generated by ABC Commercial which was **returned to programming** (see page 69)

CONNECT

ABC Board of Directors

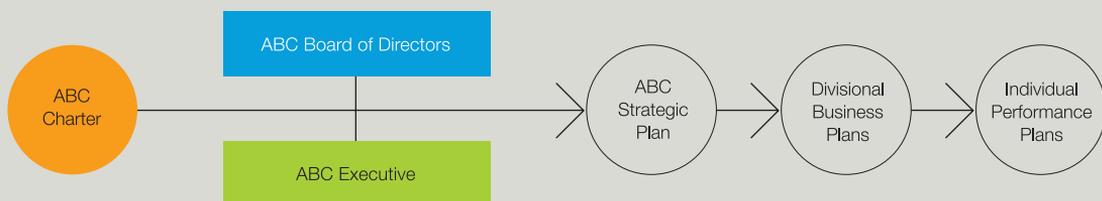
Role and responsibilities of the Board

THE ROLE AND RESPONSIBILITIES OF THE ABC BOARD derive from the *Australian Broadcasting Corporation Act 1983* (“ABC Act”). Section 8 of the ABC Act requires the Board to ensure the functions of the Corporation are performed efficiently and with the maximum benefit to the people of Australia, while maintaining the ABC’s independence and integrity. It is required to ensure that the gathering and presentation of news and information is accurate and impartial according to the recognised standards of objective journalism; to develop codes of practice relating to programming matters; ensure compliance with the ABC Act and other relevant legislation; and to consider matters of Government policy relevant to the functions of the Corporation when requested to do so by the Minister. The ABC Act also requires the Board to prepare corporate plans for the ABC and to notify the Minister of any matters likely to cause significant deviation from those plans.

In addition, individual Directors are required to meet objective standards of care and good faith, as set out in the *Commonwealth Authorities and Companies Act 1997*.

Directors are required to observe the ABC Board Protocol, first adopted in September 2004, which sets out their responsibilities and rights. They are required to provide a declaration of interests upon their appointment, which is updated as necessary. At each meeting, Directors are asked if they wish to declare a material personal interest in any items on the agenda. Induction processes are in place for new Board members and online training is available through provision of the Directors’ Manual and Corporate Governance in Australia modules from CCH Australia Limited. Other professional development for Directors is provided as required.

The ABC Charter and Duties of the Board are set out in Appendix 1 (see page 216).





James Spigelman AC QC

ABC Chairman

BA (Hons) LLB, Hon. LLD

1 April 2012 – 31 March 2017

James Spigelman was the Chief Justice and Lieutenant-Governor of New South Wales from 1998 to 2011. Between 1980 and 1998 he practised as a barrister in Sydney and was appointed QC in 1986. Between 1972 and 1976 he served as Senior Adviser and Principal Private Secretary to the Prime Minister of Australia and as Permanent Secretary of the Commonwealth Government's Department of the Media. From 1976 to 1979 he was a member of the Australian Law Reform Commission.

Mr Spigelman has served on the Boards and as Chair of a number of cultural and educational institutions including: Chair of the National Library of Australia between 2010 and 2012, Member of the Board of the Australian Film Finance Corporation between 1988 and 1992 (Chairman between 1990 and 1992), Member of the Board of the Art Gallery of New South Wales between 1980 and 1988 (Deputy Chairman between 1983 and 1988), and as President of the Museum of Applied Arts and Sciences between 1995 and 1998. In November 2012 he was appointed a Director of the Board of the Lowy Institute for International Policy. In 2013 he was appointed a Non-Permanent Judge of the Court of Final Appeal of Hong Kong.



Mark Scott AO

ABC Managing Director

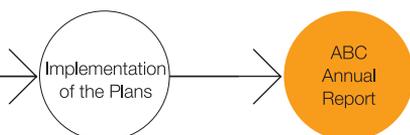
BA, DipEd, MA (Syd.), MPubAdmin (Harv)

5 July 2006 – 4 July 2011;

5 July 2011 – 4 July 2016.

Under Mark Scott's leadership, the structure and operation of the ABC has been transformed and the ABC's services and reach have been dramatically expanded. The ABC has established a reputation as Australia's leading digital media innovator during this time. He has also led a shift within the organisation from a process-based culture to one that emphasises the values of Respect, Integrity, Collegiality and Innovation.

Before joining the ABC, Mr Scott served 12 years in a variety of editorial and executive positions with Fairfax Media, Editorial Director of the Fairfax newspaper and magazine division and Editor-in-Chief of Metropolitan, Regional and Community newspapers.





Steven Skala AO

Vice Chairman, Australia and New Zealand, of Deutsche Bank AG
BA LLB (Hons) (Qld) BCL (Oxon)
6 October 2005 – 5 October 2010;
24 November 2010 – 23 November 2015.

Steven Skala is Chairman of Wilson HTM Investment Group Limited, and Director of Hexima Limited. He is Vice President of the Board of the Walter & Eliza Hall Institute of Medical Research, Deputy Chairman of the General Sir John Monash Foundation and a Director of the Centre for Independent Studies. Mr Skala serves as a Member of the International Council of the Museum of Modern Art (MoMA) in New York, the Advisory Council of the Australian Innovation Research Centre, and the ANZAC Centenary Advisory Board Business Group.



Professor Julianne Schultz AM

Academic, editor and company director
BA (Qld), PhD (Syd.), GradCertMgmt (AGSM) FAHA
27 March 2009 – 26 March 2014.

Julianne Schultz is the founding editor of Griffith REVIEW. She is the Chair of the Australian Film, Television and Radio School and a member of the Board of the Grattan Institute. Professor Schultz is a member of the advisory boards of the Centre for Advanced Journalism, Companion to Australian Media, High Resolves Initiative, Australian Indigenous Mentoring Enterprise, and is an ambassador for Australian Indigenous Education Foundation. She is a judge of the Miles Franklin, Walkley and Sidney Myer Creative Fellowship awards.



Cheryl Bart AO

Lawyer and Company Director
BCom, LLB (UNSW), FAICD
3 June 2010 – 2 June 2015.

Cheryl Bart is Chairman of ANZ Trustees Ltd, the South Australian Film Corporation, Foundation for Alcohol Research and Education, and the Environment Protection Authority of South Australia. She is a director of Spark Infrastructure Ltd, South Australian Power Networks (formerly ETSA Utilities), Audio Pixel Holdings Ltd, the Australian Himalayan Foundation and the Local Organising Committee Asian Cup 2015 Ltd.



Jane Bennett

Lawyer and Company Director
AdvCertAppSc (Dairy Tech), FAICD
30 June 2011 – 29 June 2016.

Jane Bennett is the former Managing Director of Ashgrove Cheese, a family owned and run business in Tasmania. Ms Bennett is the immediate past chair of the Food Industry Advisory Council in Tasmania and is a Board Member of the Brand Tasmania Council. Her other directorships include the Australian Farm Institute, Tasmanian Ports Corporation, Brand Tasmania Council and the CSIRO.



Dr Fiona Stanley AC FAA FASSA

Patron and the founding Director of the Telethon Institute for Child Health Research
 MSc (Lon.), MD (WA), Hon. DSc (Murdoch), Hon DUniv (QUT), HonMD (Syd.), Hon. DUniv (Melb.), Hon. Dsc (ECU), Hon, FRACGP, Hon. FRCPCH (UK), FFPHM (UK), FAFPHM, FRAQNZCOG, FASSA, FAA, FRACP, FFCCH
 30 June 2011 – 29 June 2016.

Fiona Stanley is a Distinguished Research Professor in the School of Paediatrics and Child Health at the University of Western Australia, a Vice-Chancellor's Fellow and Director of the 2013 Festival of Ideas at the University of Melbourne, and Chair of the Alcohol Advertising Review Board, an initiative of the McCusker Centre for Action on Alcohol and Youth. Professor Stanley has more than 350 published papers, books and book chapters.



Matt Peacock

Journalist, ABC
 Staff Elected Director
 22 April 2013 – 21 April 2018.

Matt Peacock is a senior journalist with the ABC working on the 7.30 program. He is Adjunct Professor of Journalism with Sydney's University of Technology (UTS) and has authored newspaper and magazine articles, as well as the book *Killer Company* (HarperCollins, 2009), a history of Australia's largest asbestos manufacturer, James Hardie which inspired the ABC Television miniseries, *Devil's Dust*.



Simon Mordant AM

Vice Chairman and Managing Director of Greenhill & Co., Inc.
 CA, ACA (UK)
 8 November 2012 – 7 November 2017.

Simon Mordant has been a practising corporate adviser in Australia since 1984. He is Chairman of the Board of the Museum of Contemporary Art Australia. Simon is Australian Commissioner for the 2013 and 2015 Venice Biennale, a member of the Leadership Council of the New Museum in New York and a member of the International Council of The Museum of Modern Art in New York, a member of the Executive Committee of the Tate International Council, a Director of the Sydney Theatre Company and the Garvan Research Foundation, and a member of the Wharton Executive Board for Asia.

Full details of the experience, past appointments and achievements of each of the members of the ABC Board are available at:
www.about.abc.net.au/who-we-are/the-abc-board/

Accessibility

The ABC provides a wide range of services—television, radio and digital—available throughout the nation—for all of us—regardless of age, geography or income. It provides, and is committed to continue to provide, a range of shared experiences for Australians which nourish our sense of national identity, promote social cohesion and enrich and inform all aspects of Australian life, including the maintenance of a vibrant democracy. The Australian broadcasting system has developed on the principle of universal, free accessibility. The ABC is part of that system, together with commercial and community broadcasters, providing a distinctive, but sometimes similar, service.

There is a broadly-based consensus in Australia that there is a core of programming that must be universally available. This is reflected, perhaps most clearly in the statutory “anti-siphoning” list, pursuant to which major sporting events must be offered first to free-to-air television. This consensus is not limited to sport. In order to maintain a cohesive society and a vibrant democracy, a wide range of programming must be available to all, to facilitate public debate and to ensure that the whole community understands its heritage and knows its own stories.

In the traditional mixed model of the Australian broadcasting environment—encompassing both commercial and public broadcasting—the intrusion of advertising on free-to-air television and radio does not undermine the principle of universal availability. This model was underpinned by a mass media model which is now being challenged by niche, paid for and subscription services. These services, including pay TV and other new digital services, provide greater programming diversity, but for specialised audiences.

The ABC has an express statutory obligation to offer services to the community as a whole, as well as to provide programming of special interest. The ABC has never in its 80 year history been merely a “market failure broadcaster”, obliged to fill gaps in the programming provided by the commercial broadcasters. The ABC should fill gaps, but it is also directed, by statute, to provide “comprehensive broadcasting services”. We must ensure that *all* Australians have access to quality media services, perhaps particularly access to reliable news and information about international, national, regional and local matters.

One of the hidden dangers of the digital revolution is that it is now possible for citizens to retreat into an electronic village and insulate themselves from any opinion with which they might disagree. The role of public broadcasters to promote social cohesion and provide a forum for debate in a democratic polity as a whole remains of critical importance. The ABC provides shared experiences—cultural experiences in the broadest sense of that term—that are common to all Australians. It does so at a time when such common cultural experiences, based on media content, are less often available than in the past.

For citizens

A defining characteristic of public broadcasting is that it must treat its audiences as citizens and not merely as consumers. To act in this way—both in the content of programming and the manner of interaction with audiences—is an essential component of an ethos of public service that the ABC, by force of its statutory Charter, is obliged to adopt. Public service goes well beyond satisfying consumer demand.

A person's interest as a “consumer” is only one part of the person's status as a citizen. Consumers have desires or needs. Citizens have rights and duties. Whilst satisfying community demand for program content, or at least for mainstream content, may be common to both commercial and public broadcasters, there are process and accountability considerations which commercial broadcasters either do not have or do not share in the same degree.

Providing content that seeks to attract large audiences and ratings is not irrelevant to the functions of a public broadcaster, but our obligations extend to serving additional public values such as accessibility, openness, fairness, inclusion, impartiality, accountability, legitimacy, participation and honesty. The Corporation continues to serve this broad range of values by innovating and evolving, by being audience focused and audience responsive and by keeping pace with our audience's changing demands about how they want to experience ABC content.

Digital services

Like every other media organisation in Australia, indeed throughout the world, the ABC has had to adapt to the dramatic expansion of accessibility and

availability of media content arising from the digital revolution. Digital delivery enables any viewer or listener to arrange their own program schedules, to be accessed whenever they feel like it and to do so from an ever expanding range of sources, all accessible from rapidly converging hardware of increasing power.

A highlight for the ABC in the year under review was the amendment to the ABC's Charter to include "digital media services" as a core function, and to prohibit advertising on those services. These amendments were the most significant changes to the ABC's Charter in its thirty year history. They were passed with bipartisan, indeed with unanimous, support by the Australian Parliament.

The ABC has been in the forefront of experimentation in the Australian media with the digital revolution. It has introduced numerous initiatives and developed a wide range of services over the two decades since ABC Online commenced in 1994. The statutory amendment to the Charter secures the ABC's role in the digital future.

Even in the course of this year there have been significant changes in digital media consumption. The prevalence of mobile media use has led to a significant expansion in the uptake of ABC mobile apps. This year a turning point was reached, when the number of Australians watching the ABC's iView service on mobile devices exceeded those accessing it on personal computers.

As distinctions between platforms gradually dissolve in a digital environment, radio, television and print now converge in the same online space. This is impacting on the way the ABC organises itself internally. For example, the ABC's Audience Strategy Group has identified that the best converged content experience from mobile will begin with convergence and collaboration twinning ABC's radio, television and online content teams.

Trusted journalism

The digital revolution has unleashed waves of disruptive innovation throughout the media world. Whilst making available a range of information and creating content of historically unprecedented breadth, it has had negative consequences on traditional forms of public affairs journalism. These adverse effects have

been most dramatic on print journalism. They are also quite apparent amongst commercial broadcasters. Many media organisations have reduced their investment in in-depth public affairs journalism.

Commercial media organisations are striving to develop a new business model, capable of being profitable in a digital age. Their ability to do so is still uncertain. In this context it is more important than ever that the ABC maintains its capacity to provide a bedrock of quality services, from a trustworthy source and accessible to all Australians wherever they live. The provision of such services, in news and current affairs reporting and forums for discussion, with a degree of certainty that may not be available from traditional sources is a fundamental aspect of the public benefit that the ABC delivers.

Although a healthy media ecology providing diversity in the range of available voices may be restored by new digital providers, such providers will not for a considerable period, if at all, deliver the common cultural experience to all Australians, the significance of which is mentioned above. Nor will they, at least in the short term, develop the trust within the broader community that ensures that such common experiences have the positive social benefits of the past and the present.

Throughout this year, public opinion polls have consistently reinforced the long existing finding that the Australian public places more trust in the ABC than in any other Australian media organisation. With the future of commercial journalism so uncertain, this extent of public trust coupled with the security of public funding, the ABC's role is, if anything, more important than ever.

Board of Directors

Simon Mordant AM was appointed to the Board of Directors for five years in November 2012. Matt Peacock was elected to the reinstated position of ABC Board Staff-Elected Director and commenced the position on 22 April 2013.

The Board has throughout the year maintained an active oversight role across ABC operations and accountabilities, to ensure the ABC performs efficiently and with maximum benefit to the people of Australia, as required under section 8 of the ABC Act. ■

ABC Executive

Management of the ABC's operations is the responsibility of a team of Executive Directors. This group convenes regularly and manages and coordinates its decision-making through a number of strategic leadership groups.



Kate Dundas

Director of Radio

BA (Comms) (CSU)

Kate Dundas was appointed Director of Radio in March 2009. Previously Kate held numerous senior roles in ABC Radio including Head of National Networks and General Manager Metropolitan Local Radio. In addition to her ABC career, Kate has worked in public and communications policy areas in both state and federal governments and held two senior management roles in the New South Wales Premier's Department.



Richard Finlayson

Director of Television

GradDipComms

Richard Finlayson joined the ABC as Director of Television in 2013. He has worked in media since 1985, beginning his career as a print journalist in regional NSW. He has built and sold his own successful media and TV production business, and worked for some years in subscription television. In 2009, he became Chief Operating Officer at the SBS. In his time at SBS Richard significantly increased commercial revenue, led its growing subscription TV business and spearheaded the network's expansion onto emerging digital platforms.



Kate Torney

Director of News

BA (MediaSt) (RMIT)

Kate Torney was appointed Director of News in April 2009. Before that, Kate was Head of Asia Pacific News. Kate has worked as a radio and television news and current affairs reporter and producer, a bureau chief, an executive producer and news editor. She was instrumental in establishing *Insiders*, *Offsiders*, *Inside Business*, *Newshour* (for Australia Network) and *ABC News Breakfast*. Under Kate's leadership ABC News launched News 24, the nation's first free-to-air 24-hour television news channel. Kate has led ABC News through a time of significant change, introducing major reform to how ABC News is gathered and delivered.



Angela Clark

Director of Innovation

BA (Oxf)

Angela Clark joined the ABC as Director of Innovation in March 2012. Angela started her career as an investment analyst before joining JCDecaux Australia as Managing Director and launching the company's operations across four states. In 2003, Angela joined Macquarie Radio Network as CEO. After 5 years heading up Macquarie Radio Angela left to pursue digital opportunities, founding a number of start-ups including Streetcorner.com.au.



Lynley Marshall

Chief Executive Officer of ABC International

MBA (Executive) (Auck)

Lynley Marshall was appointed CEO, ABC International in June 2012. She is leading the convergence of the ABC's international services. Prior to this, Lynley held the role of Director of ABC Commercial and also served as Director of New Media and Digital Services responsible for the integrated delivery of the ABC's digital content. Before joining the ABC, Lynley held a number of executive positions in radio, television and new media in New Zealand.



Robert Patterson

Director of ABC Commercial

BA (UNSW), GradDip(Mktg) (Macq.)

Robert Patterson was appointed Director of ABC Commercial in December 2012. Since joining the ABC in 1994 as Product Manager for ABC Classics, he has held a number of senior roles in ABC Commercial including General Manager ABC Music, Publishing and Events and was a major contributor to cross-divisional initiatives and strategy for ABC Commercial. He has an extensive background in content creation, distribution and marketing.



David Pendleton

Chief Operating Officer

B Bus(Acc) (UTS), SF Fin, FCPA

David Pendleton is the ABC's Chief Operating Officer (COO). He is a Director and was the inaugural Chairman of MediaHub Australia. He joined the ABC as General Manager of Group Audit in 1996, becoming General Manager of Financial Operations and Accounting, and later Head of Finance. In 2002, he was appointed Director of Finance and Support Services, and became COO in 2004. Before joining the ABC, David held senior management positions in the New South Wales public sector.



Michael Millett

Director of Corporate Affairs

Michael Millett was appointed Director of Communications in February 2009. Prior to joining the ABC, Michael has had a long career in print journalism. For the previous two years he was deputy editor of the *Sydney Morning Herald*. In a 20-year stint with the Herald, Michael served as a political correspondent, Canberra bureau chief, North Asia correspondent based in Tokyo, senior writer and news editor.



Samantha Liston

Director of People and Learning

BEcon (UNSW)

Samantha Liston joined the ABC as Director of People and Learning in March 2013. Sam has extensive experience in human resources and employee relations roles in the media sector. Prior to joining the ABC she was Group General Manager of Human Resources at Seven West Media and has also worked in human resources and employee relations roles at Fairfax and News Limited.



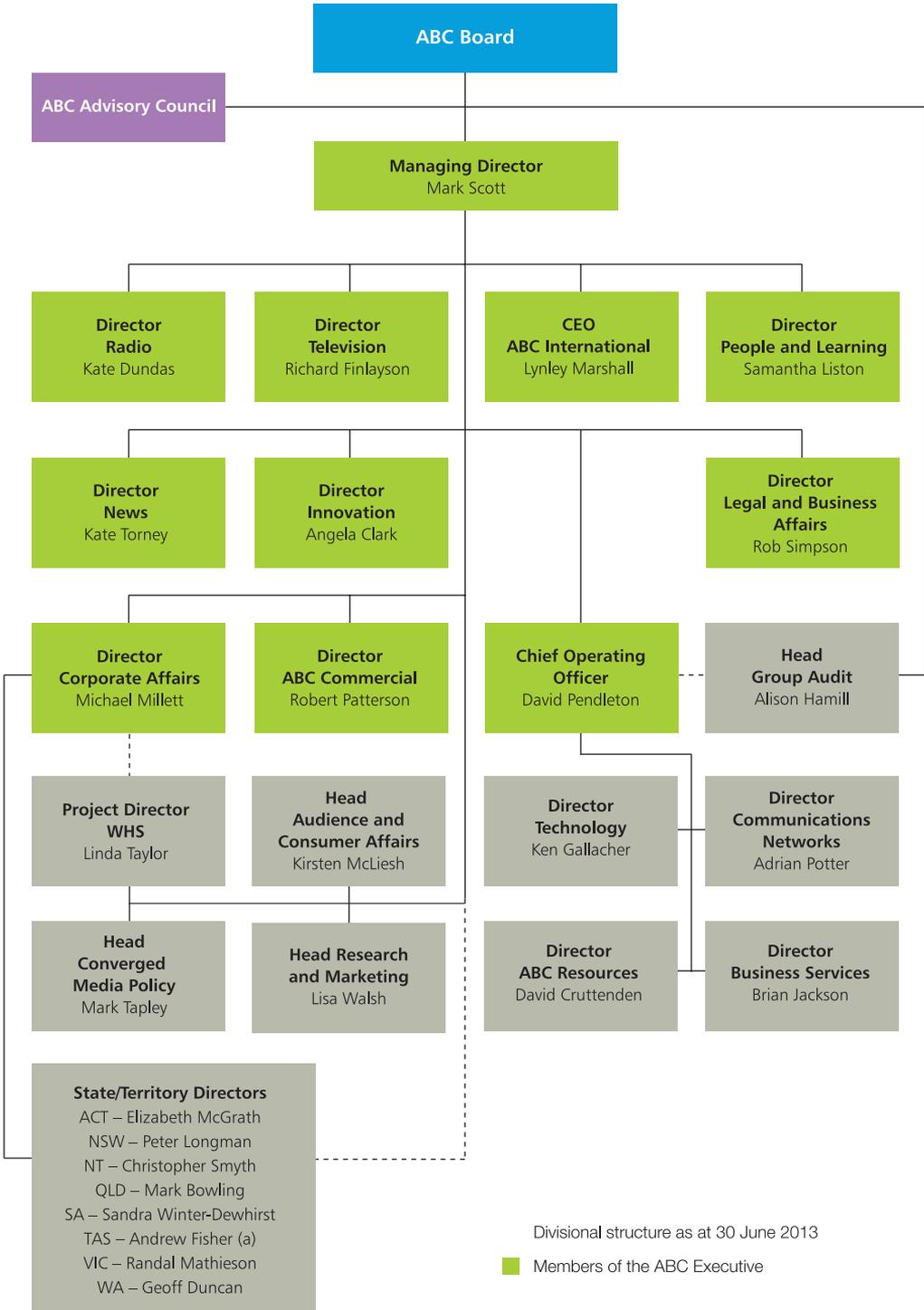
Rob Simpson

Director of Legal and Business Affairs

BA, LLB (Hons) (Syd.)

Rob Simpson joined the ABC as Director of Legal in August 2007. Prior to that he was a partner at law firms Gilbert + Tobin and Baker & McKenzie. He has also had extensive experience as a corporate lawyer and member of management teams, including as the first General Counsel of Optus.

ABC divisional structure



IN THE FIRST HALF of 2013, the ABC received additional funding from the Government to support its activities. The Corporation's triennial funding agreement for 2013–16, announced in the 2013 Budget in May, provided an additional \$89.4 million over three years to broaden the focus of the ABC's news and current affairs services and support its delivery of digital content.

In 2013–14, the Corporation will move swiftly to translate these funds into new and improved services for Australians.

News for a converged environment

Early in the year, the ABC will complete the second stage of its Newsgathering initiative, which was enabled by the Government's allocation in February 2013 of \$10 million to support the recruitment of specialist reporters and delivery of stronger local and regional coverage. The Corporation will complete the process of recruiting and training new staff in July and will open new offices in Parramatta, Geelong and Ipswich to provide more diverse and representative metropolitan news coverage. In regional Australia, the ABC will engage and equip journalists to increase the level of original local journalism from each region, including delivering stories for hourly state and national radio news bulletins, radio current affairs programs, television news and ABC News Online.

The Corporation will apply the additional news funding provided in the Budget to deliver more state-based current affairs, extend the seasons of its flagship current affairs programs and create more cross-platform news content for audiences. This third stage of the Newsgathering project will also focus on projects that appeal to younger audiences aged 25–49 and that maximise digital opportunities and audience engagement, including through the use of social media.

Delivering online and mobile content

The ABC's new funding agreement included \$30 million over three years for online content distribution. This will assist the ABC to meet the growing demand for digital content and to extend the benefits of its digital services, running projects to explore new streaming options and to improve the quality of view.

Melbourne Accommodation Project

In May 2013, the Government approved a \$90 million loan to enable the Corporation to collocate its Melbourne operations in a new building consolidated with the existing ABC Centre at Southbank. The new facility will enhance cross-divisional collaboration and enable content sharing by bringing radio, television and online production together on the one site. The space will be optimised for public access and engagement, providing increased opportunities for the community to connect with the national broadcaster.

The ABC will finalise the detailed design of the new premises in 2013, allowing demolition of the adjacent building and construction to commence early in the first quarter of 2014. The estimated project completion date is early 2017.

Engaging with the wider media ecology

In the second half of 2013, the Corporation will undertake several pilot projects to explore and respond to the porous nature of online news media and the ways in which audiences use it. The ABC will develop a linking service for its websites, modelled on the BBC's successful Newstracker, that provides links to relevant stories on other news services from the Corporation's own stories. In a similar fashion, it will trial a locally-focused smartphone app that showcases ABC local, national and international content for audiences in a region, alongside links to content produced locally by other media outlets and community groups.

Indigenous employment

The Corporation's *Reconciliation Action Plan 2013–15*, which came into effect on 1 January 2013, extends the successes and responds to the failures of the previous Plan. In particular, it commits the ABC to recruiting and retaining greater numbers of Aboriginal and Torres Strait Islander staff and to meeting and exceeding a long-standing target of 2% Indigenous employment. In 2013–14, the Corporation will vigorously pursue these objectives by implementing its *Indigenous Employment Strategy*.

Strategic objectives

The ABC's strategic direction in 2012–13 was guided by the *ABC Strategic Plan 2010–13*.

The Plan is framed around the following six strategic goals:

Being audience focused

To provide a range of media experiences to meet the needs and expectations of diverse audiences.

Being high quality

To consistently deliver content which reflects the ABC's commitment to quality, independence and high editorial standards.

Being innovative

To pursue new ideas, opportunities and partnerships, and grow our capabilities for the future.

Being values based

To demonstrate ABC Values in every aspect of our work.

Being efficient

To maximise the efficient and effective use of resources.

Being responsible

To be visible and active in the community, setting high standards of social, environmental and regulatory responsibility.

The ABC's performance against these goals is reported at page 135.



Reporting the ABC's performance

The ABC strives to maintain the highest standards in every aspect of its operations. The Board and the Executive set those standards in the ABC's Values, its Strategic Plan and in its divisional business planning; Government sets them when funding is granted; and most significantly, audiences set them every time they turn to the ABC to be informed, engaged and entertained. The remainder of this report demonstrates the ABC's performance on all of those levels.



Margaret – by ABC Open producer Suzannah Lyons, South Coast, Western Australia.

FOR ALL OF US

As an audience-focussed media organisation, the ABC is constantly evolving, remaking itself to ensure the benefits of digital media are freely available to all Australians.

Goldenbeard
AUSTRALIA



AUDIENCES EXPERIENCES

Audience trends

Radio

Television

News

Online

International audiences

ABC Commercial

85%

Percentage of Australians who believe the ABC plays a **valuable role**

73%

Combined national audience **reach** across television, radio and online

RADIO

22.9 million

Total **downloads** of **Radio National** programs

51

Number of **RN programs** available by **podcast**



1.5 million

Number of **votes** received for the triple j *Hottest 100*

3 million

Streams of ABC News 24 via the **ABC News 24 website**

1.9 million

Audience for the **highest rating** Australian program on ABC1 — *The Dr Blake Mysteries*

TELEVISION

19 million

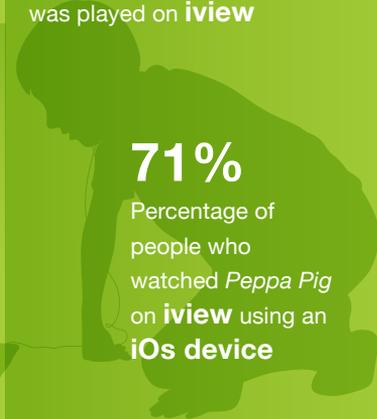
Number of times *Peppa Pig* was played on **iview**

32%

Metropolitan **free-to-air share** of the most popular Australian program on ABC1 — *The Dr Blake Mysteries*

71%

Percentage of people who watched *Peppa Pig* on **iview** using an **iOs device**



5.3 million

Average monthly **iview** plays

NEWS

1.1 million

Average audience for *Four Corners*

1.5 million

Audience for the **highest rating** *Four Corners* episode in 2012–13 (“The World According to Lance”)

ONLINE

Average number of domestic and international **visitors** each week to **ABC Online**

4.6 million



1.05 million

Number of ABC for Kids **DVDs** purchased

13,902

Number that were **purchased online**

COMMERCIAL

The ABC measures community perceptions and beliefs about the value of the Corporation's contribution to society through the annual *Newspoll ABC Appreciation Survey*.

THE ABC'S COMBINED national audience reach across television, radio and online was estimated to be 73% in 2013. This is similar to the ABC's reach in 2012, which was 71%.¹

Community satisfaction

The annual *Newspoll ABC Appreciation Survey*² provides insights into community perceptions and beliefs about the value of the ABC's contribution to Australian society. The 2013 survey was conducted nationally, by telephone, among a random sample of 1 903 respondents aged 14 years and over. The *ABC Appreciation Survey* has been conducted using the same methodology since its inception in 1998.

Overall the 2013 survey finds little change in community opinion compared to the previous year. A large majority of Australians (85%) believe the ABC performs a valuable role, and a large majority believe it provides quality content, and that is doing a good job satisfying its Charter obligations.

The respondents were asked about their views on the quality of ABC Television, ABC Radio and ABC Online. Consistent with previous surveys, most Australians (78%) believe the quality of programming on ABC television is 'good', while significantly fewer (44%) believe this about commercial television.

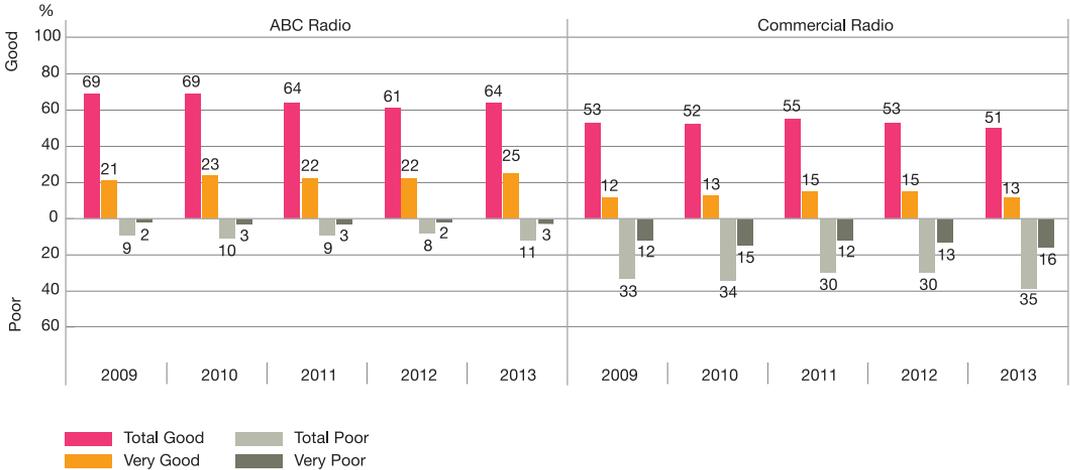
Overall for ABC Radio, 64% of Australians believe the quality of programming on ABC Radio is 'good', compared to 61% in 2012–13. For commercial radio, approximately half (51%) the population believes it offers good quality programming, slightly down on last year (53%). There continues to be a greater similarity in Australians' overall perceptions about the quality of ABC and commercial radio than in their perceptions about the quality of ABC and commercial television. This reflects the far more fragmented and niche radio market, where audiences have a very wide choice of stations to listen to.

¹ Newspoll, *ABC Awareness and Usage Survey*, June 2012 and 2013, in combination with ratings data, total 18 years and over population.

² Newspoll, *ABC Appreciation Survey*, June 2013, national random sample (n=1 903) conducted by telephone, people aged 14 years and over.

Radio

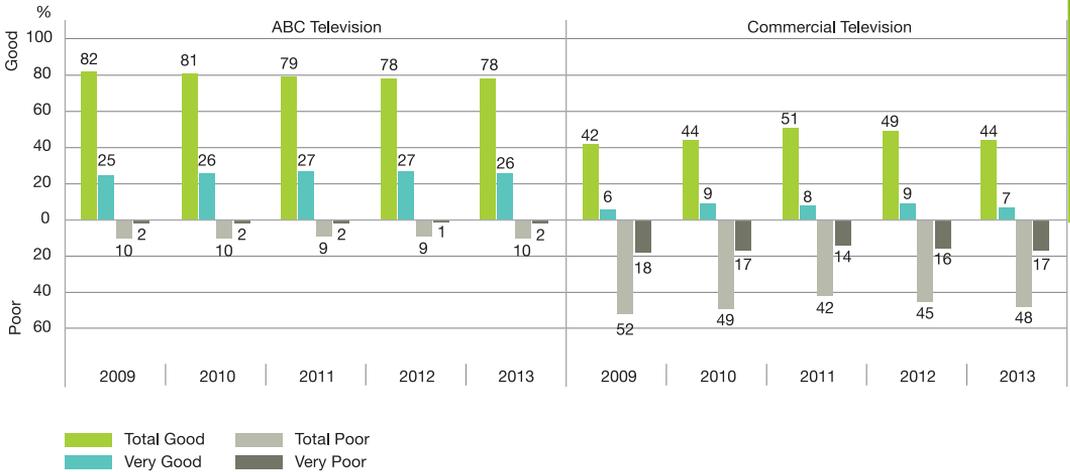
Radio: Quality of programming



Based on a total sample aged 14 years and over.
 "Don't Know" responses are not displayed.
 Source: Newspan, ABC Appreciation Survey 2013.

Television

Television: Quality of programming



Based on a total sample aged 14 years and over.
 "Don't Know" responses are not displayed.
 Source: Newspan, ABC Appreciation Survey 2013.

TELEVISION

Quality of programming

Independent research from Newspoll provides an overview of community attitudes and opinions about the ABC

64%

of Australians believe the quality of ABC Radio programming is **good**, compared to 51% for commercial radio

RADIO

ONLINE

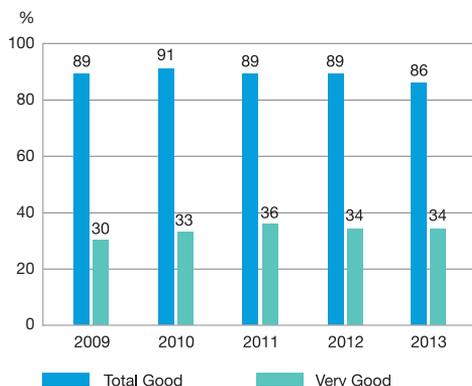
Nine in ten ABC Online users believe the quality of content on abc.net.au is good

78%

of Australians believe the **quality of programming** on ABC Television is good

Online

ABC Online: Quality of content



Based on those aged 14 years and over who ever visit the website.
Does not include "Don't Know" or "Poor" responses.
Source: Newspoll, ABC Appreciation Survey 2013.

The vast majority of ABC Online users (86%) believe the quality of content is 'good', including 34% who rate it as 'very good'. These results are similar to last year's findings. Among frequent ABC Online users, the results are even more positive, with 93% of those who use the site at least once a week saying the quality of content is 'good' and 43% of this group saying the quality is 'very good'.

The *ABC Appreciation Survey* explores public perceptions about the ABC's performance in relation to specific aspects of the Corporation's Charter. The majority of Australians remain of the view that the ABC is doing 'a good job' fulfilling its various Charter obligations. Compared with last year, the level of positive sentiment has risen slightly, after a dip last year.

Community perceptions about the coverage of regional news and information remain far more favourable for the ABC than for commercial media among both people in capital cities and people residing in country or regional areas. Around 80% of Australians believe that the ABC does a 'good job' covering country and regional issues compared with 45% for commercial media. ■

Value

Overall value of the ABC



Based on a total sample aged 14 years and over. "Don't Know" and "Not Valuable" responses are not displayed.

Source: Newspan, ABC Appreciation Survey 2013.

85%

of Australians believe the ABC provides a **valuable service** to the community

Measures of community satisfaction

	2012-13	2011-12	2010-11	2009-10	2008-09
Providing a quality service:					
% of people who believe the ABC provides quality programming					
Television	78	78	79	82	82
Radio	64	61	64	69	65
Online (among ABC Online users)	86	89	89	89	91
% of people who believe the ABC is balanced and even-handed when reporting news and current affairs					
	78	80	81	82	83
Providing a valuable service:					
% of people who value the ABC and its services to the community	85	86	87	88	89
Meeting the ABC's Charter obligations:					
% of people who regard the ABC to be distinctively Australian and contributing to Australia's national identity					
	82	83	83	84	86
% of people who believe the ABC reflects the cultural diversity of the Australian community					
	79	80	81	80	83
% of people who consider the ABC:					
• encourages and promotes Australian performing arts such as music and drama	79	79	79	78	83
• provides programs of an educational nature	83	82	84	86	88
• achieves a good balance between programs of wide appeal and specialised interest	80	82	83	85	86
% of people who perceive the ABC to be innovative					
	73	72	75	74	75
Providing an efficient service:					
% of people who believe the ABC is efficient and well managed					
	69	66	70	73	72

Source: Newspan, ABC Appreciation Survey 2013.

ABC Local Radio

triple j

ABC Radio National

ABC Classic FM

ABC NewsRadio

ABC digital radio

ABC Open

ABC Radio offers a diverse selection of content across its national and local networks and a range of digital platforms.

AVERAGE WEEKLY REACH in the five-city metropolitan markets for ABC Radio was a record 4.5 million people in 2012–13, up 108 000 listeners on 2011–12. Audience share was also at a record high at 24.2%, up 0.6 points on 2011–12.³ The majority of Australians consider that the quality of programming on ABC Radio is ‘good’.⁴

Local Radio

The ABC has a network of 60 Local Radio stations—nine metropolitan and 51 regional—which broadcast to, and engage with, local communities around Australia.

ABC Local Radio’s five-city metropolitan average weekly reach was 2.2 million, steady with 2011–12. Audience share was 10.9%, up marginally on 2011–12 (10.7%).⁵ Podcast downloads of Local Radio content were 11.4 million in 2012–13.⁶

The availability of ABC Radio’s highly popular *Conversations with Richard Fidler* was extended to the Australian Capital Territory and the Northern Territory in 2013. The program now reaches across the country (with the exception of Victoria where Jon Faine continues to present *The Conversation Hour*). *Conversations with Richard Fidler* was the most downloaded Local Radio podcast in 2013,⁷ with over 5.2 million downloads. The program was also made available on a USB for purchase through ABC Shops.

In 2013 the ABC’s annual *Heywire* competition celebrated its 15th birthday, with an event at the *Heywire* Regional Youth Summit in Canberra. *Heywire* has progressed from an annual initiative to an ongoing online and social media opportunity for young people in regional Australia. Long term government and industry partners have confirmed further funding for *Heywire* over the next two years.

³ Nielsen five-city metropolitan, People 10+, 2012–2013 and 2011–12.

⁴ Newspoll, *ABC Awareness and Usage Survey*, June 2012 and 2013, in combination with ratings data, total 18 years and over population.

⁵ Nielsen five-city metropolitan, People 10+, 2012–13 and 2011–12.

⁶ WebTrends.

⁷ January to June 2013.

Reach “Reach” measures the total number of people who have listened to ABC Radio over a specified timeframe.

Share “Share” measures the percentage of the audience who have listened to ABC Radio within a specified timeframe. It is reported as a percentage of the actual listening audience, not the total population.

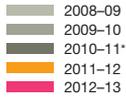
RADIO

4.5 million

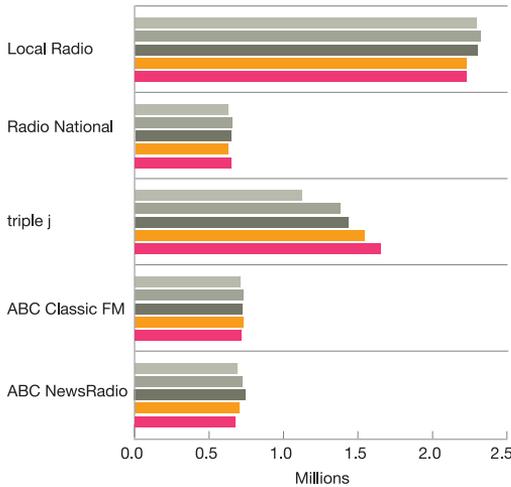
Number of people reached by ABC Radio in an **average week**

24.2%

ABC Radio’s share of the five-city metropolitan market



ABC Radio: Average weekly reach
Five-city metropolitan market



* Due to the severe floods in Queensland, Survey 1 was not conducted in Brisbane. Radio share for Brisbane in 2010-11 is based on Surveys 5-8 (2010) and Surveys 2-4 (2011).
Source: Nielsen.

ABC Radio: Aggregate audience share
Five-city metropolitan market



The Foundation for Rural and Regional Renewal pledged \$70 000 to assist communities to adopt and pilot ideas generated by the 32 *Heywire* winners at this year’s Summit. Communities can apply for grants of up to \$10 000 each to adapt and implement one of the ideas in their community. Grant applications closed in June 2013.

In July and August 2012, over the 16 days of the London Olympic Games, ABC Radio Sport provided over 200 hours of coverage on Local Radio nationally. The content was also distributed online at abc.net.au/Olympics, Facebook and Twitter and a special events ABC London 2012 digital radio station carried coverage around the clock, every day.

Grandstand Olympic Breakfast with Francis Leach and Scott Rollinson ran on ABC Grandstand digital radio and online for the duration of the Games.



Something for Kate



In May 2013, triple j marked the 20th anniversary of the *Hottest 100* by surveying the audience about their favourite songs of the last 20 years. A special triple j *Hottest 100 20 Years* website was launched and there were high levels of engagement online, on-air and on social media. More than 940 000 votes were recorded, the majority from Australia but with a total of 76 different countries represented.

A dedicated *Hottest 100 20 Years* digital radio station on ABC Extra played every song that made it into the *Hottest 100* countdowns over the 20 years. The program content was also streamed online and on mobile via the ABC Radio app. Australian songs made up almost a third of the results.

triple j

triple j is the ABC's national youth radio network, targeting 18–24 year olds. 2012–13 saw triple j continue to break audience records. Five-city metropolitan average weekly reach among people aged 10 and over increased by 8% from 1.54 million to a record 1.66 million. Audience share was up 0.5 points to 6.3% (5.8% in 2011–12).⁸ triple j had 7.7 million podcast downloads in 2012–13, the most popular was *New Music* with 2.2 million.⁹

⁸ Nielsen five-city metropolitan, People 10+, 2012–13 and 2011–12.

⁹ WebTrends.

In January 2013, the annual triple j *Hottest 100* poll of music from 2012 broke further records with over 1.5 million votes (a 10% increase from last year) entered by 188 000 voters.

triple j's Hottest 100 Volume 20 CD was released in February 2013 and was the number one selling album that month.

The results of the poll were published live on triple j's Facebook, Twitter #hottest100 and Tumblr and the playlist was available on music sharing services Rdio, Spotify and Deezer.

In April 2013 triple j's *One Night Stand* concert was held in Dubbo NSW, and attracted the largest crowd yet recorded for a *One Night Stand* concert, with an estimated attendance of 18 000. The concert was broadcast live online and on radio, and for the first time live on ABC Television on ABC2 with a 'second screen' streaming backstage activity via triple j's YouTube channel. This coverage represented the biggest cross-media event undertaken by triple j, with the broadcast also available on demand on ABC iview. The line-up included local *Unearthed* artist Peoples Palace, who joined The Ruebens, Flum, Seth Sentry and Ball Park Music.

In July 2012, the triple j magazine went from a monthly to bi-monthly publication available in both print and digital formats (iPad and Android), with a special annual 'collectors' edition published in December. In June 2013, publication of the magazine was brought back in-house and will continue as an annual edition produced by ABC Magazines.

RN (Radio National)

RN is a national radio network broadcasting approximately 60 distinct programs each week, ranging across science, books and publishing, religion, social history, the arts and current affairs.

RN's five-city metropolitan average weekly reach was 641 000 in 2012–13, up from 618 000 in 2011–12. Audience share remained steady at 2.4%.¹⁰ RN remains one of the ABC's top podcast producers, with 22.9 million downloads in 2012–13.¹¹

In 2012, RN undertook a detailed examination of its production models and resource allocation. This review, the Production Sustainability Project (PSP), was tasked with identifying a sustainable model for RN in the contemporary media environment. The PSP included consultation and discussion within RN about the future direction of the network.

The PSP was completed in September 2012 and resulted in changes to scheduling, programming and operational and administrative systems, to ensure the most effective allocation of resources. These changes included the decommissioning of some programs, a new production model and the announcement of a new Creative Audio Unit (to be established for the 2014 program year).

The creation of the new 2013 program schedule was guided by the results of the PSP and by editorial decisions seeking to bring new ideas and direction to the network. The 2013 schedule is a mix of new and existing programs and presenters, with changes to some program names and timeslots, to suit the audience.

Key elements of the schedule were:

- The decommissioning of seven programs: *Airplay*, *The Book Reading*, *Sunday Story*, *Creative Instinct*, *The Night Air*, *Lingua Franca* and *MovieTime*
- New programs: *The Final Cut* on film and screen culture, and *Rare Collections* featuring untold stories from Australian music history
- New specialist offerings from independent Australian and international producers: a 12-part series *The Sound Library*; a short series called *Now Hear This*; *Naked Scientist*; the BBC's *Arts Hour*; and the *TED Radio Hour* from United States public broadcaster National Public Radio (NPR); and
- The live music program *Music Deli* changed its name to *The Live Set* and the weekly popular culture program *Common Knowledge* was renamed *The List*.

Audiences have responded positively to the 2013 schedule. Audience reach has increased steadily on 2012 levels and RN podcasts make up just over a third of all ABC podcasts downloaded each month. Audiences have also engaged with RN content online and via social media and YouTube.

¹⁰ Nielsen five-city metropolitan, People 10+, 2012–13 and 2011–12.

¹¹ WebTrends.

ABC Classic FM

ABC Classic FM is Australia's national classical music radio network, with a strong commitment to supporting and presenting Australian music performance.

ABC Classic FM's five-city metropolitan average weekly reach was down marginally from 730 000 in 2011–12 to 722 000 in 2012–13. Audience share remained steady at 3.1% (3.0% in 2011–12).¹²

ABC Classic FM marked the ABC's 80th anniversary in July with a four-part feature series *Resurrection Symphonies*, telling the story of the ABC and classical music from 1932 to the present. Throughout 2012, ABC Classic FM broadcast an 80th Anniversary Concert Season, featuring landmark Australian concerts preserved in ABC archives. The broadcast also featured premieres of Australian compositions.

In July 2012, ABC Classic FM broadcast all performances in the 10th Sydney International Piano Competition, which is held every four years. Of the 36 young international pianists taking part, six qualified for the finals which were held at the Sydney Opera House on 21 July.

In August 2012, ABC Classic FM's annual *Classic 100* was announced with the theme being 'music of France'. For the first time in the history of the *Classic 100*, listeners were invited to compile the voting shortlist, resulting in over 700 works being suggested. The countdown was broadcast on ABC Classic FM in October 2012 and all music featured in the countdown was given an encore broadcast on ABC Extra digital radio.

From 4 to 7 April 2013, ABC Classic FM broadcast *Musica Viva*, Australia's biennial Chamber Music Festival, live from the Sydney Conservatorium of Music. This event saw major international musicians collaborating and performing with the best of Australia's emerging classical music talent. Content was also featured on ABC Extra digital radio.

¹² Nielsen five-city metropolitan, People 10+, 2012–13 and 2011–12.

In May 2013, a special four-part series called *Cinema Sounds* was broadcast over two weeks on ABC Classic FM digital. This series looked at movie music in the lead up to the 2013 *Classic 100*, which was themed 'music in the movies'. The 2013 countdown was broadcast on ABC Classic FM over the June long weekend with special guests from the world of movies joining ABC Classic FM presenters across the two days. A record 9 300 voters cast a total of 93 000 votes for their favourite classical music featured in movie soundtracks film scores.

The broadcast drove a record number of visitors to the ABC Classic FM website. On the final day of the countdown, ABC Classic FM was trending in the top four topics on Twitter in Australia. The network also gained 3 000 new Facebook followers during the program.

ABC NewsRadio

ABC NewsRadio is Australia's only national, continuous news radio network, delivering factual, independent and opinion-free coverage of news. The network also provides live broadcasts of the proceedings of federal Parliament during sitting weeks.

ABC NewsRadio's five-city metropolitan average weekly reach was 676 000 in 2012–13, down from 699 000 in 2011–12. Audience share was also down marginally to 1.5% (1.7% in 2011–12).¹³

During 2012–13, ABC NewsRadio placed an emphasis on building stronger audience engagement and interaction with its content through online and social media platforms. This will further strengthen ABC NewsRadio's position as an authoritative single destination for the latest news and real-time event coverage across Australia.

¹³ Nielsen five-city metropolitan, People 10+, 2012–13 and 2011–12.

In December 2012, a new ABC NewsRadio Facebook page was launched. The page attracted a strong level of interest and on 3 April 2013 generated 18 000 downloads of Marius Benson's news-breaking interview with then Prime Minister Julia Gillard. There was also strong engagement with audiences through Twitter and podcasts, with *But First*, *Political Wrap* and *Weekly Post* podcasts among the most popular.

In 2012–13, ABC NewsRadio refreshed its website to provide a better experience for audiences and to enable more efficient website maintenance.

Throughout the year, live coverage was delivered on ABC NewsRadio of major news stories and events from across Australia and the globe. These included the 2012 London Olympic and Paralympic Games, the United States Presidential election, the Papal election, federal budget and Opposition response and Australian Labor Party (ALP) leadership spills.

After a four-year absence, Rampaging Roy Slaven and HG Nelson were welcomed back to ABC NewsRadio to host the *Festival of the Boot Parts 1 and 2*. Their comprehensive and unique calls of the 2012 AFL Grand Final on 29 September and the 2012 NRL Grand Final the following day were exclusive to ABC NewsRadio and were carried on analog and digital radio, online and on mobile via the ABC Radio app.

In March 2013, ABC NewsRadio and ABC Local Radio co-hosted live radio coverage of the Western Australia State election. ABC NewsRadio ran a special listener competition on-air and through social media. One hundred listeners were selected to attend the ABC Election Centre lounge, where they were able to watch ABC radio and television broadcasts in action.

Radio: digital, mobile and online

Digital radio

The digital radio platform continues to provide audiences with access to new and unique content that may otherwise not be available to radio listeners. In 2012–13, the ABC made use of these opportunities to provide additional content to that provided in scheduled programming, as well as specialist coverage of events and concerts.

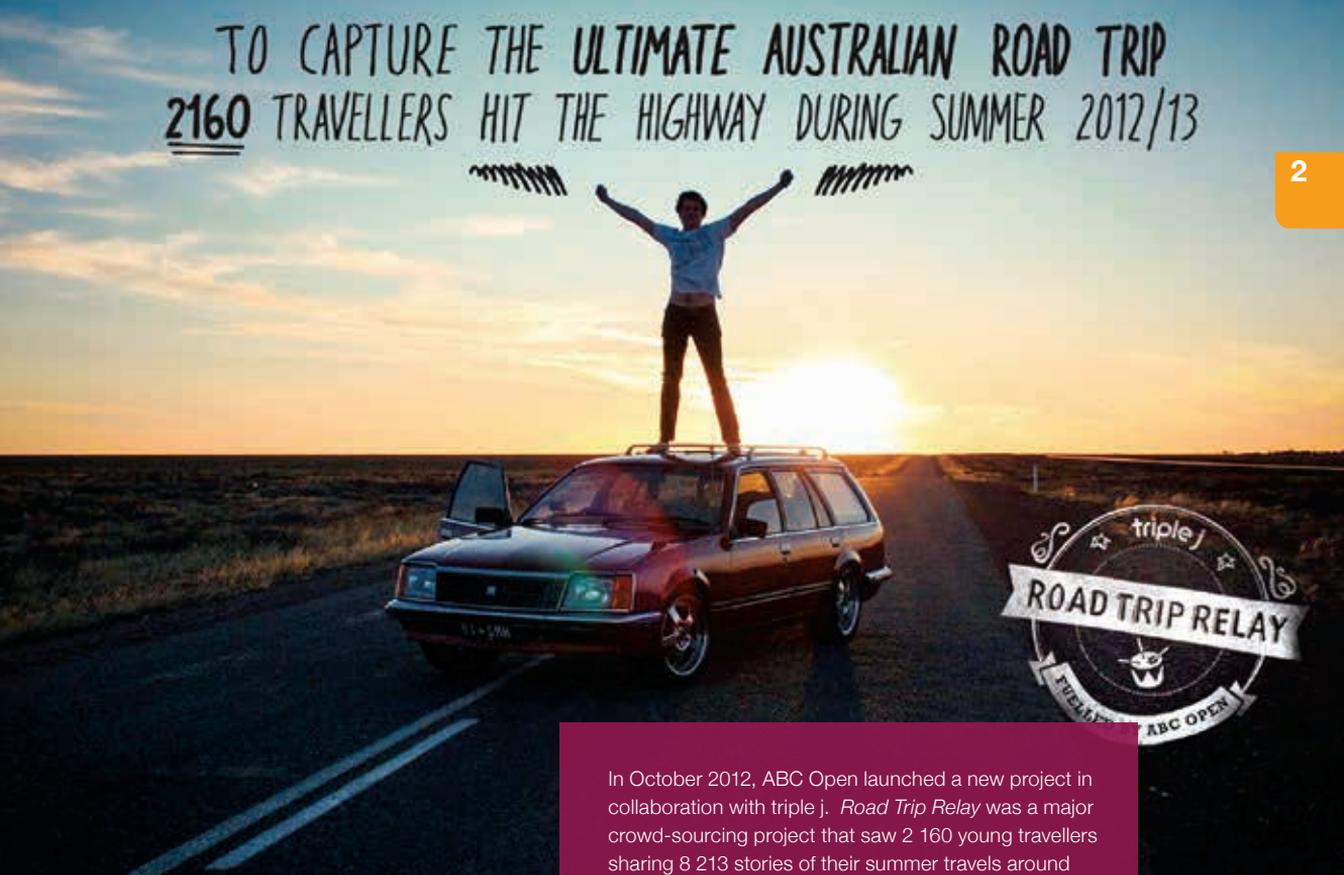
In August 2012, ABC Radio celebrated the 3rd anniversary of digital radio in Australia. ABC Radio *Breakfast* presenters joined SBS and commercial radio peers in simultaneous and live outside broadcasts in Sydney, Melbourne, Brisbane, Adelaide and Perth. The ABC's specialist digital radio channels were represented by ABC Grandstand in Sydney and ABC Jazz in Melbourne, which along with triple j *Unearthed* in both cities, crossed live to triple j *Breakfast with Tom and Alex*.

In 2012–13, the dedicated special events digital radio station, ABC Extra, was used to cover major events and to mark a number of anniversaries including:

- ABC Stones—50 years of the Rolling Stones
- ABC NAIDOC—Indigenous issues, arts and entertainment
- ABC *Classic 100 Music of France* and *Classic 100 Music in the Movies*
- ABC London 2012—coverage of the Olympic and Paralympic Games
- ABC NT Votes and ABC ACT Votes—presenting local perspectives on elections
- ABC US Election—coverage from NPR in America in November
- ABC Lunar New Year—a look at Asian culture in Australia
- ABC Pacific Break—new musical talent from across the Pacific
- 20 Years of triple j's *Hottest 100*—playing *Hottest 100* countdowns from the past 20 years

TO CAPTURE THE ULTIMATE AUSTRALIAN ROAD TRIP 2160 TRAVELLERS HIT THE HIGHWAY DURING SUMMER 2012/13

2



In October 2012, ABC Open launched a new project in collaboration with triple j. *Road Trip Relay* was a major crowd-sourcing project that saw 2 160 young travellers sharing 8 213 stories of their summer travels around Australia in photos and/or video. This content was published on the triple j and ABC Open websites and on social media platforms. ABC Open used time lapse videos from selected travellers to create a simulation of the road trip experience circumnavigating the country. The virtual *Road Trip Relay* launched online in March 2013 and covered 16 000 kms.

- ABC Musica Viva from the 2013 Musica Viva Festival from the Sydney Conservatorium of Music
- ABC ANZAC Day—services, marches and stories from across Australia.

ABC Open

ABC Open is a unique initiative which provides regional communities with the opportunity to develop digital media skills and to use them to share personal stories from regional and rural Australia across ABC platforms. The ABC Open site hosts, curates and aggregates special projects and content which can also be accessed through other ABC platforms and websites. ABC Open projects are also distributed across social networks and other platforms including Facebook, flickr, YouTube, Twitter, mobile phones, radio and digital television.

In 2012–13 ABC Open initiated 31 projects, a significant increase from the previous year (10 projects in 2011–12). The total number of contributions received through ABC Open increased to 22 590, up from approximately 14 000 in 2011–12. Increased audience engagement with ABC Open was reflected in 13 091 comments on contributions and 2 569 blog posts, as well as interaction through Facebook, Twitter and Instagram.

In late 2012, ABC Open introduced a new project series targeting regional writers. With a new theme every month, *500 Words* captured almost 1 300 short stories. This content was also used to create new radio content, with *500 Words for Radio* generating radio pieces from the best stories, which were read by their authors.

In the lead up to the National Apology for Forced Adoptions, the *Separated* project provided a platform for first-person stories of affected people. In May, the *Me & Mine* project was launched, celebrating the diversity of Indigenous family relationships.

ABC Open Producers provided 2 515 multimedia training workshops and mentoring sessions in regional communities to more than 12 100 people aged between 15 and 80 years. This compares to last year's 1 860 digital literacy workshops to over 4 200 participants.

Mobile and online

In 2012–13, the ABC developed and launched a new ABC Radio app for both Android and iOS devices. The app delivers fast and easy access to 10 ABC Local Radio stations (nine metropolitan stations and 91.7 ABC Coast FM), the four national networks and the digital-only ABC radio stations. It offers a range of user options including the ability to share on Facebook, Twitter or via email. The app includes a voiceover element developed in consultation with Vision Australia and ensures best practice accessibility for people without vision.

In May 2013, a new ABC Rural online portal was launched, based on extensive in-field research with a range of primary producers and rural communities throughout Australia. It is a showcase for original content contributed by Rural Reporters across the country. ■

Reach

“Reach” measures the total number of people who have visited an ABC radio website over a specified timeframe.

1.1 million
Average number of users reached **each month** by ABC Radio **Online** **RADIO**

ABC Radio websites: Monthly audience reach



Source: Nielsen Online Ratings, Australia, People aged 2 years and over.

ABC1

ABC2

ABC Children's Television

Online and Mobile

The ABC delivers five commercial-free, free-to-air services across four digital television channels.

IN 2013, ABC TELEVISION content is more readily available than ever before. Audiences have the choice of five television services on four television channels, an industry-leading catch-up service, an engaging online presence and the interactivity of social TV. Time-shifting and online viewing are now commonplace.

Whilst the majority of television viewing is still via the traditional television set, Australians are increasingly using various devices to both consume content and to complement their television viewing.

Regardless of how content was accessed, in 2013 the ABC provided a diverse range of compelling television content which attracted large audiences and an array of Australian and international awards.

ABC television content is broadcast on five services across four channels:

- ABC1—the Corporation's primary channel
- ABC2—a digital service comprising two distinct schedules:
 - ABC2—content for a younger adult demographic between 7 pm and 2 am; and
 - ABC4Kids—content for pre-schoolers between 6 am and 7 pm.
- ABC3—a dedicated digital children's channel; and
- ABC News 24 (see page 55).

In 2012–13, total television viewing and total free-to air viewing have declined slightly, down 2% each compared to 2011–12. Viewing of the primary free-to-air channels has experienced a small decrease in audience and share, and viewing of the digital channels has steadied, comprising 31% of total free-to-air share.¹⁴

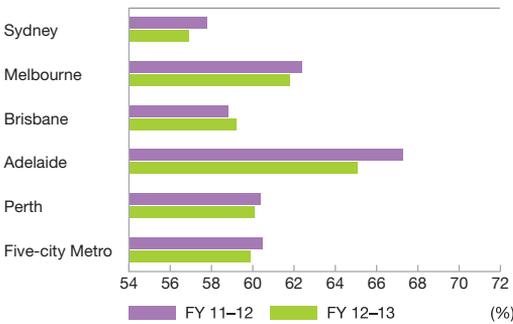
¹⁴ OzTAM Metropolitan Consolidated Data 2011–12; 2012–13.

Reach

“Reach” measures the total number of people who have watched ABC Television over a specified timeframe. It is expressed below as a percentage of the total population.

Metropolitan

ABC Television: Average weekly metropolitan reach
Total ABC, 24-hour, 5 minute consecutive viewing



Source: OzTAM metropolitan consolidated data.

9.4 million TELEVISION

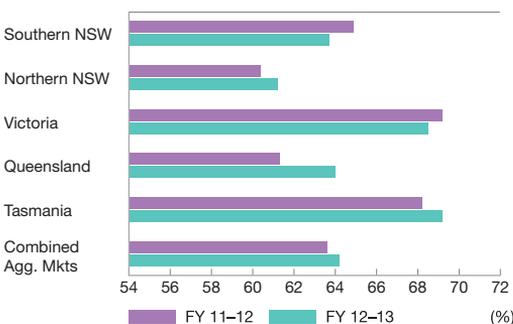
Average number of people reached **each week** within the five-city **metropolitan** market by ABC Television – **60%** of the metropolitan audience

4.5 million

Average number of people reached **each week** within the **regional** market by ABC Television – **60%** of the regional audience

Regional

ABC Television: Average weekly regional reach
Total ABC, 24 hour, 5 minute consecutive viewing



Source: Regional TAM consolidated data.

Access to digital television has continued to increase, with 98% of metropolitan households capable of receiving digital television as of June 2013. This has increased from 96% of metropolitan households in June 2012.¹⁵

Across the regional aggregate markets including Tasmania, the switch to digital only free-to-air television was completed by May 2013, with 100% of households in regional markets now capable of accessing digital television.¹⁶ All regions have converted other than the Darwin, Sydney and Melbourne metropolitan areas and some remote areas. Sydney and Melbourne are due to switch over in December 2013.

The percentage of metropolitan homes with at least one personal video recording (PVR) device (with a hard drive) has increased from 52% in June 2012 to 57% in June 2013.¹⁷ Live viewing continues to be the dominant form of viewing in 2012-13, with time-shifted viewing comprising 9% of total viewing.¹⁸

In 2012-13, all four ABC channels increased their share during both prime-time and daytime viewing times. The ABC digital channels have continued to increase reach across the total ABC television platform.

The total average weekly reach of ABC television in metropolitan areas in 2012-13 was 9.4 million people, or 59.9% of the five-city metropolitan population. This is steady compared to 2011-12 (9.4 million or 60.5%).¹⁹

The total metropolitan share of ABC television during the daytime has increased in 2012-13. Across the four channels, ABC television achieved a daytime free-to-air share of 24.3% in metropolitan areas, up from 22.9% in 2011-12.²⁰

¹⁵ OzTAM Metropolitan TAM Panels – 16 June 2012; 15 June 2013.

¹⁶ Regional TAM Panels – Combined Aggregate Markets excl WA; 18 May 2013.

¹⁷ OzTAM Metropolitan TAM Panels – 16 June 2012; 15 June 2013.

¹⁸ OzTAM Metropolitan Consolidated Data 2012-13.

¹⁹ OzTAM Metropolitan Consolidated Data 2011-12, 2012-13 (Total ABC includes ABC1, ABC2, ABC3 and ABC News 24).

²⁰ OzTAM Metropolitan Consolidated Data 2011-12, 2012-13.

Compared to 2011–12, the total ABC metropolitan free-to-air share during prime-time has increased. Prime-time share for ABC television across the five mainland capital cities was 17.8% in 2012–13, up from 16.3% in 2011–12.²¹

In the combined aggregated regional markets including Tasmania, the total ABC regional average weekly reach in 2012–13 increased to 4.5 million people or 64.2% of the regional population (compared to 4.4 million people, or 63.6% in 2011–12).²²

In 2012–13, the total ABC regional free-to-air share during daytime viewing increased to 27.9%, up from 27.4% in 2011–12. Total ABC regional free-to-air share during prime-time also increased, up from 17.9% in 2011–12 to 19.5% in 2012–13.²³

ABC1

ABC1 is the ABC's primary television channel and is home to a range of flagship programs across drama, entertainment, documentary, news and current affairs, science, religion and the arts.

ABC1's average weekly metropolitan reach in 2012–13 was 6.9 million people, or 44% of the five-city metropolitan population. This represents a marginal decrease from 7.2 million people, or 46.2% of the five-city metropolitan population in 2011–12.²⁴

In 2012–13 ABC1's metropolitan prime-time free-to-air share increased to 13.3%, up from 12.3% in 2011–12. ABC1's metropolitan share during the daytime also increased, from 5.3% in 2011–12, to 5.6% in 2012–13.²⁵

ABC1's regional average weekly reach in 2012–13 was 3.3 million people or 46.8% of the regional population. This is a slight decrease compared to the 2011–12 average weekly regional reach of 3.4 million people, or 48.0% of the regional population.²⁶

In 2012–13 ABC1's regional prime-time free-to-air share increased to 13.9%, up from 12.8% in 2011–12. ABC1's daytime free-to-air share increased from 6.1% in 2011–12, to 6.4% in 2012–13.²⁷

It has been a year of great success for ABC1, with an extensive offering of innovative and high-quality programming. Audiences and critics have reacted positively to a range of new programs, in particular new Australian drama, which attracted large audiences and collected a significant number of awards.

Domestically, the ABC accumulated a record 31 Logie Award nominations in 2013, resulting in seven awards. This achievement was repeated across a broad range of industry awards, including the Australian Academy of Cinema and Television Arts (AACTA), Australian Directors Guild and the Australian Writers' Guild in addition to many others (see page 237). Internationally, the ABC collected awards such as a Rose D'Or and the Jackson Hole Science Media award.

Revitalised investment in Indigenous content delivered strong returns, with the success of the first-ever contemporary Indigenous drama *Redfern Now*. The program and its producers, Blackfella Films, won a series of awards, including the Silver Logie Award for Most Outstanding Drama Series. The series attracted an average national audience of one million viewers.²⁸

Australian drama again performed strongly for ABC1. The second series of *Rake* achieved an average national audience of 1.3 million viewers and also won several awards, including Best Lead Actor in a Television Drama at the AACTA Awards.²⁹

21 OzTAM Metropolitan Consolidated Data 2011–12, 2012–13.

22 Regional TAM Consolidated Data 2011–12, 2012–13.

23 Regional TAM Consolidated Data 2011–12, 2012–13.

24 OzTAM Metropolitan Consolidated Data 2011–12, 2012–13.

25 OzTAM Metropolitan Consolidated Data 2011–12, 2012–13.

26 Regional TAM Consolidated Data 2011–12, 2012–13.

27 Regional TAM Consolidated Data 2011–12, 2012–13.

28 OzTAM and Regional TAM Consolidated data 2012–13.

29 OzTAM and Regional TAM Consolidated data 2012–13.

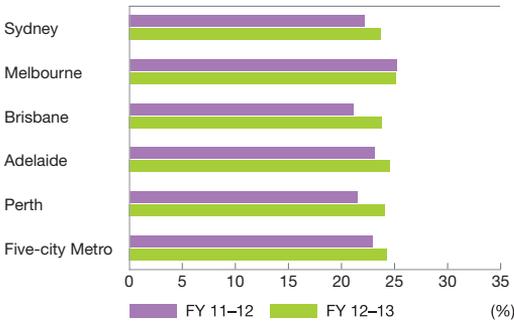
Daytime share

“Day-time share” measures the percentage of the audience who have watched ABC Television between 6 am and 6 pm. It is reported as a percentage of the actual viewing audience, not the total population.

Metropolitan

ABC Television: Metropolitan daytime share

Total ABC, free-to-air-audience, 6 am to 6 pm



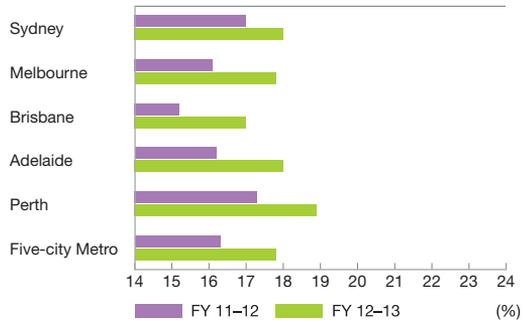
Source: OzTAM metropolitan consolidated data.

Prime-time share

“Prime-time share” measures the percentage of the audience who have watched ABC Television between 6 pm and midnight. It is reported as a percentage of the actual viewing audience, not the total population.

ABC Television: Metropolitan prime-time share

Total ABC, free-to-air-audience, 6 pm to midnight



Source: OzTAM metropolitan consolidated data.

24.3%

ABC Television's **daytime** share of the free-to-air, five-city **metropolitan** market

TELEVISION

27.9%

ABC Television's **day-time** share of the free-to-air regional market

17.8%

ABC Television's **prime-time** share of the free-to-air, five-city **metropolitan** market

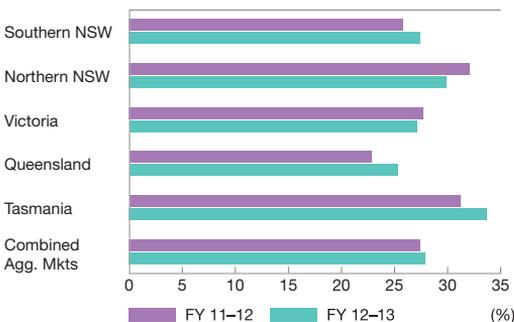
19.5%

ABC Television's **prime-time** share of the free-to-air **regional** market

Regional

ABC Television: Regional daytime share

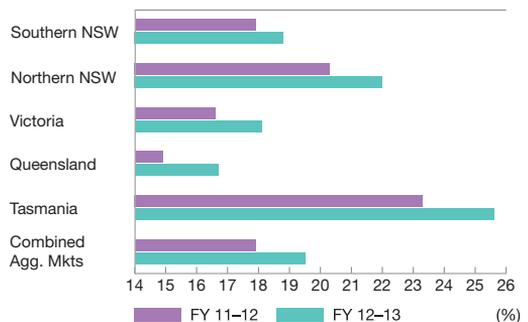
Total ABC, free-to-air-audience, 6 am to 6 pm



Source: Regional TAM consolidated data.

ABC Television: Regional prime-time share

Total ABC, free-to-air-audience, 6 pm to midnight



Source: Regional TAM consolidated data.

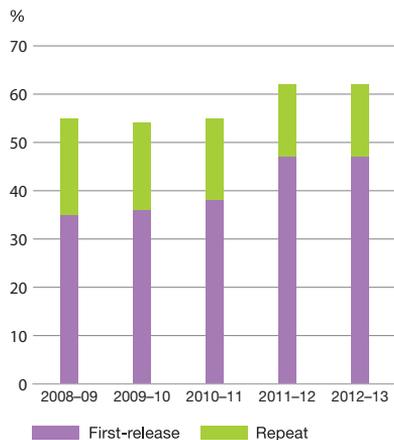
ABC1: First-release and repeat

The number of hours of first-release television broadcast reflects the ABC's investment in original, ABC content.

Daytime

ABC1, Australian first-release and repeat content

Percentage of hours broadcast, 6 am to midnight

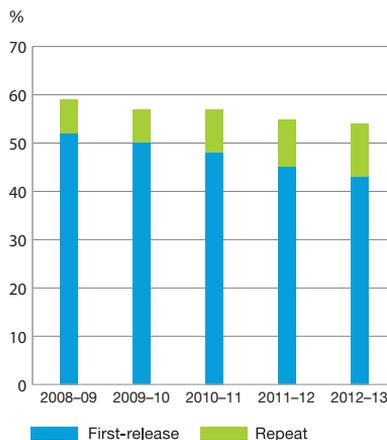


Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

Prime-time

ABC1, Australian first-release and repeat content

Percentage of hours broadcast, 6 pm to midnight



Notes: This Table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

TELEVISION

76%

Proportion of **Australian-made** content shown on Australian television from 6 am to midnight that was **first-release**

43%

Proportion of **first-release Australian** content broadcast on ABC1 during **prime-time**



In February 2013, ABC1 premiered a new Australian crime drama series, *The Doctor Blake Mysteries*. As one of the most popular programs on ABC television over the past year, the series achieved a national average audience of 1.5 million viewers.³⁰ The series was also available on ABC iview and the program website. In total there were 505 000 online plays (an average of 50 000 plays per episode).³¹

High-quality crime drama on ABC1 in 2013 also included a two-part drama series based on the Jack Irish novels. *Jack Irish: Bad Debts* and *Jack Irish: Black Tide* achieved a national average audience of 1.5 million.³² The mini-series won the AACTA Award for Best Direction and also received two Silver Logie nominations.

Other drama highlights included *Devil's Dust*, *Paper Giants: Magazine Wars* and *Cliffy*. Audiences also related well to the comedy series *A Moody Christmas*, which achieved a national average audience of 964 000 viewers.³³ The series recorded a total of 384 000 online plays on iview and the program website (an average of 64 000 plays per episode).³⁴

Coverage of Australian and international sport featured prominently on ABC1 in 2012–13. The London Olympic and Paralympic Games were celebrated with the documentary series *Race to London* and the successful *Gruen Sweat*. As the official Australian broadcaster of the Paralympics, the ABC provided coverage of the London Paralympics, carrying live broadcasts of the opening and closing ceremonies and daily early morning coverage, as well as packaged highlights in prime time (see also ABC2, page 47).

ABC1 continued to provide a place for audiences to gather for national events of celebration and commemoration. The ABC again broadcast

³⁰ OzTAM & Regional TAM Consolidated Data 2012–13.

³¹ WebTrends 2013.

³² OzTAM & Regional TAM Consolidated Data 2012–13.

³³ OzTAM & Regional TAM Consolidated Data 2012–13.

³⁴ WebTrends 2012.

ANZAC Day marches and events in each state and territory and also covered numerous Australia Day events including the Australian of the Year Awards, the Australia Celebrates family concert, and the Flag Raising and Citizenship Ceremony.

The ABC continued its commitment to reflecting the state of the nation in the documentary series *Great Southern Land*, looking at the daily workings of a modern nation. The ABC's documentary output also featured the two-part series *Whitlam: The Power and the Passion* and to mark the Centenary of Canberra in 2013, Annabel Crabb hosted *Canberra Confidential*. Other documentaries on ABC1 included *Life At 7* and *Making Couples Happy*.

ABC1: Top programs

2012–13 by peak episode—National

	Program	Average Audience
1	New Tricks	1 905 000
2	The Doctor Blake Mysteries	1 897 000
3	Call The Midwife	1 728 000
4	Death In Paradise	1 654 000
5	ABC News	1 648 000
6	Gruen Planet	1 596 000
7	Kevin's Grand Design	1 590 000
8	Jack Irish: Bad Debts	1 588 000
9	Australian Story	1 576 000
10	Great Southern Land	1 570 000
11	Cliffy	1 528 000
12	Inspector George Gently	1 523 000
13	David Attenborough: Kingdom of Plants	1 521 000
14	Grand Designs	1 520 000
15	Four Corners	1 502 000
16	Gruen Sweat	1 501 000
17	Whitlam: The Power and the Passion	1 495 000
18	ABC News Live: Labor Leadership Ballot	1 459 000
19	Dream Build	1 449 000
20	Midsomer Murders	1 443 000

Source: OzTAM and RegionalTAM consolidated data 2012–13.

Highlighted programs are Australian content.

In arts programming, the new series *Sunday Arts Up Late* featured high end, cutting edge arts content from Australia and around the world. To celebrate the National Year of Reading in 2012, the *First Tuesday Book Club* presented *10 Aussie Books To Read Before You Die*. Jennifer Byrne's interviews with JK Rowling and Michael Palin both achieved average national audiences of 1.2 million viewers.³⁵

ABC1's entertainment slate included the second series of *Gruen Planet*, which attracted 1.5 million national viewers, and *The Chaser: Hamster Wheel* which attracted over one million national viewers.³⁶ The launch of *The Checkout* saw the return of consumer affairs to ABC1. Other entertainment highlights included *The Agony Of Life*, *Shaun Micallef's MAD AS HELL* and *Adam Hills Tonight*.

³⁵ OzTAM and Regional TAM Consolidated Data 2012–13

³⁶ OzTAM and Regional TAM Consolidated Data 2012–13

The Doctor Blake Mysteries



The ABC dominated the Logie Award nominations in 2013, being shortlisted for 31 awards, most of which were in the peer-voted 'outstanding' categories. This recognition was replicated at a broad range of industry awards across the course of the year, including the Australian Academy of Cinema and Television Arts Awards, the Australian Directors Guild awards and the Australian Writers' Guild Awards.

This success, taking in such titles as *Redfern Now*, *Rake Series 2*, *Mabo*, *Devil's Dust* and the *Jack Irish* mini-series, confirms the ABC as Australia's leading producer of television drama. The outstanding Australian drama slate in 2012–13 fulfils the Corporation's Charter responsibility to broadcast programs that contribute to a sense of national identity and reflect the cultural diversity of the Australian community.

Paper Giants: Magazine Wars



ABC1: Genre mix

Broadcasting content across a range of genres demonstrates that the ABC provided programs of both wide appeal and specialised interest.

TELEVISION

ABC1 broadcasts content across **12** diverse genres

26.7%

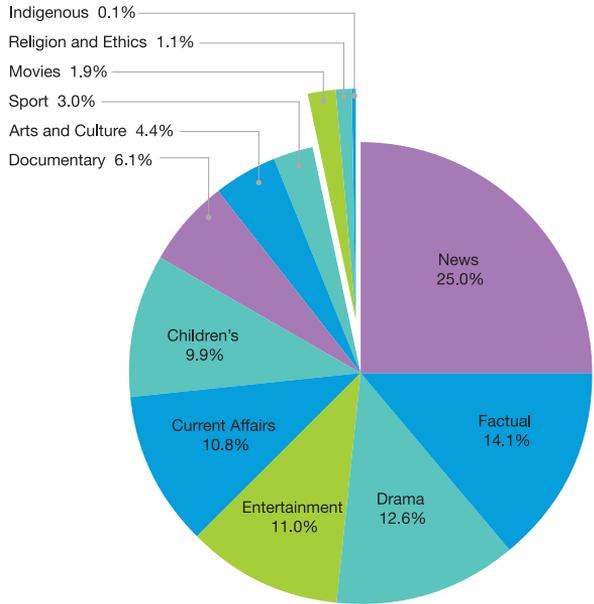
Percentage of hours dedicated to drama on ABC2

ABC2: Genre mix

A diverse genre mix demonstrates that the ABC provided programs of both wide appeal and specialised interest. ABC2 broadcasts dedicated children's content, which is reflected in the genre mix.

ABC1: Genre Mix

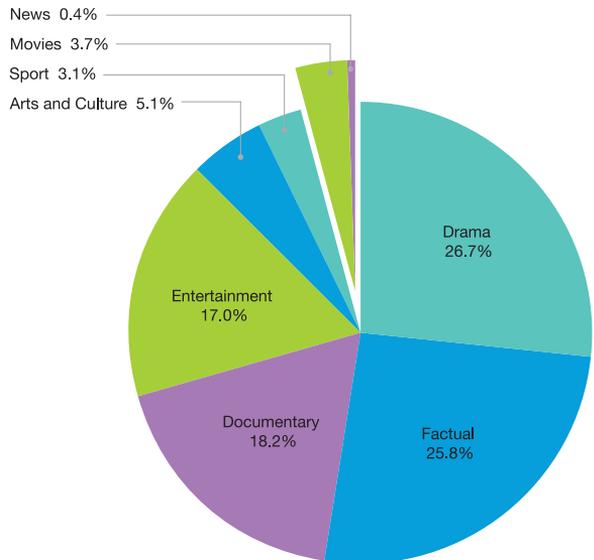
Percentage of hours broadcast, 6 am to midnight, excluding interstitial material



Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

ABC2 7pm – 2am: Genre Mix

Percentage of hours broadcast, excluding interstitial material



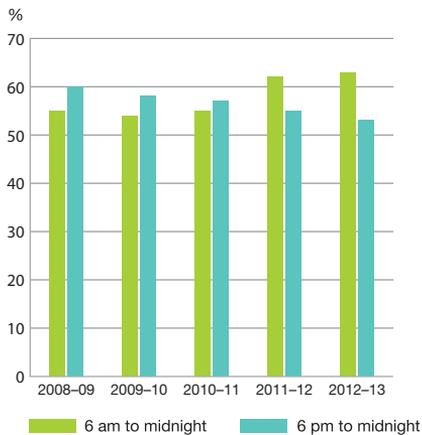
Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number. The ABC2 transmission hours, schedule and content varied in this reporting period and should not be used as a direct comparison to previous years. The end transmission time for ABC2 of 2 am may vary, on average transmission closes at 2 am. These statistics are calculated until transmission closes.

Australian content

Broadcasting Australian content informs, educates and entertains audiences, and helps to contribute to a sense of national identity.

ABC1: Australian content

Percentage of hours broadcast



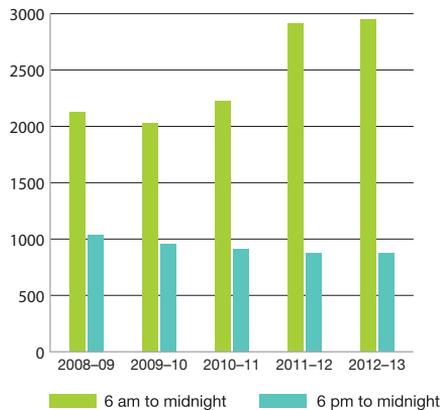
Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

ABC-commissioned content

The ABC commissions internal productions and co-productions. This is an investment in Australian television content, made by Australians.

ABC1: ABC-commissioned programs

First-release, hours broadcast



Notes: ABC internal productions and co-productions; excludes pre-purchased programs (including many documentaries and children's drama programs). This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

63%

Percentage of **Australian-made** content broadcast on **ABC1** between 6 am and midnight

2,947

TELEVISION

Number of **hours** of first-release television content **commissioned** by the ABC and broadcast on **ABC1**

In late 2012 the ABC conducted a technical trial of audio-description on ABC1. An audio-description service assists people with vision impairment to access television by adding a verbal commentary to complement the soundtrack of a television program. The technical trial tested the broadcast path for the additional audio track by broadcasting programs with audio-description in primetime on ABC1.

The trial was conducted over a 13 week period with a total of 237 hours of programs broadcast with audio-description commentary. A report on the results of the trial was provided to the Minister for Broadband, Communications and the Digital Economy in December 2012.

ABC2

The ABC provides two television services on its second free-to-air digital channel.

Content on ABC2 from 7 pm to 2 am is focused on younger Australian adults. Daytime content is programming for pre-schoolers (see ABC4Kids, page 49).

In 2012-13, ABC2's metropolitan average weekly reach increased to 4.4 million people, or 27.8% of the five-city metropolitan population, up from 4.3 million people, or 27.5% in 2011-12.³⁷

³⁷ OzTAM Metropolitan Consolidated Data 2011-12, 2012-13.

In 2012–13, ABC2 increased its regional average weekly reach to 2.2 million people, or 31.1% of the regional population, up from two million people, or 29.3% of the regional population, in 2011–12.³⁸

In 2012–13 ABC2's metropolitan daytime free-to-air share increased to 11.7%, up from 11.5% in 2011–12. ABC2's prime-time free-to-air metropolitan share also increased, from 2.5% in 2011–12, to 2.8% in 2012–13.³⁹

ABC2's regional daytime free-to-air share in 2012–13 was 11.8%, a slight decrease compared to 12.0% in 2011–12. ABC2's regional prime-time free-to-air share increased to 3.0% in 2012–13, from 2.7% in 2011–12.⁴⁰

In 2012–13, ABC2 continued to grow audiences in the under-49 demographic, with bold, unique and compelling programming. The focus of ABC2's commissioned content is to create programs with public value, to initiate a conversation with younger Australians.

ABC2 provided extensive coverage of the London Paralympics in August and September 2012, with live evening coverage throughout the 11 days of competition. The daily coverage drew a national average audience of 299 000 viewers, and recorded ABC2's highest ever weekly prime-time audience share of 4.2%.⁴¹ During the broadcast of the 2012 Paralympics, ABC2 achieved its highest ever daily prime-time free-to-air share of 4.9%.⁴²

The second series of *Kitchen Cabinet* hosted by Annabel Crabb commenced in October 2012 and performed strongly with a national series average audience of 291 000 viewers.⁴³

In 2012–13, ABC2 continued to premiere unique Australian content that might not otherwise find a place in television schedules. The comedy series *Please Like Me*, written by and starring award-winning comedian Josh Thomas achieved a national average audience of 232 000 viewers.⁴⁴ The program recorded 514 000 plays on ABC iview and the program website (an average of 86 000 plays per episode).⁴⁵ The lead up and launch of *Please Like Me* generated a significant amount of activity on the ABC2 Facebook page and Twitter feed.

ABC2's partnership with the Melbourne International Comedy Festival continued with the broadcast of comedy competition *Raw Comedy*, and *Comedy Up Late* featuring shows from the festival.

ABC2's new generation of political satirists on *The Roast* returned in 2013 in an expanded 10 minute show five nights a week. The program continued to grow its share and draw younger audiences to the channel with approximately 50% of its audience being under 34 years old.

In 2013 ABC2 and triple j teamed to broadcast *One Night Stand*. This was the first time the concert was shown live-to-air on ABC2 and with an integrated behind-the-scenes second screen on the triple j website. The first series of *Head First* launched in May with host Sabour Bradley delving into a range of social issues in an entertaining and engaging gonzo format.

38 Regional TAM Consolidated Data 2011–12, 2012–13.

39 OzTAM Metropolitan Consolidated Data 2011–12, 2012–13.

40 Regional TAM Consolidated Data 2011–12, 2012–13.

41 OzTAM and Regional TAM Consolidated Data 2012–13..

42 OzTAM consolidated data, 2012

43 OzTAM and Regional TAM Consolidated Data 2012–13.

44 OzTAM and Regional TAM Consolidated Data 2012–13.

45 WebTrends 2013.

ABC Children's Television

ABC4Kids

Broadcasting 13 hours daily, ABC4Kids carries content for preschoolers on the ABC2 channel between 6 am and 7 pm. In 2012–13, 26% of ABC4Kids' scheduled content was Australian.

In 2012–13, ABC4Kids was the number one destination for preschoolers, maintaining its position as the highest ranked channel during the day among children aged 0-4.

In 2012–13, ABC4Kids' metropolitan average weekly reach among children aged 0-4 was 704 000 or 67.6%. This is an increase from 683 000, or 66.2% in 2011–12.⁴⁶

⁴⁶ OzTAM Metropolitan Consolidated Data 2011–12, 2012–13; reach based on 5 minutes consecutive viewing (6am–7pm daily).

ABC4Kids' daytime metropolitan free-to-air share among 0-4s was 63.2%, up from 62.1% in 2011–12. *Giggle and Hoot* was one of the most watched Australian programs on ABC4Kids in 2012–13. Other popular Australian programs on ABC4Kids in 2012–13 included *Bananas in Pyjamas*, *Guess How Much I Love You* and *Play School*.⁴⁷

ABC4Kids daytime regional free-to-air share among children aged 0-4 increased from 61.9% in 2011–12 to 62.8% in 2012–13. In 2012–13, ABC4Kids' regional average weekly reach among children aged 0-4 was 327 000 or 72.4% of children aged 0-4, up from 302 000, or 68.1% in 2011–12.⁴⁸

⁴⁷ OzTAM Metropolitan Consolidated Data 2011–12, 2012–13.

⁴⁸ Regional TAM Consolidated Data 2011–12, 2012–13; reached based on 5 minutes consecutive viewing.



Peppa Pig

In 2012–13 there was an extraordinary 19 million plays of the children's program *Peppa Pig* on ABC iview. Of those, 71% were via an iPhone, iPad or iPad touch. The second season of *Peppa Pig* was by far the most viewed program on iview, and other series of *Peppa Pig* were also in the top 20 list for the year.

What is evident in the phenomenal statistics around *Peppa Pig* and other children's content on iview is just the leading edge of a building mass of change in audience behaviour. Children's content is where the biggest and most rapid adoption of new platforms (especially mobile devices) is happening. *Peppa Pig* fans are a new kind of audience—a digital audience that expects the content they want any time, any place, anywhere and on any device.

These considerations are at the forefront of the ABC's vision for the future of children's television—a multi-platform plan that will ensure the ABC continues to create content that engages audiences, and ensures that content is available on the right mix of platforms and screens.

ABC3

In 2012–13, ABC3 consolidated its position as the number one ranked channel among children aged 5-12 years during the day.

Broadcasting for 15 hours daily, ABC3 achieved a metropolitan free-to-air daytime share among children aged 5-12 of 30.6%, up from 28.2% in 2011–12. ABC3's evening share (6 pm to 9 pm) among 5-12s continued to increase, achieving a metropolitan free-to-air share of 11.1%, up from 9.7% in 2011–12.⁴⁹

ABC3's average weekly metropolitan reach among children aged 5-12 was 670 000 or 45.1%. This is an increase from 631 000, or 42.8% of children aged 5-12, in 2011–12.⁵⁰

In 2012–13, ABC3's regional daytime free-to-air share among children 5-12 was steady at 33.8%. ABC3's share among 5-12s between 6 pm and 9 pm was 14.4% in 2012–13, down from 15.7% in 2011–12.⁵¹

ABC3's average weekly regional reach among children aged 5-12 was 361 000 or 51.4% of children aged 5-12, up from 347 000, or 49.5% in 2011–12.⁵²

Just under 50% of ABC3's scheduled content was Australian. Popular Australian programs on ABC3 in 2012–13 included *The ABC3 Beach Soccer Smackdown!*, *Prank Patrol* and *Studio 3*.

The second series of ABC3's international hit drama, *Dance Academy*, and the animated *Adventures of Figaro Pho*, both won prestigious awards in Australia (a Logie for *Dance Academy*) and overseas (two KidScreen awards for *Figaro Pho*).

49 OzTAM Metropolitan Consolidated Data 2011–12, 2012–13.

50 OzTAM Metropolitan Consolidated Data 2010–11, 2011–12; reach based on 5 minutes consecutive viewing.

51 Regional TAM Consolidated Data 2011–12, 2012–13.

52 Regional TAM Consolidated Data 2011–12, 2012–13.

Online and mobile

In 2012–13, 27% of Australian homes had access to four different types of digital screens (television, computer, tablet and smartphone). The number of Australian homes with a tablet device in the first quarter of 2013 doubled compared to the same period in 2012, with an estimated 31% of homes having at least one tablet device at the end of that quarter.⁵³

In many instances, audiences are using their second screen to engage in 'social TV'. In addition to existing social media platforms such as Facebook and Twitter, specialised social TV apps are now available for mobile users. These apps facilitate new ways for viewers to interact with broadcasters and each other.

Catch-up viewing is now well-established in the array of consumption choices audiences have available to them and is increasingly available on mobile devices.

As an innovative, audience-focused media organisation, the ABC's response to these trends has been to expand its services and deliver them across multiple platforms. With more ways to find, consume and share ABC content, Australians have more choice than ever before.

Online content

Traffic to ABC television-related websites, apps and services continued to show strong growth in 2012–13. Shifts in audience behaviour were clearly apparent with a significant increase in consumption of television content on-demand through mobile and tablet devices.

In 2012–13 there was a monthly average of 1.8 million visitors to ABC program websites, an increase of 4% from 2011–12. Monthly average visits remained steady from 2011–12 at 2.7 million.⁵⁴

53 WebTrends 2012–13.

54 WebTrends 2012–13.

While visits to program websites have remained steady, there has been a considerable increase in the percentage of visits from mobile devices, up from 18% in June 2012 to 28% in June 2013. The majority of mobile visits have been from iPads and iPhones.⁵⁵

Regular program websites such as *Gardening Australia* and *At the Movies* were among the most visited ABC Television Online sites in 2012–13. Visits to these websites were all up on the 2011–12 average monthly visits. Of the non-regular programs, the most visited websites were *The Checkout*, *Rake* and *Please Like Me*.

Social media is playing an increasing role in the ABC's relationship with audiences. ABC Television has over 61 000 fans on Facebook and nearly 31 000 followers on Twitter. The ABC Television YouTube channel has over 10 000 subscribers and almost 14 million views overall.

ABC programs performing well on Facebook include *Good Game* (with over 114 000 fans), *Rage* with (63 000 fans), *Q&A* (with nearly 38 000) and *Adam Hills Tonight* (with 30 000 fans).

The ABC continued to investigate second screen technology with the trial of the ABC companion app in conjunction with the first series of *Tractor Monkeys*. The ABC collaborated with external supplier zeebox on the first series of *Dirty Laundry Live*. The ABC will use the results of these trials to continue to enhance the second screen experience for its audiences.

Children's online

ABC Children's online recorded steady growth in 2012–13 with an 18% increase in visits to the ABC3 portal and an 8% increase to the ABC4Kids portal.

55 WebTrends 2012–13

Visitors and visits

"Visitors" measures the number of unique browsers (not individual people) which have accessed ABC iview, identified by cookies. "Visits" measures the number of sessions on iview.



Source: WebTrends.

TELEVISION

3.8 million

Average number of monthly visits to ABC iview, up from 3.2 million on 2011–12

As viewing on tablet and mobile devices becomes increasingly popular for children's content (particularly preschool), growth in the ABC Children's websites has slowed over the past 12 months.

ABC4Kids Online recorded a monthly average of 438 000 visitors and one million visits in 2012–13, down from 449 000 visitors and 1.2 million visits in 2011–12.⁵⁶

ABC3 Online recorded a monthly average of 678 000 visitors and 1.4 million visits in 2012–13, up from 652 000 visitors and 1.3 million visits in 2011–12.⁵⁷

In 2012–13 there was a monthly average of 1.8 million program plays via ABC4Kids Online and a monthly average of 4.5 million program plays on iview. Two thirds of the iview plays were viewed on iOS devices.⁵⁸

The top ABC4Kids programs viewed online included *Peppa Pig*, *Play School*, *Bananas in Pyjamas*, *Fireman Sam* and *The Octonauts*.

In 2012–13 there was a monthly average of 1.4 million program plays on ABC3 Watchnow and a monthly average of 2.5 million program plays on iview. Over half of the iview plays were viewed on iOS devices, one third of the iview plays were viewed on the iview website.⁵⁹

The top ABC3 programs viewed online included *Life With Boys*, *Dani's House*, *Almost Naked Animals*, *Stoked* and *Detentionaire*.⁶⁰

The participation of the children's audience in creating content has been an area of focus in 2012–13, with the launch of the ABC3 user generated content initiative 'RAWR' in July 2013. RAWR celebrates young media creators by providing a platform and showcase for their work.

ABC Children's Television's first touch-based tablet app, the *Play School* 'Art Maker', has had sustained success since launching in late 2011, with over 400 000 downloads and high levels of user engagement.

iview

ABC iview continued to expand its audience with strong growth across a full range of genres and programs. In April 2013, iview recorded 15.4 million program plays, the highest number of program plays for any month in iview's history.⁶¹

The average monthly program plays across all platforms was 13.1 million. On iOS devices, iview recorded an average of 6.5 million program plays.⁶²

The strongest growth was seen in tablet and mobile usage. In 2013, iOS devices have overtaken the iview website as the most popular platform for accessing iview. iOS devices now represent over half of total iview plays, while the iview website has decreased to 33%. The iOS app experienced an increase of 183%. On iOS devices, iview recorded an average of 6.24 million program plays, an increase of 160% from 2.4 million in 2011–12.⁶³

ABC4Kids content is particularly popular via iOS devices, with *Peppa Pig*, *Play School* and *Bananas in Pyjamas* consistently the most viewed programs (see page 49).

The iview website is still the most popular way to access and view non-children's content online. In 2012–13, the most viewed non-children's programs on iview included local and international dramas, such as *Doctor Who* series 7, *Call the Midwife* and *Rake* series 2. Also popular were entertainment programs, such as *The Checkout*, *Good Game*, *The Chaser*: *Hamster Wheel* and *Gruen Planet*. ■

⁵⁶ WebTrends data.

⁵⁷ WebTrends data.

⁵⁸ WebTrends data.

⁵⁹ WebTrends data.

⁶⁰ WebTrends data.

⁶¹ WebTrends 2012–13..

⁶² WebTrends 2013.

⁶³ WebTrends 2013.

News and current affairs on radio

News and current affairs on television

News and current affairs online

Audiences continue to rely on the ABC as a uniquely independent and authoritative source of news and information.

AUSTRALIANS PLACE their trust in ABC news and current affairs, with 78% of Australians surveyed believing that the ABC is balanced and even-handed in delivering news.⁶⁴ At a time of rapid media change and fragmentation, that connection has never been more crucial.

In 2012–13, the ABC allocated significant resources to covering a range of major events, including ALP leadership contests, the 2012 London Olympic Games, the United States Presidential election, the West Australian election and extensive summer bushfires in several States.

⁶⁴ Newspan, ABC Appreciation Survey 2013.

NEWS

91%

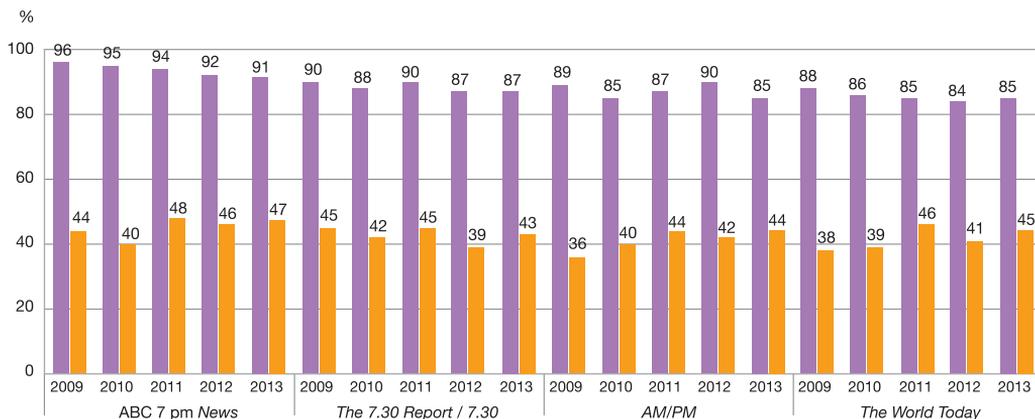
Percentage of Australians who believe the ABC 7 pm **News** does a good job of being **balanced** and even-handed

Balance

Independent research from Newspan provides an overview of community attitudes and opinions about the ABC.

Balance: news and current affairs programs

Percentage who believe program does a good job of being balanced and even-handed



Based on those aged 14 years and over who ever watch/listen to the respective program. Does not include 'Don't Know' or 'Poor' responses. Source: Newspan, ABC Appreciation Survey 2013.

■ Total Good Job
■ Very Good Job



Foreign Correspondent



Quality news and current affairs is a vital area of strength for the ABC across the country and into the region. The ABC stands alone as the leader in original journalism, providing broad, in-depth and comprehensive news coverage of significant issues.

The ABC's commitment to high quality investigative journalism and breaking stories of significant impact was evident in the coverage of the case of Prisoner X.

Until 12 February 2013, the identity of an inmate held in Israel's Ayalon Prison was known to only a very select group of people. But when *Foreign Correspondent* went to air with its careful examination of the evidence, the secrecy was broken, and the world would know that Prisoner X was a Melbourne man named Ben Zygier.

ABC journalist Trevor Bormann's perseverance and skill in pursuing this complex story is an outstanding example of how good investigative journalism can instigate a debate amongst authorities and the community.

The ABC continued to make programs which set agendas and broke new ground, including: a *Lateline* interview that helped precipitate the announcement of a national Royal Commission into child sexual abuse by institutions; the exclusive *Foreign Correspondent* documentary "Prisoner X" that revealed the death of an Australian in an Israeli prison; and a groundbreaking *Four Corners* report on Lance Armstrong and doping allegations.

The ABC embarked on two significant projects in 2012–13 to expand and enhance its news and current affairs programs. The first was a review of its newsgathering operations to ensure the most efficient use of resources in the delivery of high-quality journalism in a changing media environment. The second project aims to bring audiences more original, agenda-setting journalism from more places. This project is the result of additional resources allocated in the ABC triennial funding agreement 2013–16.

Newsgathering review

The objective of the review was to ensure that newsgathering resources are allocated and priorities set which ensure that news of the highest standard is gathered and distributed as efficiently as possible, across regional, state and international newsrooms.

Recent major changes in the media environment, including in the way news is gathered and delivered, meant that it was timely to undertake a review and restructure of the ABC's newsgathering structure.

The review led to the creation of a central newsgathering team serving the needs of daily news programs and platforms. The review also recommended the creation of a 'news now' model, where stories are filed to meet the needs of continuous news platforms, as well as key scheduled programs.

News funding package

Funds allocated in the ABC triennial funding agreement 2013–16 will allow the ABC to build upon its investment in specialist rounds and regional news, and to extend its current affairs programming.

This project reflects concerns that the future of rigorous, independent Australian journalism may be under threat, with a loss of jobs across the media substantially reducing the amount of original journalism being produced in Australia.

As Australia's primary public broadcaster, the ABC is the leading provider of independent journalism to the Australian community. The additional funds allocated in the triennial funding agreement 2013–16 will enable the ABC to increase its capacity to provide original, agenda-setting journalism in a range of areas. This will include the following initiatives, the roll-out of which will commence in 2013:

- the introduction of a new fact-checking unit
- the recruitment of additional national reporters to strengthen original reporting

- additional news bureaux in Geelong, Parramatta and Ipswich to contribute to more diverse news coverage; and
- increased number of cameras and links in some regional bureaux.

News and current affairs on radio

The ABC distributes news and current affairs content across a range of radio networks and on digital radio. In 2012–13, news and current affairs programs on ABC Local Radio reached, on average, 1.7 million people aged 10 and over each week in the five-city metropolitan market.⁶⁵ This was steady with 2011–12.

The ABC NewsRadio network is a dedicated 24-hour radio service (see page 35).

News and current affairs on television

ABC News 24 is a dedicated 24-hour free-to-air news channel, and is the most watched news channel in Australia. The top programs on ABC News 24 in 2012–13 included coverage of the ALP leadership change in June 2013, Budget coverage, the funeral of Margaret Thatcher in April 2013, and USA Votes 2012: Election Results in November 2012.⁶⁶

ABC News 24's metropolitan average weekly reach in 2012–13 was 2.2 million people, or 13.9% of the five-city metropolitan population. This is up from 2.0 million people, or 13.1% in 2011–12.⁶⁷

In 2012–13, ABC News 24 achieved a metropolitan day-time free-to-air share of 2.9%, up from 2.3% in 2011–12. ABC News 24's metropolitan prime-time free-to-air share was 0.9% (0.8% in 2011–12).⁶⁸

⁶⁵ Nielsen five-city metropolitan. Includes *Early AM* (Mon–Fri 6am–6.15am), *7.45am News* (Mon–Sun 7.45am–8am), *AM* (Mon–Sat 8am–8.30am), *The World Today* (Mon–Fri 12md–1pm) and *PM* (Mon–Fri 6–7pm).

⁶⁶ OzTAM Consolidated data, 1 Oct 2011–30 June 2012.

⁶⁷ OzTAM Consolidated Data 2011–12, 2012–13.

⁶⁸ OzTAM Consolidated Data 2011–12, 2012–13.

ABC News 24 increased its regional average weekly reach from 1.2 million, or 17.2% of the regional aggregate population in 2011–12, to 1.3 million people, or 18.9% of the regional population in 2012–13.⁶⁹

Prime-time regional free-to-air share for ABC News 24 was up at 1.2% (1% in 2011–12). ABC News 24 also increased its regional daytime free-to-air share, up from 4% in 2011–12, to 4.4% in 2012–13.⁷⁰

In 2012–13 there was audience growth across the ABC's news and current affairs television programming, reflecting its depth, quality and diversity.

On ABC1, the national average audience for the Monday to Friday 7 pm ABC News was 1.3 million, an increase of 4% from last year.⁷¹

The weekend editions of ABC News increased in 2012–13 compared to 2011–12. The Sunday edition of ABC News increased by 4% to an average audience of 1.2 million in 2012–13.⁷² The Saturday evening broadcast averaged 1.3 million viewers in 2012–13, a slight increase of 0.3% compared to 2011–12.⁷³

On ABC1, the national average audience for 7.30 (Monday – Thursday, national edition) was 1.1 million, which was an increase of 13% compared to the 2011–12 average of 942 000.⁷⁴

Four Corners achieved a national average audience of 1.1 million on ABC1 in 2012–13, an increase of 7% on 2011–12.⁷⁵ The episode “The World According to Lance”, broadcast on 15 October 2012, achieved a national average audience of 1.5 million, the highest average audience for the program in 2012–13.⁷⁶

In 2012–13, *Foreign Correspondent* on ABC1 achieved a national average audience of 874 000, an increase of 5% compared to 2011–12. The episode “New Zealand–Adrenalin Nation”, broadcast on 30 October 2012, achieved the highest audience for the program in 2012–13 with a national average audience of one million viewers.⁷⁷

In 2012–13, the national average audience for *Australian Story* was 1.3 million, an increase of 9% compared to 2011–12. The program achieved national audiences of more than 1.5 million on three occasions in 2012–13. The highest audience for the program was for the “On Bicheno Beach” episode, with 1.6 million viewers.⁷⁸

Insiders achieved a national average audience of 363 000 across ABC1 and the ABC News 24 simulcast, an increase of 1% on 2011–12.⁷⁹

In 2012–13, *ABC News Breakfast* reached a weekly average of 1.3 million viewers nationally across ABC1 and ABC News 24, a 20% increase on the average weekly reach in 2011–12 (Oct 2011–June 2012).⁸⁰

On ABC1, the national average audience for *Lateline* was 270 000, a decline of 2% compared to 2011–12.⁸¹ Also on ABC1, *The Business* achieved a national average audience of 137 000 in 2012–13, down 4% on the 2011–12 average. *Lateline Business* was re-launched as *The Business* on 30 January 2012.⁸²

69 Regional TAM Consolidated Data 2011–12, 2012–13.

70 Regional TAM Consolidated Data 2011–12, 2012–13.

71 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

72 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

73 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

74 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

75 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

76 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

77 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

78 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

79 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

80 OzTAM and Regional TAM Consolidated Data (reach based on 5 minute consecutive viewing, ABC1 and ABC News 24), Oct 2011–June 2012; 2012–13.

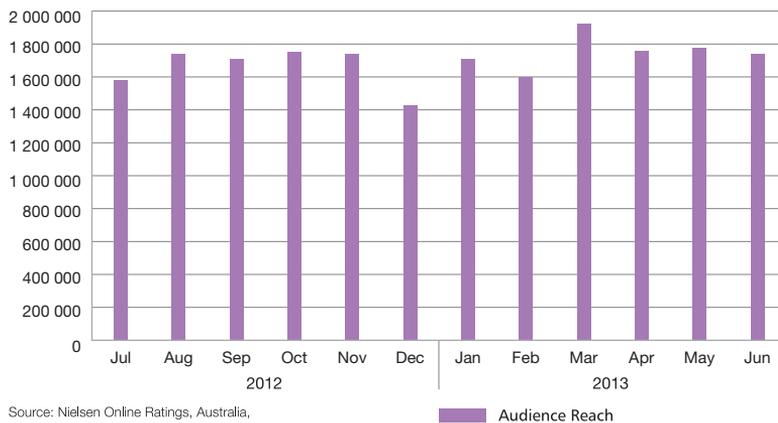
81 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

82 OzTAM and Regional TAM Consolidated Data 2011–12, 2012–13.

Reach

“Reach” measures the total number of people who have visited an ABC news or current affairs website over a specified timeframe.

ABC news and current affairs websites: Monthly reach



NEWS

1.7 million

Average number of users accessing ABC news and current affairs **online each month**

Visitors and visits

“Visitors” measures the number of unique browsers (not individual people) which have accessed ABC news and current affairs websites, identified by cookies. “Visits” measures the number of sessions on those sites.

ABC news and current affairs websites: Monthly visitors and visits



19.9 million

Average number of **visits each month** to ABC news and current affairs websites

7.0 million

Average number of **visitors each month** to ABC news and current affairs websites

News and current affairs online

With new technology increasing the number of opportunities audiences have each day to engage with ABC content online, the ABC is using a range of digital platforms to make its news and current affairs content available to as many people as possible.

ABC News 24 is streamed live on ABC News Online and ABC iView. ABC News 24 recorded a total of 1.1 million streams on ABC iView in 2012–13 (a monthly average of 88 000). Streams of ABC News 24 via iView peaked in June 2013 with 141 000 plays, driven by coverage of the ALP party leadership change.⁸³

A total of three million streams were recorded via the ABC News 24 website (a monthly average of 253 000). Streams via the website peaked in November 2012 with 346 000 plays, driven by the United States Presidential election coverage.⁸⁴ ■

⁸³ WebTrends 2012–13.

⁸⁴ WebTrends 2012–13, includes international and domestic plays via the ABC News 24 website.

NEWS

The ABC has correspondents based in 12 international bureaux



Homepage redesign and implementation

Continuing focus on mobile

Social media

Education portal

Digital first storytelling projects

ABC ONLINE reached an average 3.5 million users a month in 2012–13.⁸⁵ There was an average of 4.6 million domestic and international visitors each week to ABC Online, up 21% on 2011–12. Visits in 2012–13 were up 23% on 2011–12 to an average 9.9 million a week.

ABC audiences are increasingly consuming content online and exploring new opportunities for sharing and contributing content.

Homepage redesign and implementation

A new homepage for abc.net.au was launched in December 2012, following extensive research into how audiences were using the ABC homepage. The new design includes practical tools to help users find content more easily, with more intuitive navigation. The appearance of the page has been refreshed and is now more friendly to tablets, with larger fonts and larger clicking and tapping targets.

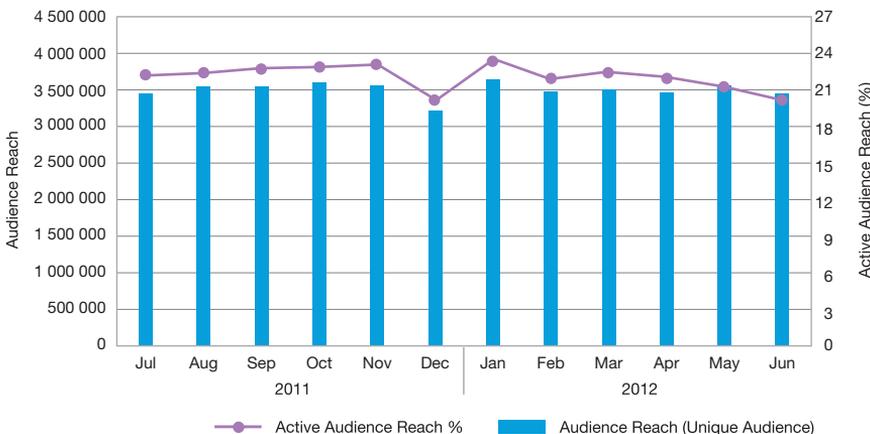
Feedback from users has been positive, and quantitative data shows improved performance of the page in terms of directing users to key content areas.

⁸⁵ Comparison with previous year not available due to change in methodology in September 2011.

Reach

“Reach” measures the total number of people who have visited abc.net.au over a specified timeframe.

ABC Online: Monthly audience reach



Source: Nielsen Online Ratings, Australia, people aged two and over.

ONLINE

3.5 million
Average number of unique users accessing ABC Online each month

4.6 million

Average number of
visitors to abc.net.au
each week

9.9 million

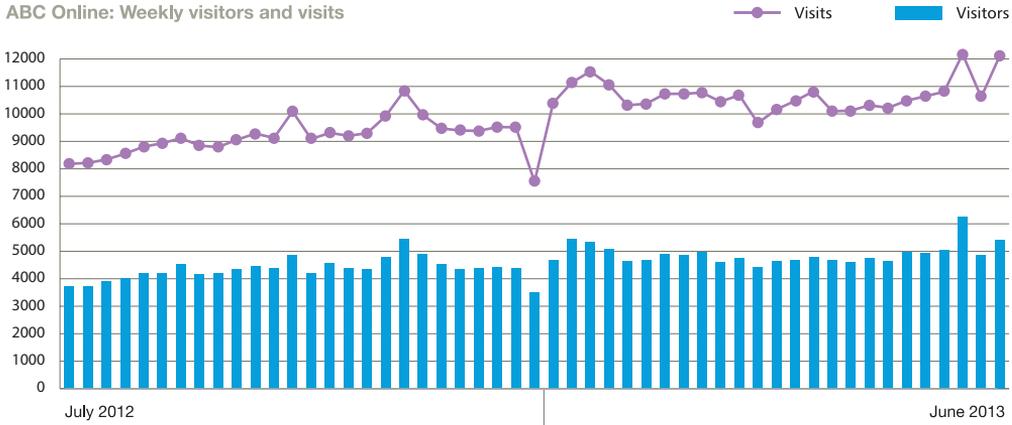
Average number of
visits to abc.net.au
each week

ONLINE

Visitors and visits

“Visitors” measures the number of unique browsers (not individual people) which have accessed ABC Online, identified by cookies. “Visits” measures the number of sessions on ABC Online.

ABC Online: Weekly visitors and visits



Source: WebTrends.

Continuing focus on mobile

Smart phones and tablets are transforming how and where Australians consume news, information and entertainment. The ABC’s priority is to deliver content to the audience at a time they want and on the device and format they prefer.

Today there are as many connected devices as there are people in the world. By 2015 this is expected to double.⁸⁶ Six in 10 Australians have a smartphone, three in 10 have a tablet. Dual-screening behaviour increased from 60% to 74% of online Australians in 2012, and the prevalence of tablet computers as a dual-screening device increased from 16% to 28% among dual-screener.⁸⁷

The ABC sees mobile as an opportunity to enrich and deepen the audience’s experience of its services and usage of ABC mobile products is growing rapidly.

In June 2013, approximately 25% of monthly visits to ABC Online came from a smartphone or tablet, up from 19% in June 2012.⁸⁸

The extent to which audiences are accessing ABC content on mobile devices continued to increase in 2012–13:

- The ABC iPhone app saw an 83% increase in monthly active users from 145 000 in May 2012 to 261 000 in May 2013.⁸⁹
- Across the same period, active users of the ABC Android app more than tripled, from 20 000 to 72 000.⁹⁰
- Visits to abc.net.au via mobile users grew by 52% from 6.4 million in May 2012 to 9.7 million in May 2013.⁹¹

In 2012–13, the ABC increased its focus on mobile development, executing a number of significant projects which improved the ABC’s mobile capabilities. These included:

- **Adaptive Delivery Platform (ADP) and ABC News Mobile**— To address the shift to mobile media consumption the ABC is seeking to make abc.net.au more mobile-friendly. The ABC has developed the technical capability to detect what kind of mobile device an audience member is using to access ABC Online and then deliver them the most appropriate

86 What happens in an internet minute? Intel.

87 Nielsen, *Australian Connected Consumers—Evolving patterns of media consumption in the digital age*, February 2013.

88 WebTrends.

89 Flurry Analytics.

90 Flurry Analytics.

91 WebTrends.

web page. The ABC also developed mobile interface guidelines for its staff to use when designing and delivering content and designed templates able to be used by News Online.

- **ABC Homepage Mobile**—The ABC built on its new adaptive delivery platform to build a version of the ABC homepage optimised for smartphones.
- **ABC flagship apps**—In 2012–13, the ABC launched refreshed flagship apps for iPhone and iPad. Available as an automatic update to the existing main ABC apps, the upgrades offer new functionality and a more intuitive user experience. The new design is part of a redevelopment of the ABC's online presence, following extensive audience research and testing. The cleaner interface brings news to the foreground, showcasing radio and television content. Richer article pages allow users easy access to a wide range of content from different ABC sources including text, audio and video. The app includes a feature enabling people to 'Wake up with the ABC' by setting an alarm that links to the ABC program of their choice. ABC audiences can start the day by catching news, sport or weather in 90 seconds, ABC News 24 or a live radio program.

Location Pilot Project

The technical capacities of mobile devices are facilitating new connections between the ABC and its audiences. In late 2012, the ABC began a research and discovery project to explore and test the relevance of location for news and information seeking, in light of the capacity for mobile devices to identify their location. The research undertaken in Newcastle, Launceston, Geelong, Canberra and Mount Gambier sought to identify how smartphone users are currently getting their news and information, and whether the user's location is important in this process.

On the basis of its research, the ABC is piloting a mobile product which provides a mix of local, national and international news combined with specific local information. The findings of this project will inform future ABC digital products, with a particular focus on opportunities for tailoring content and services based on someone's location. An extension of the pilot will include an experiment in encouraging discussion around local issues and topics of interest to individual communities. Pilots have been rolled out in Newcastle in New South Wales and Launceston in Tasmania and additional pilots will be trialled in other locations.

Social media

The rise of digital media consumption has been supercharged by social media. 72% of online Australians have at least one active social media profile and 37% participate in social TV.⁹²

As a media organisation, the ABC has been at the forefront of utilising social media to enhance the delivery of its services. The ABC has over 150 official Facebook pages covering ABC programs and content areas such as triple j, triple j unearthed, ABC News, ABC Television, ABC Radio National, ABC Technology and Games, Radio National Drive, ABC Local Radio stations and ABC iview. The ABC has over 200 official Twitter accounts.

Social media is being utilised in innovative ways to interact with and build audiences, gather feedback, research and keep abreast of industry trends and as a new platform for the delivery of ABC content. Not only does social media give the ABC new ways of sharing, promoting and talking about its content, it has created a new kind of conversation in which audience members share their views and ideas with each other in real time.

⁹² Nielsen, *Australian Connected Consumers—Evolving patterns of media consumption in the digital age*, February 2013.

The ABC continued to enhance its use of social media for the benefit of audiences. In 2012–13, ABC staff attended craft sessions with experts from Twitter and YouTube to improve and update their social media skills. The ABC also joined the Commonwealth Scientific and Industrial Research Organisation in a 12-month pilot of two new social media tools which will enhance the ABC's ability to monitor social media conversations and adapt its social presence accordingly.

Education portal

In December 2011, the Federal Government announced the provision of \$19.9 million over three years for the development of a new education portal for students, teachers and parents, to be built in partnership by the ABC and Educational Services Australia (ESA).

The portal consists of two parts: the first is a media resource library which contains audio-visual material sourced from the ABC's extensive archive and collections. The second part is the delivery of several highly interactive, media-rich learning resources that will enhance students' learning experiences, including interactive games, immersive environments, and live events.

In October 2012, phase one of the portal—ABC Splash—was launched, with a media library of 333 clips and 184 small interactives, curated and mapped in line with the Australian Curriculum.

On 26 March 2013, the site was officially launched in Melbourne by the Parliamentary Secretary for School Education, Senator Jacinta Collins. The launch featured a Splash Live event, in which students from schools around Australia broadcast local news stories they had created with the help of ABC Splash resources.

Reaction to the portal has been positive, with ABC Splash attracting 1.63 million page views and 367 000 visits as at May 2013.⁹³

⁹³ WebTrends.

Digital first storytelling projects

In November 2012, the ABC launched the Opera House Project, a co-production between the ABC and the Sydney Opera House. The Opera House Project is a rich multi-media online documentary that tells the unique story of the iconic Australian building, Sydney Opera House, from its inception in 1954 through its complex design and construction, and through the past forty years of performance.

The partnership with the Sydney Opera House has produced a unique digital journey of one of the world's most important buildings. The groundbreaking multi-media portal applies new methods of digital storytelling to offer viewers direct access to a wealth of information and resources on the nation's most famous landmark.

The site contains over 24 hours of content, including archival and newly created video, audio, and still images, 3D rendered and interactive first-person environments. Through the specially developed digital interface, viewers can create their own documentary experience.

The project involved collaboration with and contributions from a range of external partners, including State Library NSW, Powerhouse Museum, Arup, NSW State Records and many prominent historians and architects.

The site was built as a HTML5 web app, making it platform-agnostic and able to be viewed in web browsers across desktop, tablets, smartphones and internet-connected televisions.

The Opera House project was nominated for a number of web and creative awards. ■

Audiences

Content

Distribution

International Development

International Relations

ABC International engages international audiences in multiple languages, encourages awareness of Australia and builds regional partnerships.

FOR MORE THAN 70 years, the ABC has broadcast to millions of people across Asia and the Pacific through Radio Australia and, more recently, the Australia Network, supported by news and analysis from the ABC's Asia Pacific News Centre.

In August 2012, the ABC and the Federal Government finalised a funding agreement for the provision of Australia's international media service. The new agreement enables the ABC to deliver a converged, multiplatform service encompassing the Australia Network television service, Radio Australia and a suite of online, mobile and social media services.

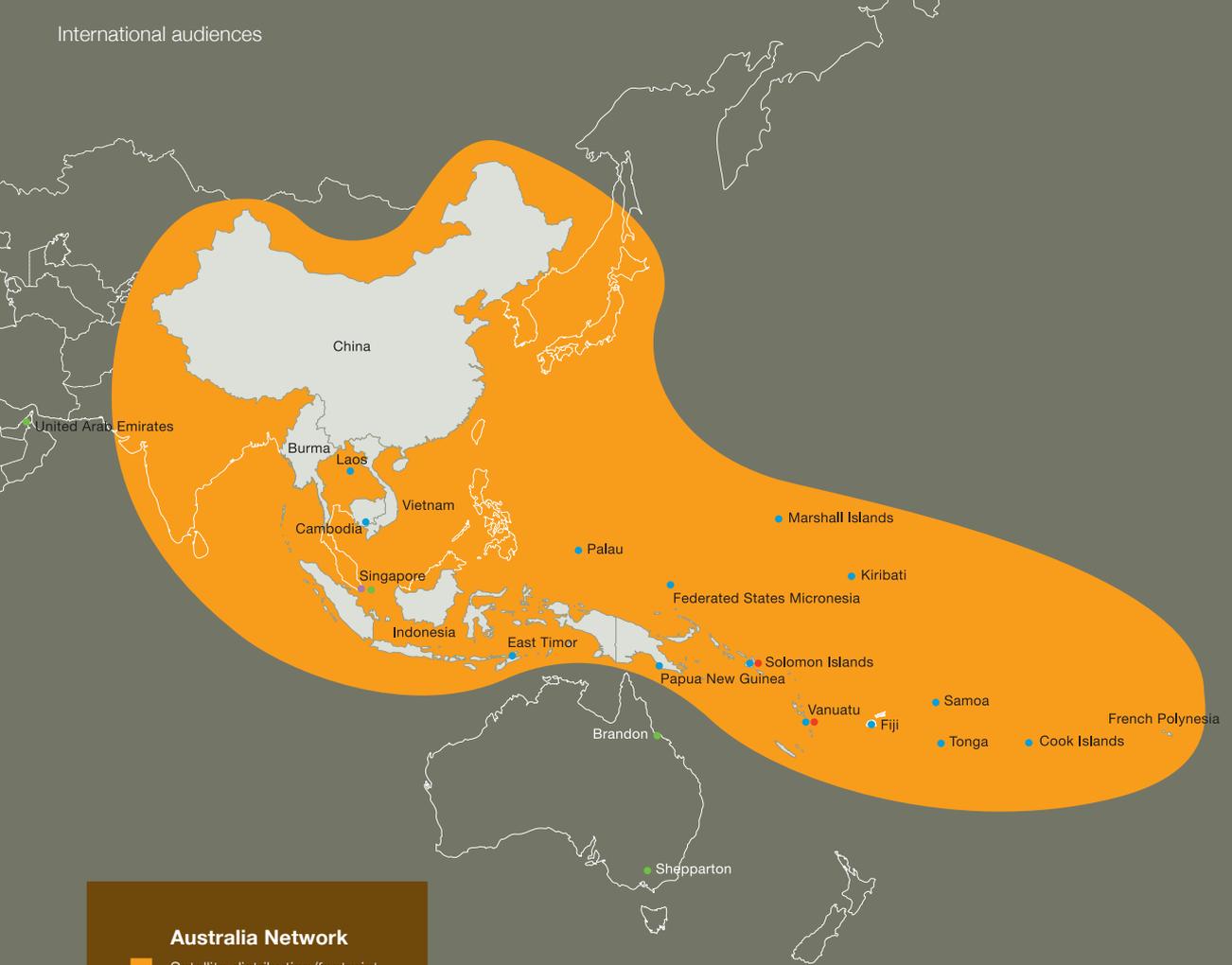
The creation of a converged international media service reflects technological and behavioural changes across Asia and the Pacific.

The ABC restructured its International Division and developed an audience-focused strategy to ensure delivery of a comprehensive service to diverse regional audiences on their chosen platform. The strategy is based on the cultural aspirations, media consumption habits, audience content preferences and the relative use of different media platforms in each regional market.

In June 2013, the ABC and the Department of Foreign Affairs and Trade agreed on the converged service's first three-year Strategic Plan and annual Business Plan.

Audiences

In delivering its international services across Asia and the Pacific, the ABC is mindful of the significant differences in cultural and socio-economic conditions which exist across the target markets. The new converged service has adopted a strategy based on tailoring content and services to the greatest possible degree for the specific markets in which they will be received.



Australia Network

■ Satellite distribution/footprint, including Radio Australia

● Australia Network, 24-hours free-to-air

Radio Australia

● Radio Australia's 24-hour FM network

● Shortwave transmission sites

● Digital subscription radio

■ Foreign Language Services

The trend of recent years of increasing mobile phone ownership and internet use continued strongly in the last year. Mobile phones are becoming one of the key means by which Asian audiences access information. In late 2012, there were an estimated 3.3 billion mobile phone subscriptions in Asia.⁹⁴ At the end of 2011, it was estimated that Asia had over one billion internet users.⁹⁵

Further, mobile phones are increasingly being used to access the internet. In China, it is estimated that one third of mobile phones are used for internet access.⁹⁶ And in the Pacific, with some of the lowest internet penetration rates in the world, access to social media sites through mobile phones is creating new opportunities to connect with audiences.

⁹⁴ Paul Budde and Peter Evan, "Asia—Mobile Voice Market", February 2013 (8th Edition).

⁹⁵ CASBAA, "Asia Pacific Multichannel TV 2012", Report, p.4; while the report includes Australia and New Zealand, the small populations of those countries mean they are unlikely to distort the figures.

⁹⁶ Nielsen Mobile Insights: China, March 2010.

In some countries, audiences are reducing their use of television and radio as they make greater use of new digital platforms. In others, the effect of new media is additive, with total media consumption rising as audiences employ new technologies alongside more traditional media. Rates of access to television continue to grow and television viewing is expected to remain a key source of information for the foreseeable future.

The use of radio in Asia varies significantly from country to country. In China, for example, fewer than 7% of adults use radio as a daily source of news. By comparison, in Indonesia, radio is used by 11% of adults and in Cambodia by 33%.⁹⁷ Radio remains an important means of reaching audiences across the Pacific regions.

A key consideration for the converged service is the varying levels of development across markets within Asia and the Pacific. There are two distinct groups across the target markets for the ABC's international service:

- **Developed media markets**—characterised by large urbanised populations, high levels of technological sophistication and advanced wireless infrastructure. The most common theme is high use of smart phones as primary source of media consumption.
- **Emerging media markets**—characterised by use of traditional linear media such as print, radio and television. The ABC's international development projects are focused in these markets, where the ABC is a trusted and credible news source.

Content

The overarching aims of the ABC's international service are to share Australian stories that engage our neighbours in Asia and the Pacific region, and to promote regional dialogue and understanding between Australia and those countries.

The ABC seeks to do this through quality, independent and pluralistic content delivered in relevant ways on relevant platforms.

Content highlights in 2012–13 included:

- **News and current affairs**—the ABC delivered its most comprehensive coverage of a critical regional story, “Malaysia Votes”, covering the Malaysian elections. Coverage of the election was strong across platforms and programs, including on *Connect Asia*, *Asia Pacific*, the Malaysia Votes blog, *Australia Network News*, *Newsline* and social media platforms. *Newsline* broadcast six programs from Kuala Lumpur and crossed to ABC News 24. Southeast Asia Correspondent, Zoe Daniel and video journalist, Liam Cochrane provided coverage from across Malaysia with reports from Penang, Johor, Sabah and Sarawak. The Melbourne newsroom also delivered a wide range of perspectives across our online platforms, including the Malaysia Votes blog and pushing content to YouTube and Facebook.
- **ANZAC Day**—extensive coverage across platforms, including coverage of the dawn services held across Australia, the region and the world.
- **Coverage of key events**—this included coverage of Cyclone Evan in the Pacific, Australia's bushfire emergencies and the devastating flooding in Jakarta. The *Pacific Beat* program continued to attract audiences across the Pacific and covered breaking issues including the burning of the draft constitution in Fiji, the torture of two detainees in Fiji and the abuse of the landlease system in Papua New Guinea.
- **Business and finance news**—the ABC delivers reliable business and finance news from Australia and across the region, including daily market updates and in-depth features on industries and stories that matter to the region. ABC International's business and finance reporting is extended through collaboration with partners in key markets, including China's International Channel Shanghai and Korea's Arirang TV.

⁹⁷ InterMedia Survey Institute research.

- **English language learning**—*Planet English*, a 90-minute English language learning (ELL) program, was distributed to numerous partners across Asia. In addition, over 60 short pieces of original ELL content were created, coupled with over 300 social media posts and over 200 images which provided context to the language use. *English Bites* was also extended to offer Khmer and Vietnamese language versions.
- **My Australia**—reflecting modern Australia to the region, a third series of *My Australia* was delivered, this series looking at Australia through the eyes of young people from the Asia Pacific region.
- **Children’s programming and Australian drama**—Australia Network television delivered the best of Australian children’s content, including *Giggle and Hoot*, *Play School*, *The Wiggles* and *Bananas in Pyjamas*. Australian drama programs included *Miss Fisher’s Murder Mysteries* and *Redfern Now*.
- **Major sporting events**—Radio Australia broadcast ABC Grandstand’s live commentary of the 2012 London Olympic Games. *Pacific Beat* delivered comprehensive coverage of the efforts of Pacific athletes in London. Other sporting coverage included the Melbourne Cup 2012, cricket tests, the Sydney to Hobart Yacht Race, the Australian Open tennis and the AFL finals and grand final.
- **Pacific Break**—In its fifth year, the Pacific Break music competition showcased the best original music from the Pacific. Featuring over 100 songs, interviews and live performances across all platforms, social media was integrated into the campaign to engage young people in the region.

Distribution

The distribution of Australia’s international broadcasting service takes place through a combination of various transmission platforms and technologies, country-specific syndication agreements and a growing online presence. The ABC has regard to the particular characteristics of a country when determining how best to distribute content.

In 2012–13, Australia Network maintained its reach, estimated to be over 31 million homes, in over 46 countries within the footprint.⁹⁸ Rebroadcast arrangements with cable operators in the region numbered over 660 during the period.⁹⁹

Radio Australia distribution includes dedicated 24-hour FM transmitters in most Pacific Island capitals and selected locations in South East Asia. Nearly 100 partnerships with local FM radio stations facilitate the broadcast of Radio Australia programming throughout the wider region.

A key component of the service’s distribution strategy is to pursue partnerships with local media organisations in key markets. In April 2013, ABC International signed memoranda of understanding with media outlets in China, including Beijing TV, China Radio International, China National Radio and Beijing City Radio. The ABC extended its successful partnership with the Shanghai Media Group and China Central Television (CCTV), and initiated partnerships with China Daily, Sina.com and Tencent.

In Indonesia, the ABC also entered into numerous syndication agreements with local media organisations and in India, the ABC finalised an agreement with Prasar Bharati, the national broadcaster of India.

Distribution over non-broadcast platforms included an extensive online presence, podcasts and a catch-up service featuring over 100 programs.

A dynamic social media strategy is being deployed to extend reach, including an extended presence on Sina Weibo.

⁹⁸ Data from rebroadcasters and Media Partners Asia.

⁹⁹ ABC Customer Relations Management System.



A key plank of the ABC's international distribution strategy is a focus on syndication with partners in key markets in Asia and the Pacific. Recognising the value of partnerships, relevant content is made available for syndication, maximising exposure to the target audiences.

In China, the ABC is maximising market penetration and expanding opportunities to deliver its content through partners. In 2012–13 the ABC extended its strategic partnership with Shanghai Media Group to include special content events, weekly news crosses and regular contributions to flagship magazine programs. In the reporting period, the ABC also signed memoranda of understanding with Beijing Television, China National Radio, China Radio International, and Beijing City Radio.

In Indonesia the ABC made significant progress in ensuring its content is carried on the biggest online news media outlets, substantially expanding the reach of the best ABC content to new Indonesian audiences. The ABC entered into partnership agreements with Detik.com, Kompas.com, Tribunnews.com, Republika Online, and Metrotvnews.com.

INTERNATIONAL

ABC Managing Director Mark Scott with Julian Chen, ABC International's chief China representative at the launch ceremony for 'Window on China' in Ultimo NSW on 27 September 2012.

International Development

ABC International Development works to support the development of robust media institutions in the Asia-Pacific region. It is a self-funding enterprise with representatives in Cambodia, Papua New Guinea, Solomon Islands, Vanuatu and Australia.

ABC International Development offers assistance in the form of strategic advice, training and mentoring, technical support and secondments. The core goals of these activities are to support communications for development in partner countries, and increase the demand for better governance. These goals align with the strategic direction of the Australian Agency for International Development (AusAID), the principal source of funding for ABC International Development.

During 2012–13, International Development continued to advocate the benefits of “Communication for Development” (C4D) in delivering assistance to developing countries. This approach considers how individuals and organisations, with access to information and the opportunity to voice views and opinions, can influence the decisions that impact their lives.

In 2012–13, International Development continued major programs with Papua New Guinea’s National Broadcasting Corporation, the Vanuatu Broadcasting and Television Corporation, media organisations across the Solomon Islands, three of Cambodia’s Provincial Departments of Information as well as the Pacific Media Assistance Scheme, which is a long-term program to support the media in 14 Pacific countries.

ABC International received approval from AusAID to commence a pilot initiative in Myanmar to assist the national broadcaster Myanmar Radio and Television produce radio programs aimed at providing maternal health information to women living in rural communities. The initiative is due to commence in the third quarter of 2013.

International Relations

The ABC’s International Relations department facilitates interaction between the ABC and public broadcasters and broadcasting associations around the world. This is effected through participation at relevant regional conferences and forums, and through facilitating visits to Australia by international media organisations. The aim is to develop complementary partnerships, raise the profile of public broadcasting, support regional broadcasters and participate in relevant strategic forums.

During the year, ABC International represented the ABC at various regional conferences, including: the Asia-Pacific Broadcasting Union’s General Assembly in Seoul; the ABU-AIBD’s Pacific Islands Media Partnership workshop in Samoa; DG7 (group of 7 international broadcasters) in Germany; the Cable & Satellite Broadcasting Association of Asia conference in Hong Kong; the Media Partners Asia Pay TV Operators Summit in Bali; and the Asia-Pacific Institute for Broadcasting Development’s Asia Media Summit in Manado, Indonesia.

In addition, ABC International facilitated visits from international media organisations from China, Indonesia, Thailand, the Republic of Korea, India, Myanmar, India, Vietnam, Hong Kong, Singapore, Malaysia, Cambodia, Papua New Guinea, Afghanistan, and Pakistan. ■

Financial performance

ABC Retail

ABC Digital

ABC Music and Events

ABC Publishing and
Licensing

Video Entertainment
and Distribution (VED)

Content Sales

ABC Commercial manages a range of media businesses delivering products and services to the global marketplace. Revenue earned is returned to the Corporation for investment in the production of ABC content.

ABC COMMERCIAL provides a revenue stream through its commercial activities to assist the ABC to fulfil its Charter obligations as the national public broadcaster. ABC Commercial aims to enhance the experience and extend the engagement of ABC audiences by meeting their desire for enduring tangible products and services.

The division is responsible for the management of a range of media businesses which create, license and market products and services related to the programming and Charter activities of the ABC. ABC Commercial is responsible for the development of new revenue streams for the Corporation, and continues to position itself to take advantage of the opportunities presented by the ever expanding digital market.

Financial performance

ABC Commercial's full year net result was \$1.1 million, down from \$5.5 million in 2011–12. ABC Commercial's full year result reflects the significant challenges facing the retail sector and the impact of declining product formats such as DVD. Despite above-budget performances from key businesses such as Music, Publishing, and News and Current Affairs Sales, as well as strong revenue growth results from Non-Theatric Sales, the performance of ABC Retail and ABC DVD (both traditionally major contributors to ABC Commercial's net profit) were the main impediment to a stronger result in 2012–13.

A number of strategies were implemented to improve the short-term performance of ABC Retail, with specific regard to ABC Shops' market presence, product offering, customer experience and resourcing. Several opportunities were identified in 2012–13 for reform, and efficiencies have since been achieved through the new *ABC Retail Agreement 2013–16* and a restructure of the Retail Support Office.

In addition, extensive work has been done regarding: product ranging; pricing strategy and value proposition; improving on key performance indicators such as customer conversion and average sale; and enhancing category performance and customer experience by reconfiguring shop layouts. These changes, along with the implementation of proven retail methodologies, have all contributed to the improvement in performance most evident in the last few months of the financial year.

ABC management and the ABC Board are closely monitoring ABC Retail's performance and are assessing the optimal operating model for the business in order to mitigate future risk.

ABC Retail

ABC Retail's strategy of transitioning from a DVD/CD based product range to a broader product range encompassing children's toys, clothing and general merchandise continues to deliver improved results in these categories. Toys, clothing and general merchandise categories have grown to represent over 30% of ABC Retail turnover (from 8% in 2010). Sales of children's DVDs have shown growth on last year, and ABC Retail continues to leverage the interest in this category, along with a focus on the children's and adult books categories, both of which are performing well.

COMMERCIAL

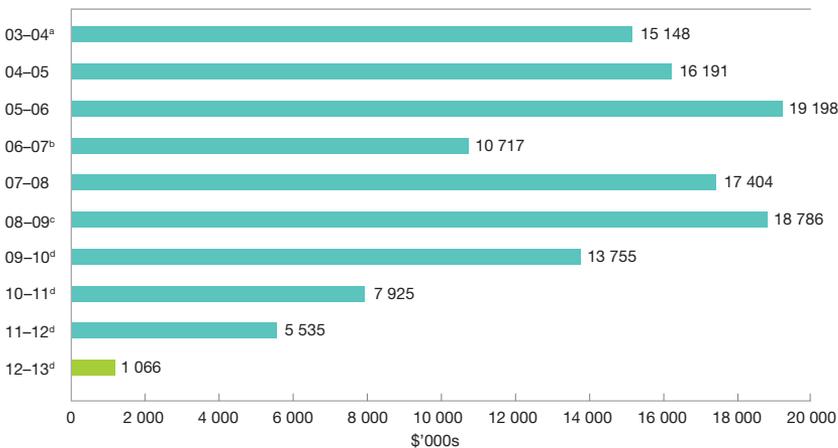
\$1.1 million

Amount **contributed** to ABC net revenue by **ABC Commercial**

Contribution to revenue

A proportion of the ABC's funding comes from its commercial activities.

ABC Commercial: Contribution to ABC net revenue



a. Includes new departments within the then ABC Enterprises Division—Content Sales and Resource Hire.
 b. Excludes Screenrights.
 c. Excludes ABC Resource Hire and includes interest.
 d. Includes interest.

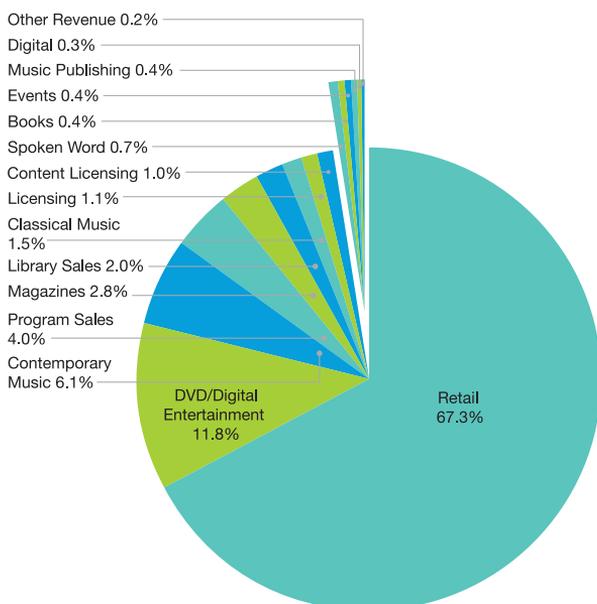
67.3%

Percentage of ABC Commercial's revenue that came from its **retail business**

Revenue by activity

The ABC generates revenue from a wide range of business activities.

ABC Commercial: Gross revenue by activity



ABC Retail recently undertook a pricing review and implemented a strategy to improve the value proposition to customers in order to increase the average sale spend. Significantly improved results in May and June demonstrated that the strategy has had some early success.

The ABC Shop's loyalty program, ABC ViP continued to grow and had registered more than 363 000 members at 30 June 2013, an increase of 26% from 2011–12.

The *ABC Retail Agreement 2013–16* was certified by the Fair Work Commission Australia in May 2013. The Agreement covers 294 ABC Retail employees and took effect in June 2013. The Agreement strikes a balance between two key business objectives: the need to ensure that ABC Retail continues to maintain a strong presence in the retail market; and the need to promote equity in the workplace, team engagement and career paths for employees.

ABC Digital

In May 2013 ABC Digital launched ABC Mathseeds, a fun, online mathematics program for children aged 3-6 years. Mathseeds was created by the same team that developed ABC Reading Eggs. It is designed to teach pre-schoolers core maths and problem-solving skills in a fun and engaging way. Mathseeds joins a suite of digital products, which includes the successful ABC Reading Eggs products and the *Bananas in Pyjamas* iOS apps.

ABC Digital, in partnership with the University of Melbourne, and the Florey Institute of Neuroscience and Mental Health launched the initial beta phase of the ABC's new brain training product, Active Memory, in June 2013. The product is a personalised brain training program.

ABC Music and Events

Music

ABC Music's digital revenue continued to increase, further cementing this channel as a significant revenue stream and a means to deliver ABC Music content.

This year, ABC Music focussed on digital products and developed concerted digital marketing campaigns for all releases.

ABC Music's previous global digital distribution partner IODA was acquired by The Orchard during the reporting period. The Orchard is a large, pioneering, global leader in music and video distribution and the acquisition will mean that ABC Music now reaches over 125 digital service providers in 240 countries. This alliance also makes ABC Music's content more widely accessible on multiple platforms including Amazon.com, Spotify and YouTube.

Following on from The Orchard's acquisition, ABC Music has been able to accelerate the project of uploading the back catalogue of ABC Classics onto The Orchard digital platform. Much of that back catalogue has not previously been available for download.

During the year ABC Music released 213 titles: 101 titles for ABC Classics; and 112 titles for Contemporary (including 32 ABC for Kids titles). Many of these titles achieved top 20 places in the Australian Recording Industry Association (ARIA) charts including triple j's *Hottest 100 Volume 20*, triple j's *Like a Version Volume 8*, triple j's *Like a Version Anthology*, Lee Kernaghan's *Beautiful Noise*, *Classic 100—Music at the Movies*, Amy Dickson's *Catch Me If You Can* and Joseph Tawadros *Chameleons of the White Shadow*.

ABC Music released triple j's *Hottest 100 Volume 20* in February 2013. The album reached number one on the ARIA charts upon release and achieved a record number of digital downloads for a *Hottest 100* compilation. As at 30 June 2013, the album had sold over 94 000 copies and was the best selling release for 2013. Social media channels reflected the high level of interest and success of the album release. The reach of triple j's *Hottest 100* Facebook page grew by 150% throughout the year, acquiring an additional 73 800 likes. At the end of the financial year, triple j's *Like a Version Volume 8* had sold over 45 000 editions and triple j's *Like a Version Anthology* had sold over 35 000 copies.

ABC Music's ABC for Kids label continued as the number one selling label for children in Australia.

ABC Music titles were recognised in the November 2012 ARIAs with 7 awards from 23 nominations across 9 categories (see page 237).

COMMERCIAL

The Checkout

The ABC returned to consumer affairs coverage with its new satirical show, *The Checkout*. Featuring Craig Reucassel and Julian Morrow (*The Hamster Wheel*), Kirsten Drysdale (*Hungry Beast*) and Kate Brown from consumer group CHOICE, *The Checkout* looks beyond the hype and spin and puts consumer issues in the spotlight.

Drawing on CHOICE's expertise and research, *The Checkout* set out to challenge brands, retailers, industry and regulators to initiate debate and smarter spending decisions.

The series included features on topical industries, products and services and the marketing and brand management that goes with them. Topics included milk permeate, ticketing agencies, therapeutic goods, baldness cures, pricing of digital music downloads and lengthy 'terms and conditions' agreements.

The program also sought interaction with its audiences through a segment in which viewers made and submitted their own videos addressing their concerns and complaints, with the best included in that week's episode.



Events

ABC Events staged 71 *Giggle and Hoot and Friends* shows since January 2013 reaching an audience of just over 56 000. The *Giggle and Hoot and Friends* show joins ABC Events' successful *Play School* concert series which also toured nationally during 2012–13.

Throughout the year, over 75 000 children around Australia enjoyed ABC for Kids events at shopping centres, community festivals and key community events.

During the year, the first Good Game Live event was held at the Sydney Opera House as part of the Graphic Festival. The event featured the presenters Bajo, Hex and the “not so nice” Robot Darren, along with a panel of gamers, in quiz show format.

Ligo licensed events through the year included: two major events with the Melbourne Symphony Orchestra, The Doctor Who Symphonic Spectacular; Wallace and Gromit's Musical Marvels; a theatrical version of *Yes, Prime Minister*; the Grand Designs Expo in Melbourne with host Kevin McCloud; and national tours by two British comedians Bill Bailey and Jack Dee.

ABC Publishing and Licensing

Publishing

During the year, ABC Books published approximately 90 new titles in print form and approximately 95 titles in eBook format. Best-selling adult titles throughout the reporting period were *Black Caviar* by Gerard Whateley, *Delicious Home Cooking* by Valli Little, *Micky O* by Michael O'Loughlin, *The Contented Chook* by Gardening Australia magazine, *Bert Hinkler* by Grantlee Kieza, and *Simple Pleasures* by Annabel Langbein.

Best-selling children's titles for the period included *My Giggle-icious Box of Books* by Giggle and Hoot, *Rudie Nudie* by Emma Quay, *Truly tan* by Jen Storer, *There is a Monster Under My Bed Who Farts* by Tim Miller and Matt Stanton, and *My Hoot-tastic Little Library* from Giggle and Hoot.

In 2012–13, ABC Books sold 539 209 copies of printed and electronic books.¹⁰⁰

In addition to having titles on digital distribution platform Zinio, several ABC magazine titles are now available on Google Play and Apple Newsstand. Two new titles were launched by ABC Magazines for preschoolers and children over the reporting period: *Giggle and Hoot* and *The Octonauts*.

In the Audit Bureau of Circulation report for June–December 2012, ABC *delicious* magazine was audited at 115 162 copies, an increase of 4.6% on the previous audit reporting period of January to May 2012. This increase is a positive result given the overall decline in the total magazine market of 5.8% during that period. As at 30 June 2013, ABC *delicious* held a 16.5% share of the food category and maintained its presence internationally with magazines published in the United Kingdom and in the Netherlands. The ABC *delicious* home wares range was also launched in the United Kingdom.

Licensing

Licensing continued to deliver excellent sales throughout the year with *Giggle and Hoot* merchandise remaining strong. ABC Licensing extended the *Giggle and Hoot* merchandise range to include back-to-school merchandise (such as lunch boxes), footwear, headwear, eyewear and other accessories. The *Giggle and Hoot* brand continued to be stocked in the major retailers, Target, Big W, Myer and Toys R Us. The new Gigglesaurus Plush Toy was also released during 2012–13.

New *Play School* apparel and toys were similarly launched, including back packs, clothing, umbrellas, building blocks and puzzles.

In 2012–13, the USB version of ABC Local Radio program *Conversations with Richard Fidler* was launched. The program was popular, with sales exceeding 5 000 units.

¹⁰⁰ Nielsen BookScan.

Video Entertainment and Distribution (VED)

The ABC expanded its DVD and digital distribution activities with 137 new titles released on DVD and five titles released on Blu-Ray in Australia. In 2012–13, 234 new programs were uploaded to iTunes.

The ABC's sales on iTunes grew considerably during the reporting period, with overall sales growth of 18%. ABC for Kids sales on iTunes grew by 46% and as at 30 June 2013 represented more than 50% of the ABC's overall sales on iTunes.

VED have established a number of new partnerships with new digital platforms, both within Australia and internationally, which should deliver revenue growth and enable new promotional opportunities in the next few years. These partners include: Microsoft; Sony; Samsung; Google Play; iTunes (Europe); and the aggregator, Cinedigm which manages sales to key platforms in the Americas.

ABC Commercial has been a distribution partner with BBC Worldwide on the release of audio-visual products in Australia for in excess of 15 years. In 2012–13, the BBC announced its decision to shift broadcast platforms to subscription television. This decision is expected to reduce revenue for BBC/ABC co-branded DVDs and BluRays in future years.

Content Sales

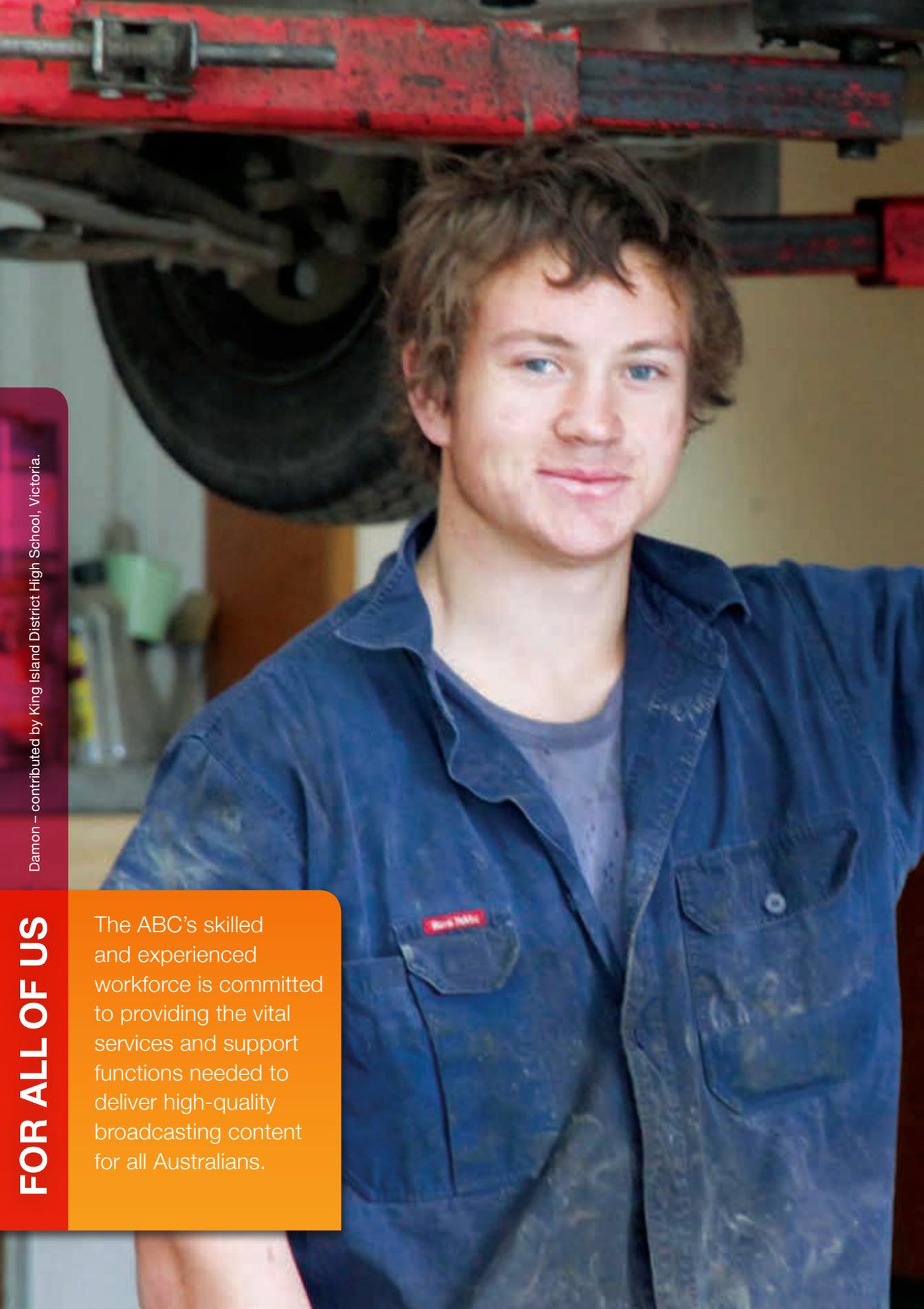
Format sales continue to grow with added marketing support and international exposure. Notable recent format sales have been for *Who's Been Sleeping In My House* and *Review with Myles Barlow*.

The *Four Corners* investigative documentary "The World According to Lance" has been sold to over 15 countries.

ABC Library Sales Programs have managed to minimise the impact of the decline in the DVD market through the distribution of a wider selection of non-ABC broadcast content, a more diverse range of licensing options and stronger marketing initiatives.

Library Sales Programs have worked with physiotherapist Anna Louise Bouvier to develop *Happy Body at Work*, a new multimedia training program aimed at government and business clients. The launch is planned for October 2013.

Library Sales Footage Audio Stills have developed new ways to showcase product, including a dedicated YouTube channel which provides a snapshot view of content available through the ABC. ■



Damon – contributed by King Island District High School, Victoria.

FOR ALL OF US

The ABC's skilled and experienced workforce is committed to providing the vital services and support functions needed to deliver high-quality broadcasting content for all Australians.



INSIDE THE ABC

Editorial standards

Infrastructure and operations

ABC people

Health and safety

Corporate functions

1 million

Labour hours supplied by ABC Resources to deliver national, local and regional news, sport and other programs

98.5%

Digital television network reach

71,000

hours of **structured training** delivered to employees

6,387

Visitors to ABC Centre in Sydney

4,664

Number of **ABC staff** (FTE) as at 30 June 2013

64%

Percentage of ABC's staff (FTE) involved in **content creation**

110

Indigenous television programs and segments **broadcast** by the ABC which covered Indigenous people, communities and/or issues

\$7.2 million

The ABC workers' compensation **premium** for 2013–14. **Down \$1.4 million** from previous year

2%

Reconciliation Action Plan **target** for **Indigenous employees** at the ABC within two years (end 2014)

12,098

Kilometres travelled by the ABC Exhibition Trailer

5,730

TV and Radio **performances recorded** in the mock studios on board the ABC **Exhibition Trailer**

23

ABC submissions to Government in 2012–13

ABC Editorial Policies

Management of editorial matters

Review of editorial standards

Maintaining high standards

Election coverage review

The *ABC Editorial Policies* are the principles and standards which are applied across the Corporation to maintain high-quality output and performance.

ABC Editorial Policies

Consistent and rigorous editorial standards are critical to the ABC's ability to meet its legislative obligations and public expectations. The *ABC Editorial Policies* are the ABC's leading standards and a day-to-day reference for makers of content for radio, television, online and print. They give practical shape to statutory obligations in the *Australian Broadcasting Corporation Act 1983*, in particular the obligations to: provide services of a high standard; maintain independence and integrity; and ensure that the gathering and presentation of news and information is accurate and impartial according to the recognised standards of objective journalism. The *ABC Editorial Policies* set out the ABC's self-regulatory standards and how the Corporation enforces them. They are also the source of the *ABC Code of Practice*, which the ABC notifies to the Australian Communications and Media Authority (ACMA).

Management of editorial matters

The Editorial Policies Division was established in January 2007 with a mandate to rethink and rewrite the *ABC Editorial Policies* with convergence in mind; reform the self-regulation framework; adapt policy to the impact of social media; and modernise the system of free election broadcasts by eligible political parties. By the end of 2012, these tasks were complete and the ABC had a well established and sophisticated approach to issues of editorial standards and governance. Following the departure of Paul Chadwick (Director Editorial Policies), the Editorial Policies division is being restructured.

The Editorial Policies Group (EPG), which reports directly to the Managing Director, is responsible for providing advice to the Corporation in relation to the interpretation and application of the *ABC Editorial Policies*, as well as for the ongoing review and revision of those policies. This advice is provided in conjunction with editorial policy specialists within each content-making division who deal with day-to-day editorial issues, following the longstanding procedure for upward referral.

The EPG meets monthly to share information and advice about issues that arise across the ABC in order to improve the clarity and consistency of the *ABC Editorial Policies* and their application. The EPG chair is filled on a six-monthly rotating basis by appointment from the Managing Director.

Review of editorial standards

Ongoing review and revision of the *ABC Editorial Policies* and *ABC Code of Practice* ensures the standards stay up-to-date and effective in a fast-changing media environment.

The EPG undertakes regular consultation with the ABC's content-making divisions in order to identify areas of the *ABC Editorial Policies* or *ABC Code of Practice* that may require amendment and assesses whether additional or revised Guidance Notes or policies may also be required.

Guidance Notes underpin and explain the application of the *ABC Editorial Policies*. Guidance Notes are developed through the EPG and are authorised by the Managing Director.

In 2012–13, the following Guidance Notes were issued or revised:

- Northern Territory election 2012 (issued 10 July 2012)
- Australian Capital Territory election 2012 (issued 27 August 2012)
- Children and young people: Managing their participation online (revised 9 October 2012)
- West Australian election 2013 (issued 24 January 2013); and
- Secret recording devices in news, current affairs and other factual content (revised 17 May 2013).

Amendments to the *ABC Editorial Policies* or *ABC Code of Practice* must be approved by the ABC Board.

On 28 June 2012, the Board approved an amendment to the *ABC Code of Practice* which came into effect on 1 January 2013. The amendment to the Television Program Classification Associated Standard involved changes to the classification time-zones to better reflect the specialised nature of the ABC's digital multi-channels. The Television Program Classification Associated Standard now contains different time-zone charts for each service, replacing the single framework which was previously in place to manage the classification of programs on all ABC television services (other than ABC News 24 which is not subject to classification requirements). Some modifications were made to the time-zones. The *ABC Code of Practice* is set out in Appendix 5 (page 222).

The *ABC Editorial Policies* and Guidance Notes are available at about.abc.net.au/how-the-abc-is-run/what-guides-us/our-editorial-policies.

Maintaining high standards

The ABC ensures compliance with the *ABC Editorial Policies* through regular training and monitoring, as well as through well established complaints-handling processes. See Section 3, Inside the ABC (Editorial Standards) and Section 5, Governance (Complaint Handling). Outcomes of complaints are discussed within program teams and used as a tool for continuous improvement.

As required, tailored editorial policy training was provided to independent producers who work with the ABC, and editorial policy guidance is provided on the ABC's Independent Production site: abc.net.au/tv/independent.

"*Editorial Policies Month*" is an ongoing annual training initiative in the Radio Division which aims to strengthen editorial policies skills. Activities are designed to sharpen ongoing application of editorial policies in content making. A range of activities are planned around regular team editorial meetings to discuss real case studies and scenarios. Sessions are run in a radio format with a panel of experts from

In May 2013, the ABC launched its new online arts portal—a genuine multi-platform offering that brings together the best of the ABC’s arts content.

The new portal features coverage from ABC Television, ABC Radio and ABC Online, with short-form video, artworks and text based blogs and also provides a space for collaboration for the arts sector across the country.

The portal is a vibrant online presence that not only mines the rich arts coverage on offer across the ABC, but also commissions exclusive online content including long-form articles, mini arts documentaries and artworks.

It is the place to catch up on the day’s arts news, listen to great arts stories from ABC Radio, watch short and long-form arts documentaries, and read in-depth arts journalism from some of Australia’s leading critical thinkers.



Aerial Manx performing in ABC’s Artscape

across the ABC providing staff with the opportunity to pose questions via talkback. A new *Editorial Policies* Tumblr delivered a “daily dose” of editorial experiences, tips and advice through multimedia capsules accessible to all staff through their computer and at their own convenience. It provides an ongoing repository and resource for Ed Pols training. *Editorial Policies* Month concluded with an event on 12 September on *Reporting Elections for our Audiences*, which was held in Sydney’s Studio 227.

Editorial Policies training is a compulsory component of Induction training for new Radio employees.

In 2012–13, employees with editorial responsibilities in the ABC Television Division were given access to a range of training opportunities:

- Nine Editorial Policies overview workshops, designed for new starters (attended by 50 employees)
- Eight specialist Editorial Policy workshops, designed for senior editorial managers and tailored groups (attended by 27 employees)
- Six Moderating UGC and Facebook workshops (attended by 19 employees); and
- Five classification information sessions (attended by 26 employees).

Election Coverage Review

When an election is called in any Australian jurisdiction, the ABC convenes an Election Coverage Review Committee (ECRC) to administer the free time election broadcasts system, under which the ABC broadcasts announcements by eligible political parties, and to monitor coverage to ensure adherence to standards.

The Chair of the ECRC is appointed by the Managing Director.

The ECRC monitors the amount of coverage given to candidates and party officials (share-of-voice data) across ABC platforms to ensure that ABC standards are upheld. This data assists the ABC in ensuring that election coverage meets requirements. Share-of-voice data is not intended to be a definitive measure of impartiality.

The ECRC Chair also administers the ABC’s allocation of free broadcast time to political parties during election campaigns. Under this arrangement, the ABC makes allocations of free broadcast time on ABC Radio and Television during federal, state and territory election campaigns for party political purposes.

Elections were held in the Northern Territory on 25 August 2012, in the Australian Capital Territory on 14 September 2012 and in Western Australia on 9 March 2013. ■

Technology

Transmission and distribution of ABC services

Production facilities

Improving digital delivery

Capital works

The Operations Group provides and maintains many of the critical resources needed to ensure the effective and efficient operation of the ABC's core business.

Technology

During 2012–13, the ABC continued to consolidate and implement its Information, Communication and Technology (ICT) Strategy, focusing on key strategic themes of content, people and process. Technology roadmaps set out divisional challenges and imperatives, as well as ABC-wide objectives, providing opportunities for increased collaboration and alignment of activities. Work commenced on the development of an ABC-wide ICT Enterprise Architecture which will guide the ongoing implementation of technology projects.

During 2012–13, a range of process and systems changes were implemented to improve technology service delivery. A new broadcast support and office-based technology model has been implemented ensuring greater alignment with current ABC business needs, and enhanced service and reductions in costs have been achieved through standardisation of infrastructure with niche broadcast-industry technology vendors. The ABC commenced work on the first stage of the implementation of an integrated media system, which will replace the three existing delivery systems for daily news and radio programming.

Technology security was a key issue for the ABC in 2013. On 27 February, the ABC became aware that a third-party website associated with an ABC Television program had been hacked. The website was the companion site to the television series *Making Australia Happy* which was broadcast in late 2010, and contained audience data. The ABC immediately deactivated the site and notified affected audience members of the breach. The ABC undertook an assessment of all other sites which hold audience data to assess and, as needed, alleviate security risks.

ABC Distribution and Transmission Network Performance 2012–13

3

ABC Service	No. of Transmitters (See Note 1)	Broadcast Australia Transmission Network (See Note 2)			Total Network Availability (See Note 3)		Total "On-Air" Availability (See Note 4)	
		Target	2012–13	2011–12	2012–13	2011–12	2012–13	2011–12
		%	%	%	%	%	%	%
Classic FM	68	99.83	99.93	99.90	94.13	92.73	99.80	99.77
triple j	58	99.82	99.94	99.92	95.56	91.86	99.78	99.78
Local Radio	243	99.79	99.87	99.82	97.76	97.65	99.69	99.69
NewsRadio	13	99.89	99.98	99.96	98.60	99.52	99.82	99.87
Radio National	257	99.74	99.81	99.80	98.65	98.55	99.64	99.70
Analog TV	76	99.75	99.77	99.81	99.38	98.51	99.63	99.73
Digital TV	400	99.77	99.94	99.88	98.50	98.60	99.80	99.80
NewsRadio Extension	69	99.83	99.97	99.92	97.25	95.99	99.78	99.81
Digital (DAB) Radio	5	99.98	99.99	100.00	99.26	99.83	99.85	99.97

Analog Radio and Television by State and Territory

NSW/ACT	198	99.80	99.88	99.87	98.02	96.62	99.70	99.74
NT	52	99.71	99.79	99.60	99.46	99.33	99.66	99.48
Qld	234	99.76	99.82	99.81	99.02	98.43	99.67	99.74
SA	54	99.79	99.80	99.81	97.79	99.15	99.60	99.73
Tas	40	99.81	99.88	99.81	98.33	97.48	99.73	99.71
Vic	89	99.82	99.85	99.84	90.98	91.64	99.71	99.71
WA	117	99.75	99.83	99.85	99.17	98.87	99.64	99.75

Digital Television by State and Territory*

NSW/ACT	90	99.78	99.95	99.45	99.07	98.60	99.87	99.84
NT	7	99.78	99.99	99.98	99.64	99.94	99.69	99.95
Qld	107	99.76	99.78	99.93	98.55	99.74	99.78	99.85
SA	32	99.77	99.95	99.92	98.97	99.52	99.83	99.88
Tas	41	99.76	99.88	99.78	98.04	99.00	99.74	99.71
Vic	53	99.77	99.93	99.84	99.08	95.01	99.85	99.78
WA	70	99.76	99.96	99.80	98.16	99.56	99.75	99.64

* Figures do not include DAB+

Notes

- No. of Transmitters:** The number of transmitters includes both analog and digital television and radio. If a transmitter was operational during the period for one or more days it is included within the report.
- Broadcast Australia Transmission Network (ABC Transmission Provider):** The transmission network performance is reported by Broadcast Australia as a contracted deliverable and is measured against the Service Level Agreement (SLA) for each service, network or sub national network. The data is regularly reviewed and authenticated by the ABC as detailed in contract management plans.
- Total Network Availability** shows the impact of all outages on the overall network: This reflects all faults across the transmission networks regardless of severity or cause or whether subject to an SLA or not. The vast majority of these faults are services not meeting full specification such as lower transmission power as agreed by the ABC on a case by case basis.

4. Total "On-Air" Availability: The figures show "off-air" occurrences where no service was provided due to faults and / or maintenance activity. It is important to note that the majority of maintenance activity is undertaken at night so as to lessen the impact on audiences.

General Comments

During the period the total number of analog television transmission services declined compared to the previous year due to the conversion of analog television to digital television. Overall almost all networks indicated slight improvement in on-air availability and the overall transmission performance was in line with expectations. Rather than have a service off-air completely with no signal to the audience, the ABC agreed to operate services below specification whilst the issues were corrected by the supplier. The figures reported above relate to ABC transmission services under direct contract. The ABC has no control over ABC television and radio services retransmitted under Sections 212 or 212A of the *Broadcasting Services Act 1992*.

ABC Broadcasting Coverage

as at June 2013

Proportion of the population able to receive transmissions from ABC broadcasting services

	Australia	NSW/ACT	Vic	Qld	WA	SA	Tas	NT
Analog Television	43.46%	64.96%	81.92%	1.29%	0.00%	0.68%	0.00%	77.84%
Digital Television (includes ABC Digital and ABC Jazz)	98.53%	98.98%	99.50%	97.98%	97.53%	99.23%	97.73%	78.00%
ABC Local Radio	99.58%	99.84%	99.94%	99.69%	99.10%	99.74%	99.64%	84.24%
ABC Radio National	99.00%	99.47%	99.72%	98.78%	97.14%	99.67%	99.31%	84.33%
ABC Classic FM	96.55%	98.17%	98.46%	95.69%	91.70%	95.62%	96.32%	70.63%
triple j	96.09%	97.75%	98.40%	94.64%	90.89%	95.38%	96.32%	70.63%
ABC NewsRadio	95.77%	97.48%	95.74%	94.10%	94.06%	97.88%	95.68%	74.84%
Digital Radio	56.70%	50.27%	71.42%	41.72%	76.86%	74.11%	0.00%	0.00%
Domestic Shortwave	0.75%	0.00%	0.00%	0.00%	0.04%	0.14%	0.00%	74.72%

Note: Population was derived from Australian Bureau of Statistics (ABS) 2011 Census data.
The coverage percentages are for Managed Services for which the ABC holds an apparatus licence.

Proportion of the population able to receive ABC digital television transmissions

	Australia	NSW/ACT	Vic	Qld	WA	SA	Tas	NT
2012–13	98.53%	98.98%	99.50%	97.98%	97.53%	99.23%	97.73%	78.00%
2011–12	97.97%	98.54%	99.19%	97.21%	96.71%	98.94%	97.04%	74.05%
2010–11	97.93%	98.54%	99.18%	97.02%	96.71%	98.94%	97.04%	74.05%
2009–10	97.83%	98.54%	99.18%	96.95%	96.71%	98.23%	96.37%	72.57%
2008–09	97.66%	98.46%	99.18%	96.67%	95.88%	98.23%	96.37%	72.57%
2007–08	97.30%	98.45%	99.18%	96.19%	93.57%	97.85%	95.98%	72.57%
2006–07	97.02%	98.23%	98.93%	95.73%	93.52%	97.85%	93.77%	72.56%

Transmission and distribution of ABC services

Digital television conversion continued at an increased pace in 2012–13, with the network reaching 98.53% of Australians by the end of 2012. By 30 June 2013, all regions had converted other than the Darwin, Sydney and Melbourne metropolitan areas and some remote areas. Seven new ABC NewsRadio terrestrial analog radio transmitters were added to the network in regional Queensland and New South Wales.

Remote Area Broadcast Service (RABS) satellite radio channels were converted to Viewer Access Satellite Television (VAST). The VAST service will bring operational and resiliency benefits to the ABC's existing distribution networks. A number of additional channels were also added to the VAST service, including ABC Local Radio and Radio National Tasmania, and the ABC Digital Radio channels:

triple j Unearthed; Grandstand; ABC Digital Extra; ABC Country; ABC Jazz; and ABC Dig. Regional terrestrial radio transmission sites served by the RABS satellite also commenced the change to VAST.

Two specialised emergency radio channels were also added to the VAST system. These can be activated at any time to assist with ABC emergency services broadcasts.

Terrestrial fibre and other video and audio links were transferred to new Telstra services as the new Telstra Digital Video Network II was tested and installed. Australia Network television operations were transferred to MediaHub, with a new international satellite uplink established at Oxford Falls, New South Wales for distribution of Australia Network services in the Pacific, Asia and Indian regions.



Audiences' interaction with the ABC is increasingly on a mobile device, connected to the internet and with a sophisticated operating system.

The mobility of these devices facilitates media access across a range of locations and situations, and has expanded the number of media 'occasions' in day to day life—people are looking to fill these occasions with small pieces of news, information and entertainment and the ABC is placing a priority on being a part of those occasions.

The ABC sees mobile as an opportunity to enrich and deepen the audience's experience of its services. The ABC initiated a number of projects to ensure it is keeping up with changing audience behaviour.

The ABC's new adaptive delivery platform senses what kind of mobile device a person is using to access ABC Online and then sends them the most appropriate web page for that device. Using this technology, the ABC also built a version of the ABC homepage optimised for smartphones.

In the past year, the ABC released refreshed flagship ABC apps for iPad, iPhone and Android, offering new functionality and a more intuitive user experience.

Production facilities

In 2012–13, the ABC supplied over one million labour hours to deliver national, local and regional news, sport and other programs. In addition to regular productions, the ABC provided coverage of the 2012 Olympics and Paralympics from London, the Northern Territory election, Australia Day, the Federal Budget and Anzac Day broadcasts. During the year, Q&A was taken on the road and produced from each state and territory. As part of the ABC's emergency broadcasting activities, ABC crews covered floods in Queensland and New South Wales; fires in Western Australia, Tasmania, Victoria, and New South Wales; and a cyclone off Western Australia.

The ABC continues to deploy new technology, consolidate services and improve workflows to deliver increased services, with an emphasis on improving mobile facilities. This included the supply of a new

Outside Broadcast (OB) vehicle in the Northern Territory as two other OB vehicles underwent technology refits. There was a significant increase in live-linking with portable facilities acting as a back-up/secondary facility; boosting reporting capability for ABC News in rural, regional and capital cities. New links were ordered for New South Wales and Victoria and portable Digital Satellite News Gathering (DSNG) link kits were delivered to other states.

The move to tapeless technology in ABC productions continued in 2012–13. ABC News systems were further improved by in-house designed file based syndication software that speeds the transfer of files across the network. The extensive resources of the ABC's archives were utilised in support of a range of ABC activities, including delivering content across a range of platforms.

There were further improvements in the delivery of television and radio services by ABC Broadcast Operations and MediaHub. Continued television service improvements saw on-air faults fall for the second consecutive year, from 279 in 2011–12 to 263 in 2012–13. Faults-per-hour of broadcast were lower than at any time recorded in the ABC's television history. The total number of fault-free days across all television services also improved, increasing to 186 (from 175 in 2011–12). Total radio faults (all networks and local services) fell in 2012–13 to 1 190 incidents (from 1 295 in 2011–12).

Available labour and spare facilities capacity was sold to the market, generating a net return of \$1.65 million (a decrease of \$140 000 from 2011–12). The decline in revenue was primarily due to an overall decline in available capacity for external hire.

Improving digital delivery

Content Delivery Network

A new web content management system has been implemented. The system will improve the production and delivery of digital content created by ABC News and ABC Radio.

The next phase of the project will provide all ABC online and digital content producers access to enhanced tools, including mobile website, video player and social media interfaces.

This project is an integral part of the ABC's digital strategy, through which the ABC seeks to connect with audiences on the mobile platform of their choice.

Capital works

Parliamentary approval and Federal Government support for the construction of the ABC's new Melbourne headquarters was received in 2012–13. Collocation of operations at Southbank will further encourage engagement with audiences; enrich content creation, re-use and delivery; streamline processes and workflows; and facilitate improved flexibility by providing integrated and sustainable systems to keep the ABC on-air and online. The proposed design integrates the new building with the current Southbank premises to deliver a single contemporary building. The consolidated building will accommodate Melbourne staff and facilities across all operational and program-making areas.

The new ABC Mackay premises were opened in June 2013 by Managing Director Mark Scott in a community celebration. The building has been located to minimise the impact of flooding and is built to a Category 4 cyclone rating. In addition, the building has a four-star NABERS rating (National Australian Built Environment Rating System). Combined with state-of-the-art production areas, the new premises provide the region with enhanced media service capability and reliability. ■

ABC values and workplace behaviour

Training and development

Industrial instruments

The ABC is a diverse organisation with staff working across Australia and the world. The success of the Corporation is built on the commitment, creativity and skills of its people.

IN 2013, THE ABC was recognised as Australia's most attractive employer at the annual Randstad awards, which measure employer attractiveness.

In 2012–13, the ABC employed 5 446 people across every state and territory, equivalent to 4 664 full-time employees. The majority of staff were content makers.

ABC values and workplace behaviour

The ABC strives to foster a values-based culture, incorporating its values—Integrity, Respect, Collegiality and Innovation—into all aspects of its organisational behaviour.

The ABC Values, and values-based behaviour, are embedded in the performance management system for all ABC Executives. The Executive Behavioural Framework is a values-based capability framework linked to how Executives achieve their performance objectives. The inclusion of the Framework provides an opportunity to measure how the ABC Values are translated into appropriate behaviours and enables feedback to be given on the way Executives demonstrate the values in action.

ABC policies and procedures, including the *Conflict of Interest Policy*, which was developed as part of a move towards a more values-based culture at the ABC, and the *Workplace Behaviour Policy* underpin the ABC Values and provide guidance about appropriate behaviour.

Different areas across the ABC, including the Operations Group and People and Learning, are actively promoting and recognising values-based behaviour with recognition programs and awards for employees who best exemplify the ABC Values in action.

ABC Values were also reflected in strategies arising from the ABC's *Equity and Diversity Plan* and *Reconciliation Action Plan*. Corporate values and ethical decision-making are incorporated as key reference points in the ABC's media leadership training programs.

Training and development

The ABC provided a range of training and development opportunities focused on both strategic and operational priorities. Training and development was provided via classroom based courses and seminars, on-the-job projects, coaching sessions and remotely, using webinars and eLearning packages. Formal structured training was offered across 27 skill areas including digital skills, editorial quality, leadership and management, technical operations, cross-media production, and health and safety. Throughout 2012–13 the ABC continued to prioritise the delivery of training in digital skills, editorial quality and leadership and management. Priority was also given to the design and delivery of development programs that supported major change initiatives, such as the ABC Newsgathering Project (see page 54). A breakdown of training provided in 2012–13 by category, duration and participation is available at about.abc.net.au/what-guides-us/corporate-responsibility.

Total Training Hours

Almost 71 000 hours of structured training were delivered in 2012–13, supported by less formal development activities such as mentoring programs, scholarships and master-classes.

Classification	Female	Male	Total
Administrative/			
Professional	4 261.8	1 681.3	5 943.0
Program Maker	27 557.4	26 805.8	54 363.3
Retail	211.4	57.5	268.9
Senior Executive	2 438.2	3 201.7	5 639.9
Technologist	772.8	3 790.2	4 563.0
Total	35 241.6	35 536.5	70 778.1

The provision of training at the ABC reflects current learning methodologies, and the development needs of a geographically diverse broadcaster. Development opportunities are targeted and relevant. As much as possible, training is accessible to all staff regardless of location. This has led to an increase in flexible, virtual and blended learning delivery, and a decrease in classroom-based activities. The provision of training via webinar continued to rise in 2012–13 with over 80 sessions available to staff in regional and remote areas, and more than 40 courses available to staff through the online training portal “ABC Connect”.

Distribution of employees

By job group

The ABC employs staff across five broad categories, each of which performs an important function in the ABC's operations.

65%

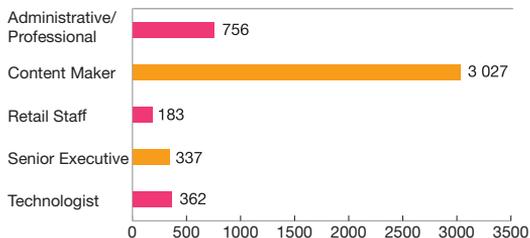
Percentage of ABC employees directly involved in content making

74.7%

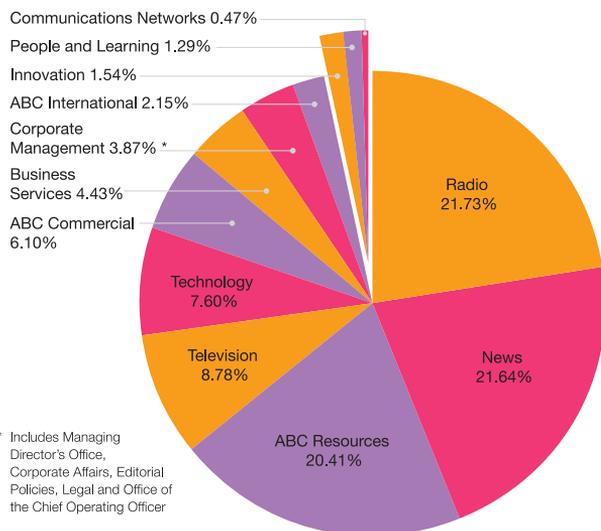
Percentage of ABC staff employed in content making divisions

ABC Employees: Distribution by job group

Full-time equivalent



ABC Employees: Distribution by division



By division

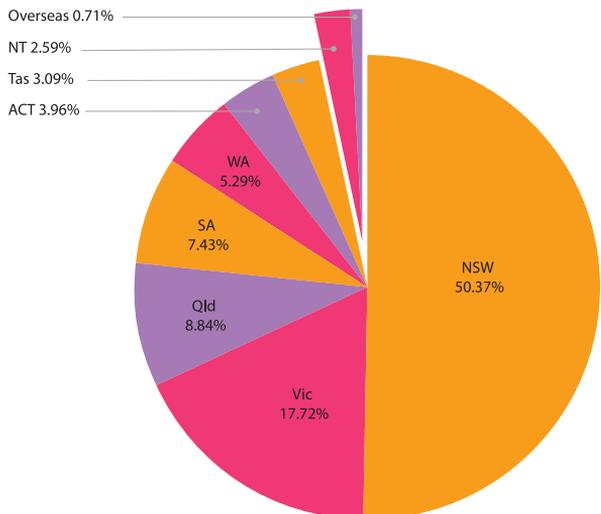
Distribution of staff by division shows how the ABC is allocating its resources within its internal structure.

By region

The distribution of staff by region demonstrates the ABC's localism, as well as the spread of employment opportunities offered by the ABC.

The ABC employed staff in **every state and territory**

ABC Employees: Distribution by region



Technologies training

Digital skills training encompasses training on a range of topics including broadcast technologies, multi-platform production and social media. This training enabled staff to keep up to date with technological changes and to incorporate new tools and platforms in to their work. Over 20 000 hours of training were delivered in this category, with courses ranging from desktop editing to social media.

Editorial training

The focus of editorial training in 2012–13 was the introduction of a new program for senior staff in all content areas on Editorial Leadership. The three-day course was attended by 88 editorial decision makers from five divisions across the country. This program focused on strengthening editorial leadership at the ABC to support the consistent application of high editorial standards.

Editorial policies training was also delivered to content making staff across the News, Radio, Television and Innovation divisions via webinar, conference presentations, classroom sessions and online.

Leadership training

In 2012–13 a total of 39 employees participated in targeted leadership and management programs, with an additional 88 employees attending editorial leadership programs (see above).

The ABC Managers’ Program was attended by 23 staff members from nine divisions across the ABC. Over a six-month period, participants studied team leadership and management principles, and on successful completion received a Diploma of Management from the University of New England.

The Advanced Media Leadership Series was completed by 16 staff members in 2012–13. This was a new program focussing on specific skills required to lead in a broadcast environment. Participants were drawn from offices in Sydney, Brisbane, Melbourne, Adelaide and Canberra, and were selected jointly by the Managing Director and Divisional Directors. The modules studied included a Social Leadership project, where participants were able to use the skills they developed working with non-profit making organisations on a real-life improvement project. The Advanced Media Leadership Series replaced the Advanced Managers Program and the Accelerated Leaders course.

Leadership training program

	State	Female	Male	Total
Advanced Media Leadership Series	NSW	4	5	9
	Qld	1	0	1
	Vic	2	2	4
	SA	0	1	1
	ACT	1	0	1

Total

Advanced Media Leadership Series		8	8	16
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ABC Managers Program	NSW	5	7	12
	NT	1	0	1
	Qld	1	1	2
	Vic	2	5	7
	WA	0	1	1

Total

ABC Managers Program		9	14	23
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Industrial instruments

The *ABC Enterprise Agreement 2010–2013* reached its nominal expiry date on 30 June 2013. The Agreement sets the terms and conditions of employment for approximately 4 000 employees, who are classified as Content Makers, Technologists or Admin/Professionals. The ABC initiated bargaining with the Community and Public Sector Union (CPSU) and the Media Entertainment Arts Alliance (MEAA) (as bargaining representatives for employees) for a new Agreement on 1 April 2013. It is anticipated that a new Agreement will be approved by employees and lodged with Fair Work Australia in the second half of 2013.

The *ABC Retail Agreement 2013–2016* was certified by the Fair Work Commission on 28 May 2013.

The finalisation of the Agreement was the result of constructive consultation and negotiation between the ABC bargaining team, ABC Retail employees and the CPSU bargaining representatives. The new *ABC Retail Agreement 2013–16* covers almost 300 ABC employees. It took effect on 5 June 2013. ■

In March 2013, legislative amendments were made to the ABC's Charter to expressly reflect the range of existing services, including online activities, currently provided by the Corporation. The existing Charter was devised in 1983, long before the arrival of digital platforms.

The amendments were the most significant changes to the ABC's Charter and Act in its thirty year history.

The changes recognise that an increasing proportion of Australians now use online and mobile devices and that if the ABC is to honour its role to "inform, educate and entertain", then the reality of convergence must be written into its mission statement.

The incorporation of the ABC's responsibilities in digital media have secured the ABC's role in the digital future and acknowledges the immense contribution the ABC has made to digital media since ABC Online began almost two decades ago.

The ABC also welcomed the change to its Charter to include the provision of international services by the ABC as it recognises the ABC as the appropriate broadcaster responsible for providing these important services.



Management of WHS

Health and safety induction

Work-related incidents

Workers' compensation claims

Notices and investigations

Workers' compensation premiums

Health and safety committees

The ABC aims to achieve the highest standards of work health and safety across all aspects of its operations and locations by providing a safe environment to prevent the ongoing effects of work-related injury and illnesses to its workers and visitors.

Management of WHS

On 16 July 2012, the ABC launched a three-year Work Health and Safety (WHS) project to improve safety performance across the ABC.

The ABC engaged external consultants The Brief Group to: conduct an extensive review of the ABC's existing WHS management systems; advise on areas of strength and weakness; develop a new WHS management system; and assist with the development of appropriate WHS management plans.

The first stage of the project—the organisational review—was conducted between November 2012 and March 2013. The second stage—The Brief Group's analysis and reporting of the results of their assessment—commenced in June 2013 and will continue through the second half of 2013.

The Managing Director and Board monitor the progress of the project at each Board meeting.

Health and safety induction

In 2012-13, there was 88% compliance with the ABC's compulsory Day One OHS and Workplace Behaviours Induction program, an increase from 79.1% in 2011-12. The program is delivered to new employees on their first day or shift. Attendance at induction is required for new and recommencing full-time, part-time, specified task and specified contract employees. Completion of the program by employees engaged in other forms of employment (such as casual, sessional and run-of-show) is currently not measured.

New employees engaged for six weeks or longer are also required to complete the ABC Online Induction program. In 2012-13, there was 79% compliance with this requirement.

Work-related incidents

ABC Worksafe is the ABC's database for recording all WHS incidents, including those to visitors, contractors and ABC employees. In 2012–13, a total of 237 work-related incidents were reported in ABC Worksafe (compared with 275 in 2011–12). An additional 26 incidents were reported but were categorised as “non work-related”.¹⁰¹ One incident was incorrectly reported twice.

An incident is notifiable to Comcare if it results in death, medical treatment as an inpatient in a hospital, immediate treatment for a serious injury, infection with a prescribed illness, or involves a dangerous occurrence. The ABC must ensure that notification is made to Comcare immediately after becoming aware that a notifiable incident has occurred. In 2012–13, of the 237 work-related incidents at the ABC, three were notifiable incidents and Comcare was notified accordingly.¹⁰²

Incident Severity	Total	% of total
No treatment required/no injury	50	21.1%
Near hit incident/no treatment required	29	12.2%
Dangerous occurrence	15	6.3%
First aid treatment only	64	27.0%
Prescribed illness	1	0.8%
Personal injury/illness— Off work for one day or less	54	22.4%
Serious personal injury/illness— Off work for two days or more	20	8.4%
Medical treatment as an inpatient in a hospital	3	1.3%
Personal injury—treatment by GP or hospital and incapacity for 30 days or more	1	0.4%
Fatality	0	0
Total	237	100%

In 2012–13 the ABC changed its reporting criteria to better reflect the consequence of illness and injuries reported, and to align the ABC's WHS incident reporting with the incident notification requirements in Part 3 of the Commonwealth *Work Health and Safety Act 2011*.

Once an incident is notified in ABC Worksafe, the nominated line manager is responsible for managing the incident, investigating the root causes and contributing factors surrounding the incident, and implementing reasonably practicable WHS risk control measures to prevent similar incidents from occurring in the future. When required, assistance was provided by the WHS Manager. As at 30 June 2013, these steps had been completed in 70% of the work-related incidents which occurred in 2012–13.

	Number of incidents	Number completed	% of total
ABC Commercial	29	16	55.2
ABC International	5	0	0
ABC Resources	89	69	77.5
Business Services	14	9	64.3
Communication Networks	1	0	0
Corporate Management (incl Managing Director's office, ABC Board Secretariat and Corporate Affairs)	2	0	0
Editorial Policies	0	0	0
Innovation	1	1	100
Legal and Business Affairs	0	0	0
News	25	13	52.0
Office of the COO (incl Capital Works, Corporate Development and Group Audit)	2	2	100
People and Learning	6	3	50
Radio	28	22	78.6
Technology	25	21	84
Television	11	11	100
Total	237	166	70

¹⁰¹ Non-work related incidents consisted of 13 reported incidents commuting to work, 11 personal illness reports, and two motor vehicle accident/insurance reports.

¹⁰² A total of seven incidents were notified by the ABC. Four were downgraded by Comcare as not notifiable.

Number of claims by mechanism of incident group

Mechanism of Incident Major Groups	Average cost-to-date (\$) (2012-13) ‡	Number of claims			
		2012-13*	2011-12*	2010-11*	2009-10
Falls, trips and slips of a person	6 917	11	17	19	22
Hitting objects with a part of the body	29 303	1	7	6	8
Being hit by moving objects	9 999	3	6	5	9
Sound and pressure	1 589	1	0	1	0
Body stressing	6 194	23	52	49	61
Heat, electricity and other environmental factors	0	0	0	1	1
Chemicals and other substances	0	0	0	1	0
Biological factors	0	0	0	0	1
Mental stress	41 565	1	4	5	4
Other and unspecified	39 851	3	2	5	2
All claims	10 296	43	88	92	108

* The data is immature and the ultimate number and cost of accepted claims may differ from the data reported as new claims may be lodged in a later period. Data is accurate as at 30 June 2013.

‡ Claim costs are based on estimates as 30 June 2013

WHS incidents

90%

Percentage of reported incidents resulting in one day off work (or less)

Incident severity 2012-13

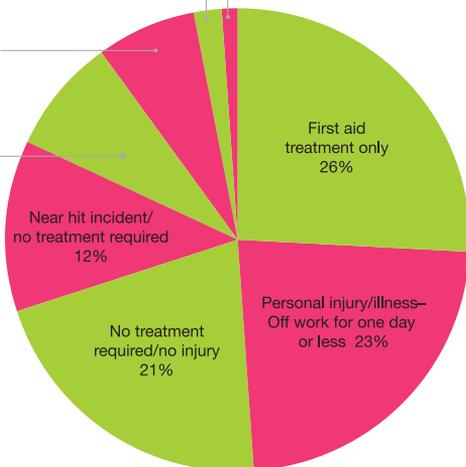
Personal injury – treatment by GP or hospital and incapacity for 30 days or more 0%

Ambulance/Paramedic treatment only 1%

Medical treatment as an inpatient in a hospital 2%

Dangerous occurrence 7%

Serious personal injury/illness– Off work for 2 days or more 8%



Workers' compensation claims

In 2012-13, of the 237 work-related incidents, 43 resulted in accepted claims for workers' compensation (compared with 72 at the same time in 2011-12).¹⁰³

Analysis of the workers' compensation claims accepted in 2012-13 shows the main types of injuries continued to be trips, slips and falls and body stressing, which includes all musculo-skeletal disorders such as occupational overuse and manual handling injuries.

There have been significant reductions in the number of claims relating to falls, trips and slips of a person, hitting objects with a part of the body, and being hit by moving objects. These reductions reflect increased awareness of health and safety in the workplace, as well as changes in the nature and scale of the ABC's operations in areas where these incidents are most common.

The number of mental stress claims has decreased since 2009-10. The costs of mental stress claims however, are high relative to other claim types and therefore represent a significant percentage of total workers' compensation costs for the ABC.

The three claims covered in the 'other and unspecified' mechanism of injury category are diagnostically unique, complex or involve post-treatment complications that require extended periods off work. As a result, these claims have a relatively high average cost.

¹⁰³ A further 21 claims were accepted in 2012-13 relating to incidents which occurred in previous reporting periods.

Notices and investigations

During 2012–13, Comcare did not issue any Prohibition Notices, Improvement Notices, Provisional Improvement Notices or Non-disturbance Notices to the ABC.

Comcare has the power to conduct an investigation at an ABC workplace at any time to ascertain whether the requirements of WHS legislation are being complied with, regarding a breach or suspected breach, or concerning an accident or dangerous occurrence that has occurred. In 2012–13, Comcare conducted one investigation on 25 July 2012, being a verification inspection to review the actions taken regarding recommendations made in an earlier Comcare Investigation Report.

The ABC has met the commitments and agreed outcomes identified in the Inspector Report dated 26 July 2012.

Workers' compensation premiums

In July 2012 the ABC's workers' compensation premium rate was set for 2012–13 at 1.92%. This figure was reported by Comcare to be the result of worse-than-average performance in ABC injury prevention and management when compared to other Comcare-insured agencies in 2011–12 (1.77%). This premium rate was revised downward in June 2013 to 1.74% primarily due to a significant improvement in injury prevention and actual claim numbers in 2012.

The overall premium rate for all Commonwealth agencies combined has increased to 1.81% for 2013–14 to meet the estimated cost of claims in the scheme, specifically due to an increase in the length of time it takes to return injured workers to employment.

The ABC workers' compensation premium for 2013–14 is \$7.2 million, a reduction of \$1.4 million from 2012–13. This reduction is primarily due to the decrease in the number of claims in 2012.

The ABC was due to receive a bonus of \$812 115 in 2012–13 due to the revision of the premium rate. However, an actuarial assessment of scheme funding up to June 2012 undertaken by Comcare found an underpayment of premiums by all agencies since 2002. Accordingly, the ABC bonus was converted to a \$21 855 penalty, with the difference of \$790 260 being the ABC's contribution to the underfunding ratio (currently 65%).

Health and safety committees

Health and Safety Committees have been established in each state and territory. Health and safety is also monitored nationally by three committees which focus on specific operational areas: the National ABC Resources WHS Committee; National Radio WHS Committee; and the National Technology WHS Representative Committee.

Membership of the state and territory WHS Committees is in accordance with the current ABC Health and Safety Management Arrangements.

Details of membership and meeting dates of each Committee are available at about.abc.net.au/what-guides-us/corporate-responsibility. ■

ABC Workers' Compensation premium rates

ABC performance against Australian government agencies combined

Premium rates	2013–14	2012–13	2011–12	2010–2011	2009–10
ABC premium rates	1.63%	1.74%	1.32%	1.06%	0.48%
Premium rates—all Australian Government agencies combined	1.81%	1.77%	1.41%	1.20%	1.25%

Corporate Strategy

Corporate Communications

Audience Research

Corporate Marketing

State and Territory Directors

Legal

Business Affairs

The ABC's corporate functions are performed by specialist groups across a number of Divisions.

Corporate Strategy

The Strategic Policy Group provides analysis and advice to the ABC Board and management on technological innovations, regulatory changes and world-wide media trends to inform strategy formation and decision-making. It supports the Audience Strategy Group.

In 2012–13, the ABC made 23 submissions to Government Departments, Parliamentary committees, review bodies and the Australian Communications and Media Authority. These included submissions in relation to the development of country strategies by the Department of Foreign Affairs and Trade's Australia in the Asian Century Implementation Unit, the Australian Law Reform Commission's issues paper on copyright and the digital economy and Senate Committee inquiries into the ABC's commitment to reflecting and representing regional diversity and ABC news services in rural and regional Australia. The Corporation also made a joint submission with the Special Broadcasting Service, Commercial Radio Australia and the Community Broadcasting Association of Australia to a Senate Committee review of the effectiveness of regulatory arrangements governing online simulcasting of radio programs

Corporate Communications

The Managing Director spoke to and participated in many forums and discussions in 2012–13 including the Innovation Research Universities Senior Staff forum, the RIPE 2012 International Conference, and the Annual Fellows Luncheon of the Australian Institute of Company Directors. The range of subjects covered included disruptions and dividends of digital life, the particular challenges the ABC faces as a public media organisation in an era of unprecedented rapid change and emerging generational patterns of media use.

Corporate Governance

Information about the ABC's corporate governance is provided in section 5 (see page 129).

Audience Research

In 2012–13, the ABC subscribed to a range of quantitative services to measure audiences. The Corporation also commissioned a range of quantitative and qualitative research to help inform strategy, programming, scheduling and marketing decisions, and to gauge audience attitudes to its services.

Information about the ABC's audiences in 2012–13 can be found in Section 2, Audience Experiences (page 27).

Corporate Marketing

ABC Corporate Marketing manages the ABC brand, partnerships with other organisations, community events, supports cross-divisional marketing needs, and provides advice on new digital marketing technologies and opportunities. Recently the unit has created and published the *ABC Brand Book*—a set of guidelines to help build upon and unify the ABC identity, reinforcing the brand both internally and to the ABC's audience.

Corporate Marketing manages public tours of the ABC Ultimo Centre in Sydney, manages internal and external events, and the travelling Exhibition Trailer.

Over the past year, Corporate Marketing has facilitated and participated in a number of major events including the ABC Showcase at Parliament House in February 2013, and TEDxSydney held at the Sydney Opera House in May 2013.

The ABC Exhibition Trailer is an interactive vehicle showcasing ABC products and services with the intention of expanding the ABC's audience and providing a unique, personalised experience. The trailer visits a range of events and, more recently, schools throughout Australia. In the past year the trailer has travelled over 12 000kms, covered seven states and territories, exhibited at over 14 events, visited 22 schools and recorded more than 5 730 television and radio performances in the mock studios on board.

Public tours of the ABC Ultimo Centre in Sydney attracted 6 387 visitors to the complex in 2012–13. A total of 4 594 students from different schools and colleges, 1 087 seniors from community groups, and 706 adults visited the centre. Currently there are 19 volunteer tour guides in the Ultimo Tours program.

State and Territory Directors

Reporting to the Director of Corporate Affairs, the State and Territory Directors represent the ABC at a local level across Australia. They play a key external role in communicating the ABC's strategic objectives, liaising with stakeholders, as well as building relationships with local communities and providing a central point of contact.

Internally, the Directors oversee the business of the ABC in their regions to promote and facilitate whole-of-business and cross-divisional outcomes in line with strategic goals. State and Territory Directors undertake a range of strategic and innovative project work and chair or make significant contributions to a range of ABC national bodies, including the Work Health and Safety Committee, the Corporate Responsibility Group, the Election Coverage Review Committee and the Executive Risk Committee.

State and Territory Directors also chair local Leadership teams, Workplace Giving Committees and Green@Work Committees.

They actively support the ABC's *Reconciliation Action Plan*, with involvement in the work of the Bonner Committee, leadership of local Indigenous Working Groups, building relationships with local Indigenous communities, developing employment opportunities and coordinating local activities for both Reconciliation Week and NAIDOC Week.

State and Territory Directors co-ordinate local emergency work chairing Emergency Planning Committees, leading any emergency response, as well as maintaining contact with external emergency agencies, ensuring that protocols are in place for emergency broadcasting and business continuity.

Buildings and accommodation are a key responsibility. The Victorian State Director has a leadership role in the Melbourne Accommodation Project which will develop new integrated premises for the ABC in Victoria.

To enhance relationships with local communities State and Territory Directors participate in or chair more than 20 external advisory committees, boards, trusts and foundations and attend many external events and functions. Directors also host a number of community forums where the ABC gathers first-hand feedback from audiences, particularly those in regional Australia.

Legal

ABC Legal provides a comprehensive range of legal services to the Corporation including pre-publication advice on a 24-hour, seven-days-per-week basis; conducting litigation on behalf of the Corporation; providing advice on contractual and rights issues, regulatory regimes and the statutory obligations of ABC divisions; and providing advice on legal aspects of policy issues and developing submissions to parliament, government and other organisations about law reform including the Convergence Review. This review ultimately resulted in an amendment to the ABC Charter in March 2013 to explicitly recognise online and other digital media services provided by the ABC.

ABC Legal contracted over 100 television productions during 2012–13. These included programs such as *The Agony of Life*, *Whitlam*, *Gardening Australia*, *Carlotta*, *Tractor Monkeys*, *Miss Fisher's Murder Mysteries Series 2*, *Rake Series 3*, *Wednesday Night Fever* and *The Broken Shore*. Lawyers also assisted the Radio and News divisions on a large number of matters including the renewal of the *National Rugby League* radio rights, providing advice on complex rights issues during the ABC's coverage of the London Olympics and Paralympics, and ensuring international news agency arrangements were in place for the ABC's cross platform needs. In

2012–13, ABC Legal also provided pre-publication advice on a number of controversial programs, including for *Four Corners*, *Lateline*, *7.30*, *Background Briefing*, *Australian Story* and *The Checkout*.

In 2012–13, ABC Legal drafted and negotiated a five-year agreement with Telstra to provide the ABC with managed data networks, mobile data and voice services, fixed voice services and digital video network services. Legal also assisted the Technology and Communications Networks teams to negotiate contracts for digital television associated with the restack of radio frequency spectrum and the continuing rollout of digital television services across Australia. ABC Legal assisted Innovation with the negotiation of a variety of contracts related to the launch of the ABC's education portal ABC Splash.

Legal continued its media law training program, which is aimed at minimising the ABC's exposure to legal proceedings, while enabling stories to be told, by delivering a series of specialised media law workshops for journalists and content-makers across all ABC divisions. The program covers topics such as contempt of court and defamation.

Business Affairs

Business Affairs is responsible for negotiating the rights required by the ABC in content produced, commissioned and acquired by the ABC including ABC International, as well as associated rights required by ABC Commercial.

In 2012–13 Business Affairs continued to negotiate the renewal of the ABC's contractual relationship with the state symphony orchestras. Business Affairs has also assisted the ABC's Innovation division, in consultation with ABC Television and ABC Commercial, on the commissioning process and rights requirements for ABC Splash.



ABC Splash website

The ABC is a trusted source of educative and entertaining content for children.

On television, ABC4Kids focuses on content for pre-schoolers and ABC3 is tailored specifically for 6-15 year olds. These channels carry an engaging mix of drama, comedy, adventure, reality, action and music programming. They are supported by dynamic websites, which provide a gateway to online content associated with television programming, as well as providing other games and activities which appeal to those age-groups.

In 2012, the ABC4Kids and ABC3 platforms were joined by ABC Splash, a specialist online portal featuring the best Australian educative content from ABC television and radio, curated and mapped for students, teachers and parents. The Splash library now includes over 750 items.

The March 2013 launch of Splash was timed to coincide with the final event of 'Splash Live', an initiative where students created news stories about local sustainability issues. Junior reporters were responsible for all stages of story creation, including generating an original story idea, interviewing and filming local community members and editing their news reports.

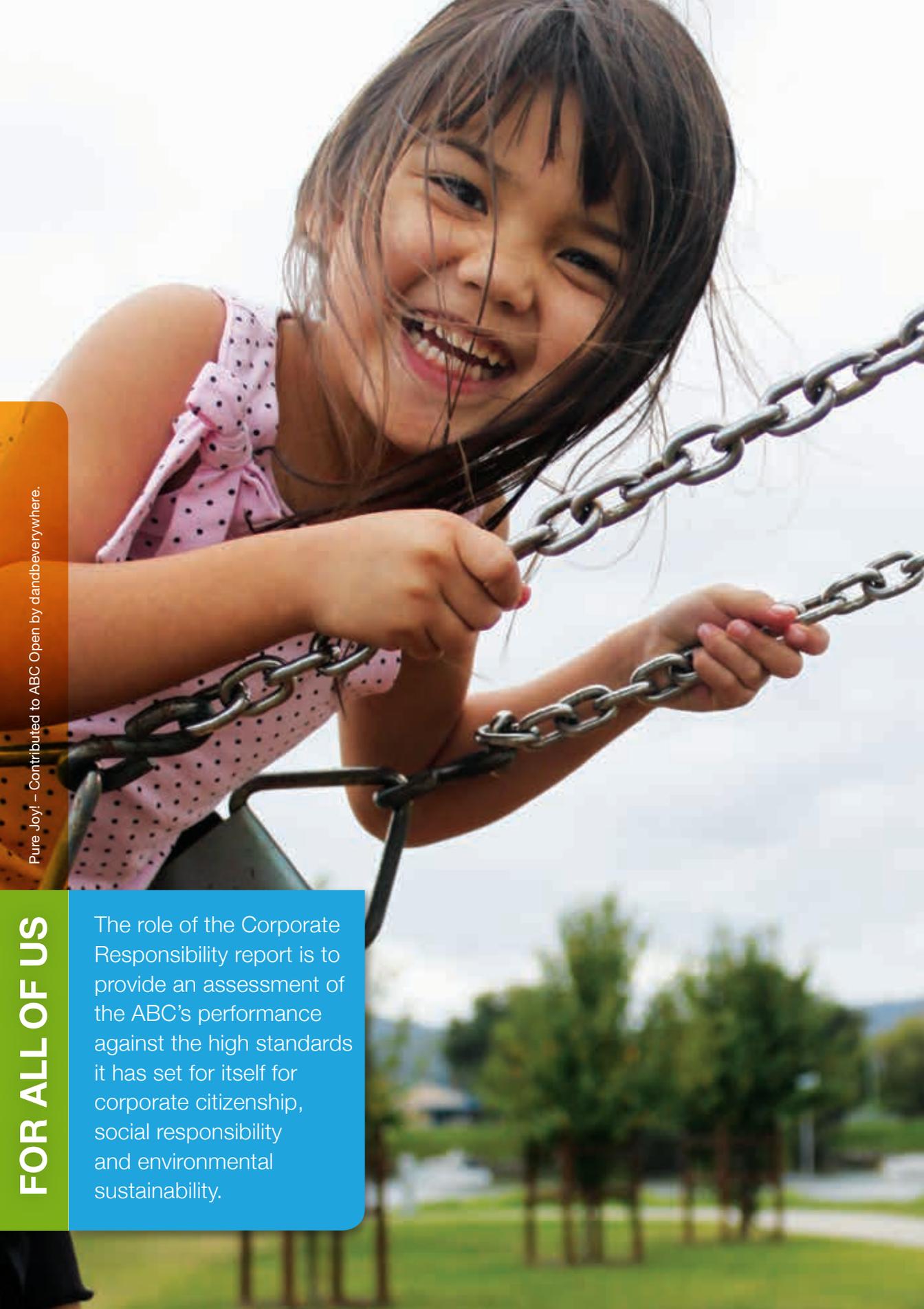
The final Splash Live event at the Splash launch allowed students to present their news stories in a four-way live video conference with students from other schools.

Business Affairs has worked closely with ABC Television to finalise new terms of trade with the independent production sector, which are an important part of the ABC's commitment to transparency in its dealings. These new terms respond to the changing media environment and secure the ABC's strategy to consolidate its online presence through iView. Business Affairs have also continued to streamline the contracting process which will ensure the ABC is responsive to changes in the industry for the production, financing and distribution of television content.

Business Affairs works in consultation with, but independently of, the ABC output divisions and continues to play an important role in corporate governance. Business Affairs has worked closely with the Television Division to update procedures for commissioning programs and to implement a

new governance framework for acquiring programs. Work has been undertaken to streamline and standardise the cross-divisional approval of high value program acquisitions. Business Affairs has continued to work with all ABC divisions to maintain fairness, consistency and value for money in the ABC's deal terms and to secure the necessary rights for the ABC's broadcast and digital strategy.

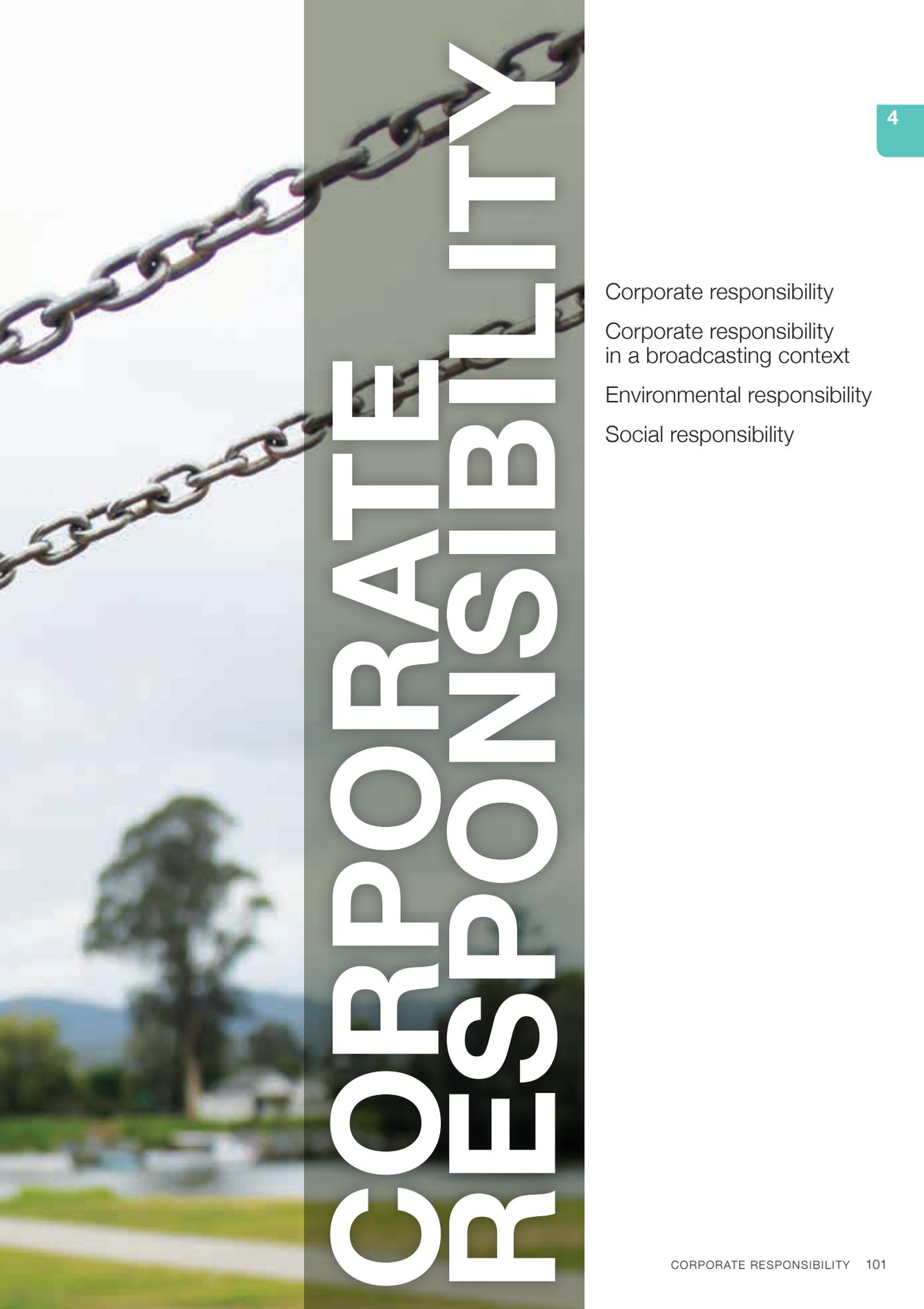
2012-13 saw a significant growth in the workload of drama production and, with the support of ABC Television, Legal and Business Affairs have successfully managed and finalised the negotiation and contracting of these complex deals. ■



Pure Joy! – Contributed to ABC Open by claudbeverywhere.

FOR ALL OF US

The role of the Corporate Responsibility report is to provide an assessment of the ABC's performance against the high standards it has set for itself for corporate citizenship, social responsibility and environmental sustainability.



CORPORATE RESPONSIBILITY

- Corporate responsibility
- Corporate responsibility in a broadcasting context
- Environmental responsibility
- Social responsibility

\$42,284

Amount **saved** as a result of **lighting** upgrades

50.9%

Percentage of ABC workforce that is **female**

60%

Percentage of ABC fleet vehicles which have a **Green Vehicle Guide rating** of 10 or more

86%

Percentage of paper purchased that included **recycled content**

46%

Percentage of total **waste** that was **recycled**

3.2%

Percentage **drop** in ABC **energy consumption**

744.6kL

Amount of **rainwater collected** at ABC sites

1 million

Number of **knitted squares** collected at ABC Knit-in events

97%

Percentage of ABC1 prime-time **programming** that was **captioned**

\$97,000

Amount **contributed** through the ABC's charitable **Workplace Giving** program

Management of corporate responsibility

Reporting performance

Scope and boundary

Materiality

Stakeholder inclusiveness

Contact

The ABC is committed to fulfilling its functions in a manner that is ethical, financially responsible, minimises any adverse impacts on the environment and individuals, and is beneficial to the community.

Management of corporate responsibility

Management and coordination of the ABC's corporate social responsibility efforts is the responsibility of the Corporate Governance unit. However, responsibility for implementing and demonstrating corporate social responsibility rests with every employee and manager across the Corporation.

A number of senior management positions within the ABC include a reference to corporate responsibility priorities as part of their roles, including: Head Corporate Governance; Equity and Diversity Manager; Green at Work National Coordinator; Work Health and Safety Manager; Manager Risk and Insurance; and State and Territory Directors.

The ABC's *Corporate Social Responsibility Policy* reinforces the ABC's commitment to acting ethically and responsibly in all areas of its operations. The Policy outlines the ABC's commitment to key principles of corporate social responsibility, which include adhering to relevant laws and regulations, respecting human rights, and engaging with both internal and external stakeholder groups.

The Corporate Responsibility Group (CRG) was established at the end of 2009 to help integrate responsible Corporate practices and reporting across the corporation. In 2012–13, the CRG met five times. Meetings covered topics related to the ABC's procurement policies and practices, energy consumption and management and waste disposal and measurement. Other topics included the ABC's work health and safety performance, and trends and legislative changes shaping equity and diversity priorities for the ABC, such as accessibility and workplace flexibility. The Group also re-evaluated the organisation's corporate responsibility priorities to identify those areas representing the greatest risk to the Corporation and the greatest opportunity for improvement in performance.

Reporting performance

In 2012–13, the ABC continued to align its sustainability data and reporting with the internationally recognised Global Reporting Initiative (GRI) framework for sustainability reporting and indicators from the GRI Media Sector Supplement (MSS). The MSS contains the guidelines for sustainability reporting in the media sector. The GRI framework provides a common language for organisations to measure and report their sustainability performance so that stakeholders are able to view a more complete picture of the organisation's financial and non-financial activities and performance.

The report has been structured to reflect each of the dimensions referred to in the GRI—economic, environmental and social.¹⁰⁴

During the reporting year, the ABC worked on improving the completeness, composition and quality of data. This is consistent with the strategic priority of applying “best practice standards of financial and corporate governance and public accountability”.

Reviews of the methodology for collecting waste and energy data helped improve understanding about the data, ways to improve how it is collected, and accuracy. Significant changes to the way data is collected, or the number of sites from which data is collected, are noted in the relevant tables in the report.

Scope and boundary

The ABC reports its corporate responsibility and sustainability performance annually, with the current report covering the financial year from 1 July 2012 to 30 June 2013.

Additional corporate responsibility and sustainability information and a GRI Content Index is available on the ABC's website: about.abc.net.au/how-the-abc-is-run/what-guides-us/corporate-responsibility.

Other than references to the activities of ABC International, the report is limited to domestic operations. Sustainability information about the ABC's investments in MediaHub Australia Pty Limited, Freeview Australia Limited, and National DAB Licence Company Limited are not included in the report. Any additional limitations to the scope or completeness of particular data are identified within the reported data.

Materiality

In 2012–13, the ABC reviewed and updated the materiality analysis which was extensively conducted in 2010–11. The materiality analysis enables the ABC to identify the issues most important to report about the sustainability of the Corporation. The relative importance of each indicator was determined having regard to a range of factors, including whether the indicator:

- emerged as important to stakeholders
- constituted a future challenge for the media and broadcasting sector
- was regularly reported by others in the industry
- presented an opportunity for the ABC to manage its impacts or affect the priorities of its stakeholders
- was recognised by experts or the scientific community as a risk for sustainability
- contributed to the successful implementation of corporate strategy or reinforced ABC Values; and
- was recognised as a risk in the corporate risk process.

¹⁰⁴ The ABC's economic performance and sustainability is addressed in Section 6, Financial Performance.

The review included a scan of performance against the *ABC Strategic Plan 2010–13*, the ABC's updated corporate risk profile, outcomes from stakeholder engagement processes, developments relevant to the media sector, and relevant submissions to government. The priorities identified by the CRG and amendments to the ABC Charter were also taken into account.

Stakeholder inclusiveness

The content in the *2013 Sustainability Report* is informed by the outcomes of engagement with internal and external stakeholders on a range of sustainability related subjects.

Internal stakeholders are those engaged within the organisation's boundaries, including employees, structural divisions and departments, executive and non-executive committees, and project teams that influenced or had control over aspects of sustainability. External stakeholders were those directly impacted by the ABC outside its structural boundaries, partners and major suppliers, the community, audiences, and government.

Stakeholders were prioritised according to the extent to which they had influence or control over the ABC's economic, social or environmental impacts, or were affected by the ABC's impacts.

In 2012–13, mechanisms for engaging with external stakeholders included:

- ABC Community Forums (see page 98)
- formal audience contacts and complaints processes (see page 132)
- the annual Newspoll *ABC Appreciation Survey* (see page 27); and
- online feedback mechanisms specific to ABC content areas.

Internally, the ABC engaged across divisions and departments regarding sustainability performance and reporting relevant to material indicators.

Contact

The ABC welcomes feedback on the *2013 Corporate Responsibility Report*. Comments, questions or feedback can be addressed to:

Corporate Social Responsibility Project Manager
 +61 2 8333 1500
 700 Harris Street
 Ultimo NSW 2007
Corporate.responsibility@your.abc.net.au ■

Corporate responsibility in a broadcasting context

Protecting freedom of
expression

Accessibility of content

Protecting young or
vulnerable audiences

Reflecting Australia's culture
and values

Information and education

With an average national
audience reach of 73%
across television, radio and
online, the ABC is uniquely
placed to impact the lives
of Australians.

IN RECOGNITION OF the particular role and influence of media organisations, the GRI has developed a number of supplementary reporting indicators for the media sector. Those indicators relate to aspects such as freedom of expression and pluralism, accessibility of content, reflecting culture and values, and the role of the media in providing information and education.

Protecting freedom of expression

Freedom of expression, as a fundamental human right which is recognised in Article 19 of the United Nations' *Universal Declaration of Human Rights*, is enshrined in the *ABC Editorial Policies*. The ABC's commitment to impartiality and diversity of perspectives reflects the need for a democratic society to deliver diverse sources of reliable information and contending opinions.

In pursuing impartiality, the ABC is guided by the following:

- a balance that follows the weight of evidence
- fair treatment
- open-mindedness; and
- opportunities over time for principal relevant perspectives on matters of contention to be expressed.

See Editorial Standards (Inside the ABC), page 79.

Accessibility of content

In 2012–13, the ABC continued to improve the accessibility of its content and services to Australians, whatever their level of ability.

The ABC Ramp Up website provided news, discussion and debate about disability issues in Australia. The Ramp Up Editor works in consultation with other ABC departments to raise awareness and implement accessibility across the ABC.

ABC Shop designs and layouts are approved by council prior to opening to ensure they meet with the appropriate legislative and regulatory requirements for each location. Shop counters are designed to meet the needs of customers in wheelchairs.

In February 2013, ABC Retail distributed the *Welcoming Customers with Disabilities* handbook from the Australian Network on Disability to staff in all ABC Shops and Centres. The handbook provides guidelines for assisting customers with disabilities in a retail environment.

Captioning

Captioning is the process by which speech or scenes are described in text for viewing on screen. Closed captioning indicates the availability of text that can be activated by users if required.

The ABC provides a closed captioning service on ABC1, ABC2, ABC4Kids, ABC3 and ABC News 24. The ABC exceeds the captioning requirements contained in the *Broadcasting Services Act 1992*. In 2012–13, the ABC captioned 97% of prime time programs on ABC1; 100% of prime-time programs on ABC2; 92% of all programs on ABC4Kids; 93% of all programs on ABC3; and 85% of prime-time programs on ABC News 24.

All captioned prime-time content on ABC1 and ABC2 is captioned on iView. Popular content that was captioned during 2012–13 included coverage of: the 2012 London Paralympics; Anzac Day; Prime Minister Spill; National Apology for Forced Adoptions; Inaugural Papal Mass; and the Australian Workplace Relations Debate.

In addition, growing numbers of media conferences are including signing for the deaf, and wherever possible vision of the signer is included in the ABC's coverage, both on ABC1 and on ABC News 24.

An increased number of children's programs were captioned on iView in 2012–13, with a particular focus on content for older children on ABC3. Captioned children's programs on iView included *Dance Academy*, *Bushwhacked*, *Good Game SP*, *Prank Patrol (Road Trip)* and *Pet Superstars*. Content clips on ABC Splash, the ABC education portal, have closed captions and transcripts.

The ABC has given an undertaking to the Australian Human Rights Commission to always attempt to source items that have closed captions (where the Australian distributor has the authorship rights to allow for this). This requirement has been included in ABC Retail's terms of trade with suppliers. The majority of ABC DVDs (excluding pre-school titles) have closed captions. The availability of closed captioned DVDs is clearly signposted in all ABC Shops and Centres.

In 2012–13, ABC Audience and Consumer Affairs logged 106 complaints relating to closed captioning of television programs. These included complaints about the quality of captions, as well as complaints about a failure to provide captions on various programs. Fifteen of the complaints investigated by Audience and Consumer Affairs resulted in findings that the ABC had failed to satisfy the captioning requirements set out in the *Broadcasting Services Act 1992*. The majority of the breaches related to technical issues or equipment failures, and these were followed up with the relevant department.

The Australian Communications and Media Authority advised that it finalised five investigations into complaints about closed captioning; all resulted in breach findings of section 130ZR(1) of the *Broadcasting Services Act 1992*.

Improving access for people with a visual impairment

From 5 August to 4 November 2012, the ABC conducted a technical trial of audio-description on ABC1. An audio-description service assists people with a vision impairment to access television by adding a verbal commentary to complement the soundtrack of a television program. The technical trial tested the broadcast path for the additional audio track by broadcasting a total of 237 hours of programs with audio-description in prime-time on ABC1. A report on the results of the trial was provided to the Minister for Broadband, Communications and the Digital Economy in December 2012.



Photo: Glyn Kirk, AFP

The ABC was the official Australian broadcaster at the London 2012 Paralympics and provided exceptional television, radio and online coverage across the 11 days of competition.

The ABC broadcast the opening and closing ceremonies live, along with daily early morning coverage on ABC1 and packaged highlights of each day's competition in the evening.

On ABC2, live evening coverage attracted ABC2's highest ever weekly primetime audience share. On a night when Australian swimmer Jacqueline Freney won her sixth gold medal in the pool, Games programming on ABC1 and ABC2 reached 1.8 million people across the five mainland capital cities.

Coverage was also available on digital radio, with a whole channel, ABC Extra, dedicated to the event.

ABC2's coverage also featured a series of very short interstitials, *Kane and Disabled*, featuring ABC presenters Lawrence Mooney and Sam Pang with Australian Paralympic athletes. The satirical series was aimed at removing the taboo of disability by speaking about it loudly and comically.

The popularity of the event on ABC Television was acknowledged with a nomination for Most Popular Sports Program at the 2013 Logie Awards.

Australian paralympian Kelly Cartwright at the London 2012 games.

There were 325 complaints about the ABC's audio-description trial. The majority of the complaints were from viewers who considered that the narration was "unnecessary" and "intrusive", and were unaware that they could switch off the feature. Some complaints were received about audio problems associated with the trial, such as fluctuating volume, loss of audio and an inability to record programs using a Personal Video Recorder. The ABC received 365 requests, mostly for a further trial of audio-description or implementation of a permanent service.

In developing the ABC Radio app launched in July 2012, Radio Multiplatform worked closely with Vision Australia on the voiceover component to enable best practice accessibility to those who are fully blind.

In 2012–13, ABC Books expanded their list of Braille and large print books for the visually impaired with the publisher Read How You Want producing seventeen new titles. ABC Books also added titles to ABC Digital's *Story Cloud* application for children which allows audio recording and playback of stories.

ABC Audio released 54 ABC front list titles in physical and digital formats and 23 ABC back list titles in digital formats in 2012–13 through the license agreement with Bolinda, Australia's premier audio book publisher. ABC Commercial makes available an extensive range of unabridged new release audio books across a wide range of genres for all ages.

TV Multiplatform continues to improve the accessibility of online content and services in a number of ways, with the aim of conforming with the Federal Government endorsed Web Content Accessibility Guidelines (WCAG) 2.0 to level AA.

Protecting young or vulnerable audiences

The ABC applies high editorial standards to ensure that content is suitable for audiences. The *ABC Editorial Policies* contain Principles and Standards in relation to Harm and Offence, Children and Young People and associated Guidance Notes and material.

These Principles and Standards guide content-makers on a daily basis. The ABC has an experienced in-house classification team who classify television content against the Editorial Policies' *Associated Standard of Television Program Classification*. Content is allocated to individuals within the classification team on a rostered weekly basis. Second opinions are sought in relation to programs which contain a difficult or borderline classification issue, and the matter upwardly referred if an appropriate classification cannot be agreed.

Content on ABC4Kids and ABC3 is specifically targeted and appropriate for younger audiences. The ABC4Kids and ABC3 websites were designed as safe destinations for younger audiences, where audience participation is pre-moderated and closely monitored and by trained moderators. Participation in online services is controlled by tools that limit the extent of personal or identifying information that can be posted online about individuals, schools or sports teams for example.

Products sold in ABC Shops, Centres and ABC Shop Online meet relevant classification standards and appropriate warnings and guides are attached to each product.

Reflecting Australia's culture and values

Article 27 of the Universal Declaration of Human Rights states that "everyone has the right freely to participate in the cultural life of the community [and] to enjoy the arts..." The GRI recognises that the media provides society with tools to exercise these rights, and that media organisations play a key role in promoting and contributing to exercising cultural rights.

For the ABC, the obligation to reflect Australia's cultural diversity is entrenched in the ABC's Charter.¹⁰⁵ In doing so, the ABC contributes to the cultural life of all Australians. For example:

- Between 8 and 11 February, the traditions and customs that surround Lunar New Year (Chinese New Year) and other aspects of contemporary Asian culture were explored through stories about how the event is celebrated in Australia
- As well as being simulcast on Radio Australia, this was also part of a four day special event digital radio station on ABC Extra which showcased the best of ABC Radio programs about Asia and Asian culture, including programs on food, history and music; and
- On 26 February, Egyptian-born Australian Akmal Saleh was featured on *Conversations with Richard Fidler* talking about his life as a comedian and his latest project—a documentary about life under Hosni Mubarek's regime, which he made after spending an extended period in Cairo exploring his birth culture.

A significant element of reflecting Australia's cultural diversity is the representation and awareness of Indigenous culture in ABC content. The ABC's *Reconciliation Action Plan* includes a commitment to demonstrating a stronger Indigenous presence in ABC content (see page 149). In 2012–13, the ABC delivered on this commitment across platforms. Content included:

- On 1 June, the opening of "My Country, I Still Call Australia Home: Contemporary Art from Black Australia" Radio National's *Weekend Arts* program was broadcast live from the Queensland Art Gallery/Gallery of Modern Art (QAGOMA) Brisbane. The exhibition was GOMA's largest ever exhibition of contemporary art by Aboriginal and Torres Strait Islander artists

¹⁰⁵ Australian Broadcasting Corporation Act 1983, s.6(1)(a)(i)

- On 2 July, RN's *Big Ideas* partnered with the National Archive of Australia for a Constitution Day Forum in the Eugene Goossens Hall of the ABC Ultimo Centre in New South Wales. The event featured a panel consisting of Mick Dodson, Father Frank Brennan AO, Alison Page and Mick Davis addressing the question "What are the next steps towards Constitutional recognition for Indigenous Australians?" The forum was broadcast on *Big Ideas* on 9 July
- On 11 August, the National Indigenous Music Awards were recorded and broadcast on Local Radio and digital radio from the Botanic Gardens Amphitheatre in Darwin, Northern Territory
- On 28 August, ABC Illawarra conducted an outside broadcast from the Indigenous Employment Expo in Nowra New South Wales. Local Indigenous employee Kelly Ann Brent broadcast from the venue along with Indigenous ABC News 24 presenter, Miriam Corowa, who was the Expo ambassador
- ABC Open's "Me and Mine" project continued through the second half of 2012. "Me and Mine" invited Aboriginal and Torres Strait Islander Australians to share a story of a special relationship; and
- On 31 May, 105.7 ABC Darwin broadcast from the Bagot Indigenous Community in the middle of Darwin. The Drive special "Say Hello to Bagot" featured live music from a local band as well as community activities.
- ABC Open's "Day in the Life" project features more than 200 video contributions exploring someone's life in the story of a day. The collection provides an insight into the lives of Australians from all locations and walks of life
- In July 2012, ABC Local Radio, Tasmania joined forces with Hobart's Festival of Voices in a series of three events themed around the notion of "change". The event brought together national and local identities to reflect on past experiences, discuss challenges and explore ideas for the future. Topics for discussion included Change Your World, Change Your Neighbourhood, and Change your Life
- On 1 August, ABC Coast FM on the Gold Coast, Queensland, broadcast from the Homeless Connect charity soccer match. The match between the ABC Radio team and the Homeless Connect street kids team and was called by ABC Grandstand's Zane Bojack
- On 24 October, the ABC Ballarat *Mornings* presented an outside broadcast from the home of a local foster carer highlighting issues around state care and children at risk. The program featured foster carers, foster children and professionals working in this field
- On 31 October, 702 ABC Sydney *Mornings* was broadcast from the inner Sydney suburb of Redfern to coincide with the ABC TV launch of the series *Redfern Now*; and
- From 20–24 May, 783 ABC Alice Springs *Mornings* broadcast from various venues across Tennant Creek and Ali Curung, showcasing the diversity in the Barkly shire. The shire is the second largest local government area in the world.

By reflecting Australia's regional diversity, the ABC contributes to better understanding and social cohesion and inclusion. The ABC's presence in regional Australia through its extensive Local Radio network (see page 31) means that the ABC is a part of community life in those regions as well as having an important role in covering and reporting on issues from those areas. The following initiatives are indicative of the regional diversity of the ABC's operations and content:

These initiatives are in addition to the comprehensive services the ABC has been delivering outside the major capital cities over many decades.

The ABC provides a range of programs and services that reflect regional Australia and meet the needs of rural and regional communities in a variety of ways. This includes services that are produced in and for specific regional communities across the country and offer localised coverage of news, events, issues, personalities and emergencies.

Similarly, a number of the Corporation's state-based and national services specifically or regularly cover regional issues and reflect rural and regional areas to the nation—or, in the case of most online services, the world. In addition, the ABC offers a unique online environment in which regional and rural communities can connect, learn and contribute.

Further information on the ABC's commitment to regional areas is available at about.abc.net.au/reports-publications/senate-standing-committee-on-environment-and-communications-inquiry-into-the-australian-broadcasting-corporations-commitment-to-reflecting-and-representing-regional-diversity-jan

Information and education

Improving media and digital literacy

The ABC sought to improve the media and digital literacy of Australians through its content and services, with a particular focus on people living in rural and regional areas and young people.

ABC Open provided opportunities for people living in regional Australia to learn new digital skills and to share their own content through the ABC. Operating from 43 locations in regional Australia ABC Open Producers provided multimedia training and mentoring opportunities for more than 12 000 people aged between 15 and 80 years. A total of 2 515 workshops and other teaching/mentoring sessions were held around the country.

In 2012–13, ABC Open offered 31 projects (13 photo, two photo or video, 12 text and photo, four video). ABC Open projects generated 22 590 contributions from 3 637 individual contributors.

ABC Open Producers were involved in 314 events and exhibitions which were attended by approximately 30 000 people. In 2012–13, in partnership with the State Library of Queensland, the ABC conducted a touring exhibition *Floodlines*, which shared content from ABC Open's *Aftermath* project. The exhibition was seen in 11 regional libraries by approximately 37 300 visitors.

In 2012–13, the ABC delivered content which provided insights for audiences in relation to changing technology. For instance:

- In January 2013, 891 ABC Adelaide *Afternoons* broadcast a series of program segments aimed at educating older listeners on the use and benefits of social media
- RN's weekly *Download this Show* program explored current issues in technology, social media, consumer electronics and digital culture; and
- Each Tuesday, 783 ABC Alice Springs *Drive* presenter road tests an app to inform audience of the pros and cons of various changes in online media.

The participation by children in creating content has been a significant area of focus for the ABC. For instance:

- A variety of online games have been launched which allow children to engage with content online and improve digital literacy, such as Club3 on the ABC3 site. The game enabled school age children to create avatars for themselves from cartoon characters and to contribute on noticeboards in a moderated environment; and
- ABC4Kids enhanced the media literacy of pre-school audiences both online and with apps. ABC Children's Television's first touch-based tablet app, the *Play School* "Art Maker", has had sustained success since launching in late 2011. With over 500 000 downloads since its launch, the app has consistently ranked in the top five most popular ABC apps.

Providing educational and educative content

The ABC's Charter includes a requirement that the Corporation broadcast programs of an educational nature.¹⁰⁶ In 2012–13, the ABC pursued this across all platforms.

On 26 March 2013, ABC Splash—the ABC's new education portal for students, teachers and parents—was officially launched at the Australian Centre for the Moving Image in Melbourne by Senator Jacinta Collins, Parliamentary Secretary for School Education and Workplace Relations. ABC Splash was produced in partnership with Educational Services Australia.

The launch was timed to coincide with the final event of "Splash Live", where students from four NBN-connected schools were engaged in a live video broadcasting event to broadcast local news stories that they had constructed as part of the "Splash Live" program.

In 2012–13, a series of "Splash Labs" were conducted in Sydney and in Melbourne. The workshops gave educators and digital specialists the opportunity to collaborate, incubate and pitch ideas for development by ABC Splash. Each "Splash Lab" had over 100 participants with an equal engagement of people from the education and digital production sectors.

The ABC's daily "education block" has featured on ABC1 for over 40 years. *Behind the News* remained at the heart of this block, and continued to offer insight into issues such as Aboriginal and Torres Strait Islander history and culture, Australia's engagement with Asia, and sustainability issues. In 2012–13, television content supported the new National Australian Curriculum by offering relevant programs accompanied by study guides, website materials or downloadable classroom activities.

As well as educational content, the ABC broadcasts a significant range of content which is educative.

For instance:

- ABC3 broadcast educative programs for children across a range of genres, including *My Great Big Adventure* which explored social issues; science-based programs *Steam Punks*, *Backyard Science*, and *Studio 3 with Dr Ruben Meerman*; and historical drama *My Place*
- Each week in 2012, Local Radio Victoria's *Sunday* program worked through one of the Victorian Certificate of Education (VCE) texts with a teaching expert. Podcasts of the segments were available online after the show. This culminated in the *Sunday School Live!* broadcast on 21 October at the ABC Southbank, prior to VCE exams on 1 November
- RN introduced an "Any Questions" segment in the *Drive* program. A question generated by an audience member is answered by an expert in the field. Topics covered included church and taxes, the origins of Halloween, and a new scientific paradigm called Complexity Theory
- ABC Classic FM's education program *Keys to Music* explored elements of music theory, such as the ways in which composers use chords, and the outlines of chords, as expressive devices
- The University of New England in New South Wales is using an RN *Life Matters* program on Ageing and Sexuality, broadcast on 6 November, as an educational resource for a module on sexually-based prejudice and discrimination; and
- On 28 November, ABC Local Radio in South Australia undertook The Great Koala Count in conjunction with the University of South Australia and the South Australian Department of Environment and Natural Resources. The multiplatform citizen-science project represented the first official attempt to record koala numbers in their natural environment anywhere in Australia. The project has been included in the science curriculum of 50 primary schools in South Australia. ■

¹⁰⁶ Australian Broadcasting Corporation Act 1983, s.6(1)(a)(ii)

Energy consumption

Emissions

Waste and recycling

Materials

Environmental sustainability
in the supply chain

Travel and transport

Water consumption

Green@Work

The ABC has implemented a range of initiatives to reduce its environmental impact whilst at the same time delivering a range of business benefits.

Energy consumption

In 2012–13, the ABC’s total energy consumption decreased by 5 547GJ, or 3.2%, from 2011–12 levels.

Actual and forecast energy consumption for 2012–13

	2012–13 ^a Total GJ	2011–12 ^b Total GJ	% change
NSW	71 213	74 740	–4.7%
ACT	4 622	4 718	–2.0%
Vic	31 982	32 293	–0.96%
Qld	14 771	15 527	–4.9%
SA	18 921	18 745	0.9%
WA	10 204	10 875	–6.2%
Tas	8 671	9 031	–4.0%
NT	5 711	5 713	–0.04%
Total ABC	166 095	171 642	–3.2%

a 2012–13 electricity data is based on 97% actual billed consumption and 3% forecast consumption. Gas data is based on 87% actual consumption and 13% forecast consumption.

b 2011–12 data is actual billed electricity and gas consumption.

In 2012–13, the ABC sought to implement a range of initiatives to improve energy consumption.

The ABC has enabled power-management features on non-broadcast ICT equipment, with particular focus on desktop computers. Where deployed, desktop computers and monitors go to “sleep mode” after a period of inactivity. Approximately 15% of desktop computers have the power-saving feature installed. Power management features have also been enabled for new printers. Testing is underway to roll-out the initiative in the second half of 2013 as an automated setting.

In 2012–13, the ABC implemented lighting upgrades at a number of its sites. These are estimated to have achieved a consumption saving of approximately 231 908kWh (equivalent to a saving of approximately \$42 284 per annum). Lighting upgrades focused on converting fluorescent and halogen lights to energy-efficient LED light fittings.

The upgrades were undertaken at:

- Wagga Wagga, New South Wales—all fluorescent and halogen lights in office areas, studios and external lighting (estimated to reduce the electricity consumed by lighting by 70% and total annual electricity consumption by 18%)
- Canberra, Australian Capital Territory—all T8 fluorescent lights throughout general office areas (estimated to reduce the electricity consumed by lighting in these areas by 50%)
- Albany and Bunbury, Western Australia—flood lighting (estimated to reduce the electricity consumed by flood lighting load by more than 80% at each site)
- Melbourne, Victoria—Television Studios 38 and 39 (estimated to achieve a 12% reduction in studio lighting electricity consumption)
- Southbank, Victoria—atrium and foyer (estimated to reduce the lighting electricity consumption in this area by 67%)
- Hobart, Tasmania—Emergency and Exit lighting and passageway lighting (estimated to achieve an average lighting electricity consumption reduction in these areas of 67%); and
- Adelaide, South Australia—Studio 891 Office area (estimated to achieve a reduction in electricity consumed by lighting in this area of 21%).

In Ultimo, New South Wales, Passive Infrared Motion Sensor lighting control was installed in common areas, including corridors and the Eugene Goosens Hall Green Room. In addition, lighting control incorporating ambient light sensors during business hours and motion sensors after hours were installed in some lift foyers to maximise the efficiency of required lighting. This provided better lighting control after hours and in areas that are infrequently visited.

As well as initiatives to directly reduce consumption, the ABC sought to implement process changes which will have a positive impact on energy usage. For instance, an initiative was implemented to

rebalance heating, ventilation and air conditioning air distribution throughout the ABC Ultimo Centre, New South Wales, to ensure that the air-conditioning load balance is proportional and that it services changed floor layouts and current heat load demands more efficiently and effectively.

The ABC uses relatively small quantities of renewable energy. Solar hot water systems are installed at ten sites: Brisbane and Gold Coast (Queensland), Port Pirie (South Australia), Launceston (Tasmania), Albany and Broome (Western Australia), Canberra (Australian Capital Territory), Alice Springs (Northern Territory), and Port Macquarie and Newcastle (New South Wales). The impact of the ABC's solar hot water usage on its direct energy consumption is not measured.

The use of blended E10 fuels is reported in the emissions table (see page 115), however the renewable ethanol content of the fuel is not reported separately.

The ABC does not directly source energy from other renewable energy sources.

Emissions

In November 2007, the ABC announced it would aim to reduce emissions by 40% by 2020, and by 60% by 2050 over a 1997 base year. Emissions in 1997 were estimated at 60 682t CO₂-e. In 2012–13, the ABC's emissions were 44 600t CO₂-e, a reduction of 16 082t CO₂-e, or 26.5%.

The ABC uses the National Green Accounts Factors (July 2012) published by the Department of Climate Change and Energy Efficiency to identify and quantify green house gas (GHG) emissions. These are further classified as electricity, waste and fuel. Data is reported in the Commonwealth Government's Online System for Comprehensive Activity Reporting database.

Greenhouse Gas Emissions

Categories	Raw Figure and Unit of Measurement		Unit	2012–13 tCO ₂ -e				2011–12 tCO ₂ -e				% Δ
	2012–13	2011–12		Scope 1	Scope 2	Scope 3	GHG tCO ₂ -e	Scope 1	Scope 2	Scope 3	GHG tCO ₂ -e	
Electricity	41 652 227	42 772 680	kWh	0	37 107	5 975	43 082	0	38 024	6 127	44 151	-2.4%
Gas	16 146 391	17 660 045	MJ	827	0	151	978	905	0	171	1 076	-9.1%
Greenpower	0	0		0	0	0	0	0	0	0	0	
Automotive diesel (non-transport)	10 000	10 000	L	27	0	2	29	27	0	2	29	0.0%
Other buildings				854	37 107	6 128	44 089	932	38 024	6 300	45 256	-2.6%
LPG	3 733	1 151	L	6	0	0	6	2	0	0	2	200%
E10	133 631	143 691	L	279	0	45	324	300	0	49	349	-7.2%
Automotive gasoline (petrol)	285 972	422 661	L	731	0	58	789	1 081	0	86	1 167	-32.4%
Automotive diesel (car)	0	0	L	0	0	0	0	0	0	0	0	
Passenger vehicles				1 016	0	103	1 119	1 383	0	135	1 518	-26.3%
Automotive diesel (transport)	194 960	161 376	L	526	0	40	566	435	0	33	468	20.9%
Automotive gas (petrol)	0	0	L	0	0	0	0	0	0	0	0	
Aviation turbine fuel	90 753	107 165	L	233	0	18	251	275	0	21	296	-15.2%
Other transport				759	0	58	817	710	0	54	764	6.9%
Green Fleet (Off Set)	-1 424	-1 742 tCO ₂ -e					-1 424				-1 742	
All categories				2 629	37 107	6 289	44 601	3 025	38 024	6 489	45 796	-2.6%

Waste and recycling

The ABC disposed of 5 951m³ of waste from its capital city sites in 2012–13. Total recycled waste constituted 2 725m³ (representing 46% of total waste disposed) while 3 226m³ was sent to landfill (54% of total waste disposed).

Waste is made up of secure waste, co-mingled recycling, recycled paper and cardboard, and landfill. Waste disposal data is currently reported for capital city sites only, based on billing information received from the ABC's waste disposal contractors.

The ABC has continued to improve the scope and quality of waste and recycling data. Waste disposal data for a greater number of sites has been included in the reported data. Accordingly, meaningful comparisons with previous years' performance cannot be made.

The ABC did not dispose of any hazardous waste in 2012–13.

The ABC operates separate waste and recycling collection streams at all capital city sites. Collection receptacles are distributed throughout each site to provide co-mingled recycling collection, general waste collection, e-waste collection, fluorescent tube recycling collection, toner cartridge recycling collection, secure paper destruction collection and mobile phone recycling collection.

Waste and recycling	2012–13 ^a		2011–12 ^b		% change	
	Recycle m ³	Landfill m ³	Recycle m ³	Landfill m ³	Recycle m ³	Landfill m ³
NSW	728	730	776	750	-6.2%	-2.7%
ACT	51	248	56	230	-8.9%	7.8%
Vic ^c	495	950	407	448	21.6%	112.1%
Qld ^d	154	305	51	139	202%	119.4%
SA	905	35	897	35	0.9%	0.0%
WA	121	288	149	272	-18.8%	5.9%
Tas	107	502	73	294	46.6%	70.7%
NT	164	168	161	151	1.9%	11.3%
Total	2 725	3 226	2 570	2 319	6.0%	39.1%

a 2012–13 data is based on 96% actual billed waste disposal and 4% forecast.

b 2011–12 data is actual billed waste disposal.

c 2012–13 data includes Selwyn Street, Elsternwick.

d 2011–12 data is from December 2012 to June 2013 only, being the 6 months that the premises were occupied.

Note: The increased waste generated in Victoria and Tasmania is attributed to clean-up and disposal of excess materials during the year.

In 2012–13, the ABC implemented a sustainable catering project at the ABC Centre Ultimo, New South Wales to provide a catering kit for use at staff functions. The initiative aimed to reduce both cost and waste associated with the purchase of disposable items. The effectiveness of the project will be assessed to determine whether the initiative should be extended to other sites.

The ABC's major IT suppliers are signatories of the Australian Packaging Covenant¹⁰⁷ and have taken steps to minimise their packaging, using air-pillows in their packaging rather than polystyrene foam. When selecting commercial waste disposal contractors, whilst having regard to the Commonwealth Procurement Rules and the requirement to achieve value-for-money, the ABC sought to engage contractors which have demonstrated responsible environmental credentials and the capacity to maximise appropriate recycling and disposal avenues for individual waste streams.

¹⁰⁷ The Australian Packaging Covenant is an agreement between industry, government and community groups that aims to reduce waste from packaging.

Materials

In 2012–13 the ABC purchased 30 700 reams of paper, similar to 2011–12. 86% of the paper purchased contained recycled content.

Material	Measure	2012–13	2011–12
Copy	Volume (reams)	30 700	30 777
Paper ¹⁰⁸	% recycled copy paper purchased of total	86%	85%
	Paper recycled ¹⁰⁹	143m ³	239m ³
Toner ¹¹⁰	Quantity – units purchased	1 180	1 309
	% recycled material in toner purchased	29%	28%
	Volume of toner and other print consumables disposed of by recycling	2 062 items, 1.5 tonnes	2 637 items, 1.8 tonnes
Mobile Phones ¹¹¹	Volume recycled or diverted from landfill	39.4kg	0.4kg

¹⁰⁸ Based on internal purchasing reports.

¹⁰⁹ Based on waste billing data.

¹¹⁰ Quarterly toner cartridge recycling reports are provided by the "Cartridges 4 Planet Ark" program, facilitated by Close the Loop.

¹¹¹ Mobile phone recycling data is obtained through annual collection reports provided by the ABC's service providers.

In 2012–13, the ABC launched a range of initiatives aimed at reducing consumption of printing materials: A device consolidation project commenced which will reduce the ABC's printer fleet by 34%; roll-out of "Follow-Me Printing" was implemented at Southbank, Queensland, with other sites to follow; printers in all capital city sites have been set to default to double-sided, black and white printing.

ABC Publishing continued to produce products in an environmentally responsible manner. ABC *Organic Gardener* magazine, ABC *delicious* magazine and ABC *Gardening Australia* magazine were all produced with sustainably sourced and certified paper and printed utilising processes certified under ISO 14001. ABC *Limelight* magazine was produced on paper sourced from Programme for the Endorsement of Forest Certification (PEFC) certified forests.¹¹² The details of these activities are noted on the mastheads of the relevant magazines.

Environmental sustainability in the supply chain

Where appropriate, tender documentation and evaluation criteria required information about suppliers' corporate responsibility (including environmental) commitments and practices.

Mandatory environmental standards (ES1 and ES2) of the Federal Government's *ICT Sustainability Plan 2010–2015* were applied to all ABC procurements of ICT equipment.

ABC Retail provides and maintains Material Safety Data Sheets (MSDS) for Approved Products for usage in ABC Shops. Risk Assessments have been performed on these products, revealing some of the safest, cost effective and environmental choices available nationwide. ABC Video Entertainment and Distribution undertake business checks for all new and potential partners with consideration given to these factors.

¹¹² The Program for the Endorsement of Forest Certification (PEFC) is a global organisation that promotes sustainable forest management through independent third party verification. It is non-profit and non-governmental.

Travel and transport

The nature of the ABC's operations, in particular its news and current affairs activities, necessitates frequent domestic and international travel. In 2012–13, ABC staff travelled a total of 23 324 606km by air (a 3.8% decrease from 24 240 377km in 2011–12).

In 2012–13, 4 319 447km was travelled in domestic fleet vehicles. Of the 385 vehicles in the fleet:

- Nine (2.3%) are hybrid vehicles; and
- 232 (60.3%) have a Green Vehicle Guide (GVG) rating of 10 or more.

Fuel consumption (LPG, E10, Petrol, Diesel and Aviation turbine) is reported in the emissions table (see page 115). In 2012–13, total fuel consumption was 709 049L, a reduction of 15.2% from 836 044L in 2011–12.

Video-conferencing facilities are available and encouraged to be used in every ABC capital city site to reduce the travel expense and impact of non-content making activities.

In 2012–13, 1 424 tonnes of the ABC's fleet related GHG emissions were offset through arrangements with the not-for-profit organisation, Greenfleet.¹¹³

The ABC provides facilities for staff to enable travel to and from work using sustainable forms of transport. End-of-trip facilities including secure bike parking, showers and lockers are provided in most ABC capital city sites. Information about public transport in each state and territory is provided on the ABC's intranet.

The ABC continued to support and promote National Walk to Work Day and National Ride to Work Day to staff. In 2012–13, 131 ABC staff registered for Ride to Work Day, and approximately 80 ABC staff participated in National Walk to Work day.

¹¹³ Emissions were offset by the planting of 5 314 trees. The number of trees planted is a reasonable estimate made by Greenfleet of the number of trees required to be initially planted to sequester the total quantity of carbon purchased and takes into account that not all trees initially planted will survive due to the natural survival rate of trees. Accordingly, trees that do not survive following initial plantation may not necessarily be replanted.

Water consumption

In 2012–13, the ABC's water consumption was 72 375kL, similar to 2011–12.

Water consumption at capital city sites

	2012–13 ¹¹⁴ kL	2011–12b ¹¹⁵ kL	% change
NSW	39 889	39 867	0.1%
ACT	575	685	-16.1%
Vic	9 195	9 943	-7.5%
Qld	1 568	1 212	29.4%
SA	9 520	8 385	13.5%
WA	7 420	7 584	-2.2%
Tas	2 857	3 418	-16.4%
NT	1 351	1 840	-26.6%
Total ABC	72 375	72 934	-0.8%

Rainwater collection at ABC sites			2012–13	
Location	Capacity (L)	Quantity	Total Capacity (kL)	Metered Collections (kL)
NSW Orange	2 100	1	2.1	
Port Macquarie	500	6	3.0	
Wollongong	750	3	2.3	
Wagga Wagga	2 200	1	2.2	
WA Perth	11 000	2	39.6	166
	8 775	2		
Broome	10 000	1	10.0	
SA Port Pirie	10 000	1	10.0	31.0
Vic Sale	13 000	1	13.0	
Bendigo	24 500	1	24.5	
NT Alice Springs	4 500	1	4.5	
Qld Brisbane	25 000	6	150.0	434
Gold Coast	5 000	1	5.0	42
Longreach	10 000	1	10.0	
Total			276.2	744.6

In 2012–13, the ABC had 28 rainwater tanks installed in 14 locations around Australia, with a total capacity

¹¹⁴ 2012–13 data is based on 75% actual consumption and 25% forecast consumption. Total ABC consumption includes nine capital city sites (from a total of 11) and 33 regional sites (from a total of 50).

¹¹⁵ 2011–12 is actual billed consumption other than Tasmania. Tasmania data includes additional consumption for Hobart (not reported in 2011–12) which is calculated on manual meter readings.

of 276.2kL. Metering installed on 12 of those tanks indicates that rainwater collection was (on average) nearly five times tank capacity. Harvested rainwater was used for toilet flushing, irrigation and cooling tower supply.

Green@Work

The Green@Work program coordinated various campaigns and events throughout the year to raise awareness amongst staff on how they can lessen their impact on the environment.

Nation-wide "Switch Off" campaigns were conducted during September 2012 and over the Christmas and New Year period. The awareness-raising campaigns reminded staff to switch off energy-consuming devices when not in use. Electricity usage was monitored over the duration of the campaigns. During the September "switch-off" (held 3–9 September 2012), ABC capital cities and selected regional sites reduced their lighting, general power and air-conditioning load by a total of 3.1% (compared with the previous week).

Other events were organised to contribute to environmental awareness and sustainability beyond the workplace. For instance:

- The ABC hosted a two-day electronic waste recycling collection at the Ultimo Centre, New South Wales at which staff were invited to recycle their personal e-waste items. Over 120 items of electronic waste weighing 519kg was collected. Recycling these products was estimated to result in greenhouse gas reductions equivalent to 2.2 tonnes of CO₂
- Composting and gardening workshops were held in Sydney and Adelaide led by *Gardening Australia* presenters, Costa Georgiadis and Sophie Thomson. The workshops demonstrated to staff how they can grow their own vegetables at home and reduce their food waste; and
- Staff community gardens in Sydney, Adelaide, Perth, Melbourne, Brisbane, Canberra and Hobart provided staff with the opportunity to learn the techniques of organic gardening. ■

Impact on communities

The ABC's role as
emergency broadcaster

Product responsibility

Employment practices

For the purposes of the Global Reporting Initiative (GRI), reporting on social responsibility includes: impact on communities; product responsibility, employment practices, and human rights.

Impact on communities

Unlike other industries, where the impact on communities may be adverse and require remediation, the ABC's impact is a positive one, and is a key element of operations rather than a side-effect.

ABC Community Forums

ABC Community Forums are one way the ABC engages with the community for their views on issues that are important to them. Local community stakeholder representatives and members of the public are invited to attend the open meetings and provide their views on issues that are important to them, as well as views about how the ABC is run. Community feedback obtained at the forums informed the planning of the ABC's content and community activities.

In 2012–13, six forums were hosted by ABC State and Territory Directors. Forums were held in Victoria, the Northern Territory, New South Wales and the Australian Capital Territory. Details of Community Forums held in 2012–13 are available on the ABC's website: about.abc.net.au/how-the-abc-is-run/what-guides-us/corporate-responsibility.

Community Service Announcements

The ABC broadcasts Community Service Announcements about community issues or events which are in the public interest, subject to the *ABC Editorial Policies* Standard 9 (Public access and participation). Due to its localisation and immediacy, radio is the primary medium for the ABC to broadcast Community Service Announcements.

Community Service Announcements are an important means of communicating information about what to do when faced with an emergency. In those circumstances, announcements are compiled in consultation with relevant emergency services organisations to ensure accurate information about the type and nature of warnings and alerts as well as ways in which communities can prepare.

Examples of Community Service Announcements broadcast in 2012–13 include:

- In August, ABC Local Metropolitan and Regional Radio in Victoria, in conjunction with the Victoria State Emergency Service and the Bureau of Meteorology, prepared Community Service Announcements for Storm Safe Week; and
- In September, 1233 ABC Newcastle prepared a range of Community Service Announcements for broadcast on Fire Awareness Day. Packages were prepared in conjunction with the local Rural Fire Services training unit and gave listeners wide ranging information to increase awareness of fire safety and preparation.

Community activities

The ABC operates from an extensive network of locations around the country, including remote and regional areas. The ABC and the people who work there play an important role in the life of many communities, delivering a public benefit beyond broadcasting activities.

For instance:

- On 3 August 2012, 702 ABC Sydney hosted the 10th and final ABC Knit-In at Ultimo and at Erina on the New South Wales Central Coast. Local Radio supported over 50 other Knit-In events throughout New South Wales. This initiative has been run in association with the charity Wrap With Love which distributes blankets and wraps to those in need in Australia and overseas. More than one million squares have been knitted by thousands of people in schools and communities across New South Wales and at the annual event since the ABC Knit-In began in 2003, contributing to 42 000 blankets. More than 1 100 people came to Ultimo and approximately 500 to Erina. The Knit-In event at Hornsby attracted 1 300 attendees. The ABC broadcast the 702 ABC Sydney *Breakfast* and *Mornings* programs live from the atrium of the Ultimo Centre

- In October 2012, the ABC conducted an outside broadcast at the Tauondi College Open Day. Tauondi College is an Aboriginal Community College located at Port Adelaide which has been delivering a range of vocational courses to the Aboriginal Community since 1973. The partnership explored ways that the ABC can work with the College
- In November 2012, the ABC Eyre Peninsular broadcast its *Mornings* program live from Cummins Area School as part of Bushfire Action Week. Local Community Fire Service (CFS) crews attended with three CFS trucks and gave tours to students and other visitors. A CFS water bombing aircraft also performed two training runs over the school agriculture block, and demonstrated “water drops”
- In December 2012, 105.7 ABC Darwin collected surplus food and household items at its station in Darwin as well as at ABC Shops in Casuarina and Palmerston. The donations were then distributed by Foodbank NT to those in need; and
- In May 2013, 720 ABC Perth joined in the Mothers Day Classic at Langley Park as a media partner of the fun run/walk which raised funds for breast cancer research. *Afternoons* presenter Gillian O’Shaughnessy was MC for the event and conducted on-stage interviews with key people working in the field of breast cancer research, whilst also motivating participants before they tackled the 4km or 8km course.

During 2012–13, the ABC provided both community groups and staff with the opportunity to jointly recognise commemorative days which draw attention to environmental, health or other community issues. Regional and capital city offices in each state and territory took part in a variety of activities related to the Biggest Morning Tea, Harmony Day, Green Week, International Women’s Day, National Diabetes Week, Reconciliation Week, National Indigenous Literacy Week, Walk to Work, Ride to Work, and NAIDOC Week.

In 2012–13, the ABC Exhibition Trailer travelled over 12 098kms, covered seven states and territories, exhibited at over 14 events, visited 22 schools and recorded more than 5 730 television and radio performances in the mock studios on board.

In 2012–13, ABC employees participated in the ABC's *Workplace Giving* program. Through the program, 27 charities were supported and a total of \$97 000 was contributed from employees' salaries, a 7.7% increase in contributions from 2011–12.

The ABC's role as emergency broadcaster

During times of emergency the ABC provides an important service to communities.

Emergency broadcasting

Local Radio stations in affected communities broadcast updates, emergency information and warnings as required, with information also updated on ABC Local and through the ABC Emergency website. ABC Radio's Multiplatform ensured emergency information online and on social media was continually updated.

Emergency coverage included:

- During August 2012, ABC Southern Queensland (Toowoomba) covered grass fires/highway closures in Lockyer Valley and Local Radio NT covered fires near Katherine, as well as fires affecting roads in Darwin and along the Stuart Highway; and
- 774 ABC Melbourne broadcast a "Watch and Act" warning in relation to hazardous materials and half hourly updates throughout an afternoon. A "Watch and Act" is an alert level used to indicate a level of threat from a fire.

Over December 2012 and January 2013, extreme weather patterns were experienced leading to major bushfires in Perth, regional South Australia, Tasmania, north western New South Wales and Victoria's Gippsland region while tornados, catastrophic flooding and heavy rains have affected a number of regions in Queensland and parts of New South Wales.

- On 21 January, the focus shifted to coastal regions from Rockhampton through to northern New South Wales, which experienced significant emergencies including tornados, high tides, extreme rains and catastrophic floods. Heavy rains spread further south into New South Wales, including Sydney and the Illawarra regions
- Warnings were carried on all platforms when necessary. On 12 January at 11 pm, the New South Wales Rural Fire Service requested the Standard Emergency Warning Signal (SEWS) be broadcast on radio and television outlets, and this was carried on ABC1, ABC2, ABC News 24 and all ABC Local outlets within 15 minutes
- In January, at the height of flooding in Rockhampton, Queensland, Telstra outages resulted in major dislocation to ABC Radio regional broadcasting. ABC Radio was unable to broadcast from Townsville and unable to broadcast locally to Rockhampton. Special programs were broadcast from Brisbane, the Sunshine Coast and the Gold Coast for regional areas in order to issue all necessary warnings; and
- Over February and March in Western Australia there were seven emergency level fires, three of which utilised the SEWS siren alert. Tropical Cyclone Rusty in the far north of the state also saw many communities evacuated.

Each incident was covered by formal warnings as per the Emergency Broadcasting schedule with the frequency of warnings determined by intensity of incident.

Strengthening emergency broadcasting capabilities

In 2012–13, ABC Local Radio implemented new *Emergency Broadcasting Guidelines* which were developed following the Emergency Broadcasting Review. The Review was conducted after the devastating Queensland floods in 2011.

Formal partnerships with emergency broadcasting organisations are maintained through Memoranda of Understanding (MOUs). The ABC liaises with relevant organisations prior to the start of each emergency season, and again afterwards to debrief and review protocols and practices. For instance:

- In July 2012, all Local Radio Regional Content Managers in Western Australia met with emergency services media and personnel (police, fire agencies and the Bureau of Meteorology) to build relationships and to identify and address issues to improve the service provided to communities
- In August 2012, a number of Queensland Regional Content Managers met with their relevant emergency services to discuss the upcoming emergency season
- In September 2012, the Local Content Manager, South Australia met with senior local Police to discuss existing emergency broadcasting arrangements and how to improve overall communication
- In October 2012, the Local Content Manager South Australia presented a training program to the Country Fire Service on emergency incident management outlining the ABC's approach to emergency broadcasting
- In October 2012, 666 ABC Canberra held a seasonal briefing with the Australian Capital Territory Emergency Services Agency along with ABC staff
- In March 2013, Local Content Manager Tasmania met with the Tasmanian Fire Service to discuss the challenges and responses with regard to the bushfire emergencies in that state in January; and
- In May 2013, Local Content Manager and the Content Directors for metropolitan and regional radio in Victoria met with representatives of the Emergency Services Commissioner to debrief on the bushfire season and discuss a revision of future protocols and practices.

Over the last three years, CSIRO has developed technologies to support automated analysis of social media content. The ABC entered into a 12-month pilot of the CSIRO Emergency Situation Awareness tool in January. Using the tool, the ABC is able to set a baseline of conversation on Twitter to monitor and detect variations at very low volumes with the aim of detecting emergencies early.

Recovering from emergencies

In 2012–13, the ABC played an active role in the physical and emotional recovery of communities affected by emergencies. The ABC's Local Radio network provided opportunities for communities to discuss and share the impact of an event, and to bring survivors together to support their emotional recovery. For instance:

- Following fires which affected parts of Gippsland in January, the ABC 774 Melbourne *Drive* program was broadcast live from Heyfield, a small town in the fire affected area on 21 January. Presenter Lindy Burns spoke in depth with locals who had lost homes and livestock, local business owners and local politicians
- On 18 January, 666 ABC Canberra broadcast its *Breakfast* program from Mt Stromlo as part of *Canberra Remembered*, commemorating the 10th anniversary of the Canberra fires in 2003. A special edition of *Now Hear This*, 666 ABC Canberra's storytelling night, was also held at Mt Stromlo with guests invited to talk about their experiences during that time; and
- In May, ABC Coast FM (Gold Coast) *Drive* presenter Scott Lamond hosted the *Rise and Shine* event on Mt Tamborine for those affected by Cyclone Oswald. This event was part of the Queensland Government and Queensland Music Festival Rise and Shine Queensland tour visiting regions affected by severe weather events earlier in the year.

Product responsibility

Product information and labelling

The ABC ensures that all products are appropriately labelled.

If applicable, packaging displays information about appropriate methods of disposal particularly in relation to safety, such as:

- “Warning! Plastic Bag can be dangerous. To avoid danger of suffocation keep this bag away from babies and children. Please dispose of all packaging responsibly”; and
- “Dispose of all packaging ties before giving to your child.”

Similarly, licensed ABC merchandise packaging is clearly marked if the packing is a potential hazard.

Information on DVD packaging is provided about the nature and classification of the content, including running time; aspect ratio; sound format; region encoding; number of discs; and captioning information.

Consistent with safety testing procedures for toys (such as AS/NZS ISO 8124), products were appropriately labelled. For instance, products which contain small parts included a “Not suitable for children under 18 months of age” warning.

In 2012–13, one complaint was made to the ABC regarding product information and labelling. The complaint related to David Starkey’s *Monarchy—The Complete Series 1–3*, which was labelled as closed captioned, however only Series 2 and 3 were closed captioned. The box-sets were re-stickered to correct the captioning information.

Quality assurance

In 2012–13, the ABC continued to implement comprehensive quality assurance processes to ensure the quality and safety of products which are offered for sale.

ABC Video Entertainment and Distribution monitored and assured product quality by ensuring that DVDs were subject to manufacture under ISO 9000 quality assurance procedures. The ABC’s DVD manufacturer, Technicolor, carries the following certifications:

- Quality Assurance: Australia—Certified ISO 9001–2008
- Anti-piracy: Australia—Certified CDSA (Content Delivery & Storage Association)
- Content Protection and Security Program—Certified CDSA (Content Delivery & Storage Association); and
- Environmental: Australia—Certified EMS 14001:2004.

All licensees are subject to contractual obligations to manufacture high-quality products that meet Australian Standards applicable to the product. Children’s products are Safety Tested to the Standards AS/NZS ISO 8124 Parts 1, 2 and 3 (as applicable). Licensees are required to provide certificates to prove the test results. If there are no applicable Australian Standards or testing procedures for a product aimed at children, ABC Licensing requires licensees/manufacturers to perform tests that conform to American or European testing requirements. Apparel products are tested by licensees for colour fastness, shrinkage and flammability.

Quality assurance processes are reviewed on a regular basis. ABC Licensing is a certified member of the Australian Toy Association (ATA) and receives regular industry notifications on changes to mandatory and voluntary Australian standards. ABC Licensing also works closely with the ATA and testing agencies to implement appropriate processes and testing.

ABC Licensing requires suppliers to provide a certification that their overseas manufacturers are Worldwide Responsible Accredited Production (WRAP) certified. WRAP is an independent, objective, non-profit team of global social compliance experts dedicated to promoting safe, lawful, humane and ethical manufacturing around the world through certification and education.

Product complaints and recalls

The ABC has processes in place to address a potential product recall. Licensee agreements expressly provide for (amongst other things) public and product liability insurance and product recall insurance up to a specified quantum.

Product recall strategies are put in place and a risk assessment undertaken in circumstances where adequate insurance is not provided.

In 2012–13, the ABC voluntarily recalled one product—the Lullaby Hoot Interactive Plush Toy. The recall was conducted in consultation with the Australian Competition and Consumer Commission and the licensee. The decision to remove this product from sale and announce a product safety recall was made following the identification of a safety issue associated with the toy's battery compartment. There were no reported injuries associated with the use of the Lullaby Hoot Interactive Plush Toy.

Employment practices

Gender equality

Whilst the ABC is not governed by the *Workplace Gender Equality Act 2012*, the gender equality indicators in that legislation provide a useful benchmark for monitoring gender equality.

Gender composition

	Women		Men	
	Number	% of total	Number	% of total
ABC Board	4	44%	5	56%
ABC Executive	5	50%	5	50%
Workforce	2 772	50.9%	2 674	49.1%

Equal remuneration

Salary range	Women		Men	
	Number	% of Total	Number	% of Total
Over \$145 000	89	1.6%	152	2.8%
\$130 001 – \$145 000	51	0.9%	97	1.8%
\$115 001 – \$130 000	104	1.9%	140	2.6%
\$100 001 – \$115 000	212	3.9%	222	4.1%
\$85 001 – \$100 000	447	8.2%	588	10.8%
\$70 001 – \$85 000	795	14.6%	860	15.8%
\$55 001 – \$70 000	725	13.3%	453	8.3%
\$40 001 – \$55 000	294	5.4%	141	2.6%
Less than \$40 000	55	1.0%	21	0.4%
Total	2 772	50.9%	2 674	49.1%

Flexible working arrangements

In 2012–13, flexible working arrangements were available and utilised by staff to support family or caring responsibilities.

A total of 239 employees took parental leave in 2012–13, comprising 228 women and 11 men.

Under the ABC's Leave Policy, additional leave may be available to employees to meet particular needs. In addition to entitlements to personal leave and parental leave, employees may apply for Miscellaneous Paid Leave or Leave Without Pay.

Section 12 of the *ABC Enterprise Agreement 2010–2013* makes specific provision for Individual Flexibility Arrangements to be entered into.

Diversity

The ABC reports diversity information in its *Equity and Diversity Annual Report*. Those reports are prepared in accordance with s9(2) of the *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*, and cover the 12-month period between 1 September and 31 August. Current and historical *Equity and Diversity Annual Reports* are available on the ABC's website: <http://about.abc.net.au/how-the-abc-is-run/reports-and-publications>.

The ABC has set specific targets for Indigenous employment in its Reconciliation Action Plan (see page 149). As at 30 June 2013:

- nine Indigenous employees were employed through Department of Education Employment and Workplace Relations internships or cadetships;
- 70 Indigenous employees were employed at the ABC.

	Number of Indigenous employees	Total number of employees*	%
NSW	39	2 365	1.7
Vic	3	780	0.4
Qld	9	409	2.2
SA	6	355	1.7
WA	1	246	0.4
ACT	2	191	1.1
NT	9	122	7.4
Tas	1	151	0.7
Total	70	4 619	1.5

*Excluding casual employees.

Training and education

The diverse nature of the ABC's operations requires specialised training to be provided from time to time. For instance:

- Customer service—Ongoing ABC Retail staff are able to study for either: a Diploma in Retail Management; Certificate IV in Retail Management; or Certificate III in Retail. These programs, facilitated by the Australian Retailers Association, provide staff with the tools and knowledge to understand the operational requirements of the business and to deliver optimised customer service
- Surviving hostile regions—The ABC held two hostile environment courses in conjunction with an external training provider, attended by 22 ABC News staff
- Outside broadcasts—Specific manual handling training was provided to ABC Resources staff who performed tasks associated with Outside Broadcasts
- Trauma Awareness—This program, developed by the News division, is designed to support employees whose work involves covering or dealing with potentially traumatic incidents. ABC News ran trauma awareness training sessions for the 2013 intake of cadet journalists, involving seven staff; and
- Emergency broadcasting—In accordance with recommendations arising from the Emergency Broadcast Review, all staff assisting with emergency coverage received emergency broadcasting training. Additional managers were allocated to guide and support staff, and mental health and fatigue protocols were implemented.

Additional information about training and development is provided in Section 3, Inside the ABC (ABC People) (see page 87). ■

GOVERNANCE

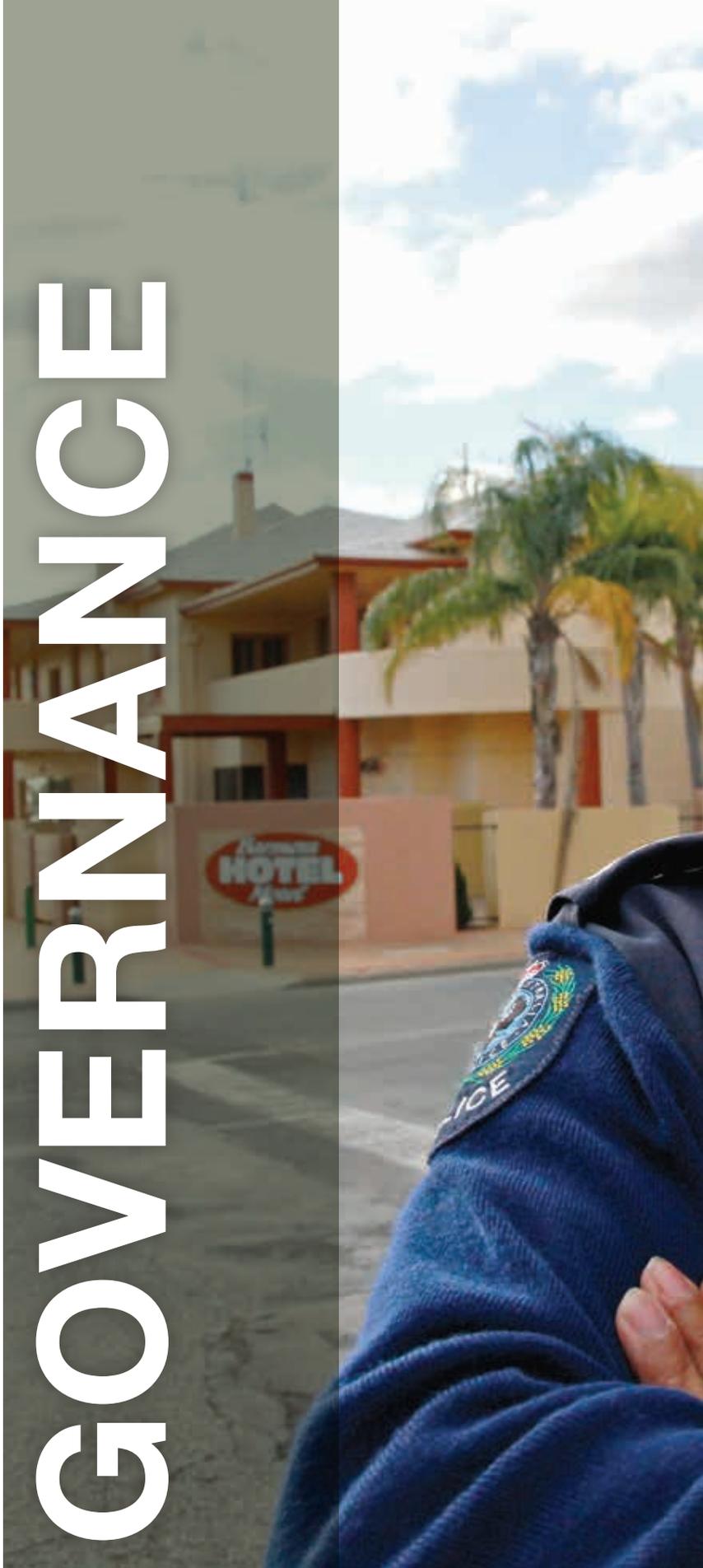
Corporate governance

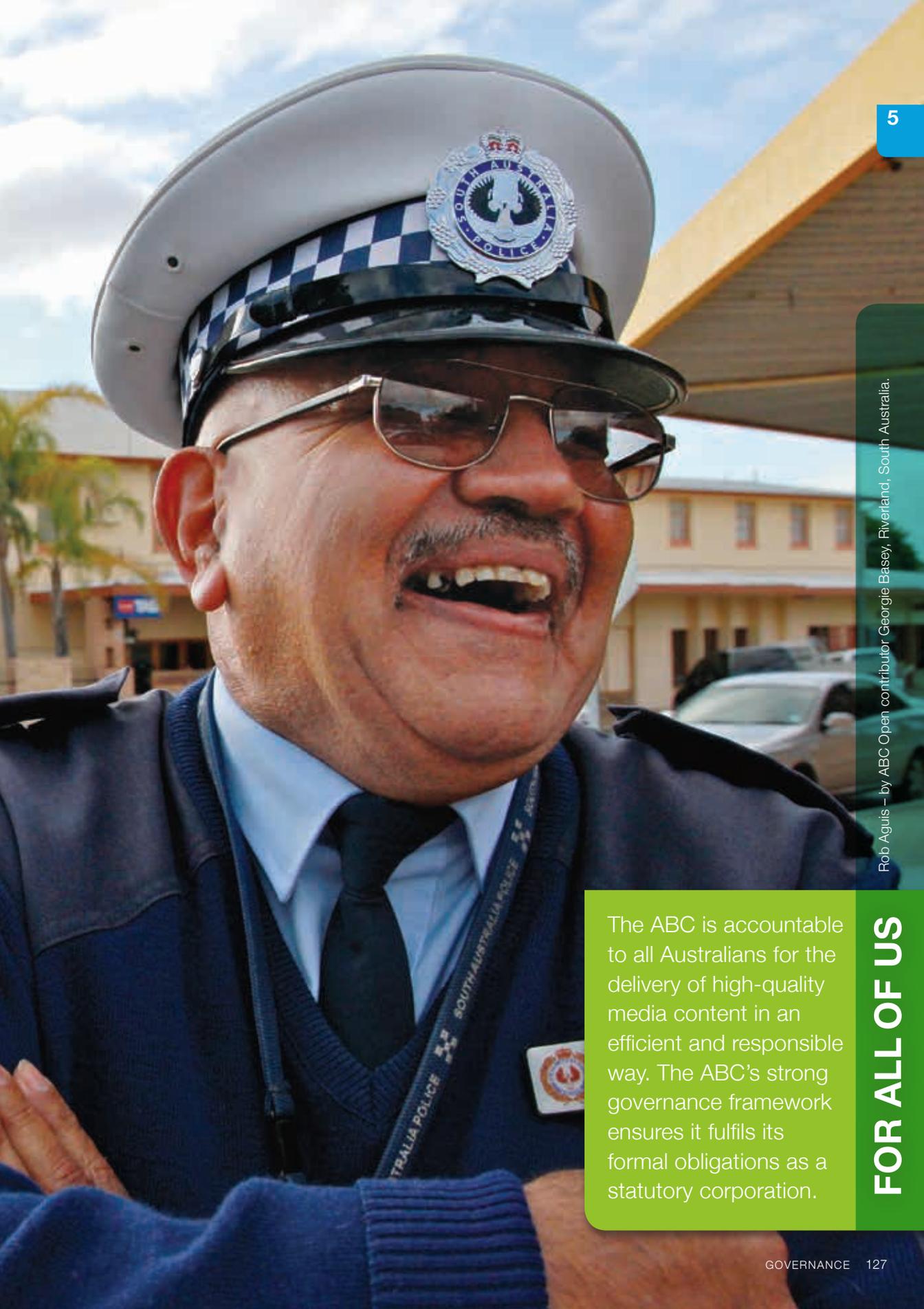
Performance against objectives

Government outcomes

Reconciliation Action Plan

ABC Advisory Council





The ABC is accountable to all Australians for the delivery of high-quality media content in an efficient and responsible way. The ABC's strong governance framework ensures it fulfils its formal obligations as a statutory corporation.

FOR ALL OF US

47,205

Audience contacts
lodged by ABC Audience and
Consumer Affairs in 2012–13

INFORMATION

97.3%

Contacts **responded**
to within **60 days**

47

Number of
investigations
finalised by ACMA

21,441

**Requests for
information** about
programs and products

16,225

Complaints about program
standards, scheduling and
other matters

1

Number of ACMA
investigations
finding a breach
of the *ABC Code
of Practice*

43

**Freedom of
Information requests**
received by the ABC
in the past year

CONTACTS

3,907

 Expressions of appreciation
of programs and presenters

TELEVISION

4.5 million

ABC **Radio** metropolitan
average **weekly reach**

9.43 million

ABC Television metropolitan
average **weekly reach**

78%

Percentage of
people who consider
the quality of
programming on ABC
Television is good

64%

Percentage of people who
consider the quality of
programming on **ABC
Radio is good**

68

Hours of **first-run
Australian drama**
content on ABC TV

RADIO

86%

Percentage of
people who describe
the **quality of
content** on ABC
Online as good

3.5 million

ABC **Online's** average
monthly reach

ONLINE

Enabling legislation

Governance and management processes

Corporate strategy setting

Meeting the ABC's reporting obligations

The ABC Board and management apply a corporate governance framework that aims to balance the ABC's performance as a creative media organisation, on the one hand and its need to comply with the formal obligations of a statutory corporation on the other.

Enabling legislation

ABC corporate objectives, strategies, policies and activities derive from the requirements of the *Australian Broadcasting Corporation Act 1983* ("ABC Act"). In particular, s.6 of the Act—the ABC Charter—outlines the functions of the Corporation and s.8 lays out the duties of the Board (see Appendix 1, page 216). The ABC Act expressly provides for both the editorial and administrative independence of the Corporation, thereby investing the Board with considerable discretion. In acknowledgement of that independence, the ABC accepts the obligation to meet the highest standards of public accountability.

In March 2013, legislative amendments were made to the ABC Act. The amendments represent the most significant changes to the ABC's enabling legislation. The ABC's Charter was amended to include in the ABC's functions the requirement "to provide digital media services".¹¹⁶ This amendment recognises the existing digital services currently provided by the Corporation, and expressly incorporates them into the ABC's functions. A further amendment was made to the ABC Act to prohibit the Commonwealth from entering into contracts for international broadcasting services with any person or body other than the ABC.¹¹⁷

Governance and management processes

Board governance

The roles and responsibilities of the Board are described on page 12.

The ABC Board held six meetings during 2012–13.

The Audit and Risk Committee met on five occasions and the Finance Committee met on four occasions. The Human Resources Committee did not meet during 2012–13, as all pertinent matters were dealt with by the full Board.

Further information about the ABC Board and its Committees is provided in Appendix 2 (see page 217).

¹¹⁶ ABC Act, s.6(1)(ba).

¹¹⁷ ABC Act, s.31AA.

Management processes

The Managing Director chairs a monthly meeting of the Executive, comprising Divisional Directors and the Heads of specialist support units reporting to him. This group also convenes briefly each Monday morning.

The Audience Strategy Group, comprising the Managing Director, Chief Operating Officer and Directors of content areas (Radio, News, Television, Innovation) is responsible for coordinating the ABC's cross-divisional content strategy.

The ABC's governance framework includes a number of executive and advisory groups which provide guidance and leadership around areas such as risk management, information technology, work health and safety, and policy development.

Internal audit

Group Audit provides an independent and objective audit and advisory service which is designed to add value and improve the Corporation's operations. Group Audit helps the ABC to achieve its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

In 2012–13 Group Audit completed scheduled audits which included comprehensive, compliance, information technology and project assurance audits. Group Audit also performed unscheduled reviews at the specific request of management and continued to use technology to undertake continuous auditing and monitoring of transactional data. As in previous years, Group Audit used a combination of in-house staff and external companies to deliver audits and provide the most appropriate industry experience and technical expertise. Group Audit also provided guidance and advice to ABC management and staff on good governance, risk management, controls and policies. As part of the ABC's best practice arrangements, the Head Group Audit met regularly with the Chair of the Audit and Risk Committee during the course of

the year in addition to formal Committee meetings. In 2012–13 Group Audit's processes were reviewed against the *Australian National Audit Office Better Practice Guide on Public Sector Internal Audit*, which confirmed they align with better practice.

Further information is provided in Appendix 2 (see page 217).

Fraud control

In 2012–13, the ABC continued to implement its *Fraud Control Plan 2011–13* to ensure the Corporation met the requirements of the *Commonwealth Fraud Control Guidelines*. It promoted awareness of its fraud control measures, including the Confidential Fraud Hotline. The Corporation also participated in the annual ABC *Commonwealth Fraud Control Guidelines Annual Reporting Survey*, which was administered by the Australian Institute of Criminology.

The Managing Director is satisfied that the ABC has in place appropriate procedures and processes relating to fraud prevention, detection, investigation, reporting and data collection, and that these comply with the *Commonwealth Fraud Control Guidelines*.

Risk management

The ABC conducts a review of the ABC's Corporate Risk Profile of strategic risks twice annually to ensure they adequately reflect the current operating environment. This involves Executive Risk Committee (ERC) members, comprising representatives from each division, who canvass and table the views of their respective divisions. Once consolidated, the final outcome is discussed and endorsed by the ERC, the ABC Executive and the Audit and Risk Committee.

Operational risks are identified and reviewed on an ongoing basis, and may be proactive and relate to planning activities, or reactive and relate to incidents that have occurred. The operational risks managed through this ongoing process provide a day-to-day identification and reporting mechanism within divisions.

The ABC participated in *Comcover's 2013 Risk Management Benchmarking Survey* of 143 government agencies, which rated the Corporation's risk management practices as "Structured", representing a score of 7.8 out of 10. The ABC continues to maintain strong results when compared to the average maturity level of overall Commonwealth government departments and agencies, and in relation to the ABC's peer group.

As a part of the ABC's overall governance and risk management framework, the ABC is committed to maintaining the stability and resilience of its operations before, during and after any business disruption event. This includes prioritising the safety and welfare of its staff at all times. The ABC achieves this through its Business Continuity Management (BCM) program, which oversees the operational, process and management planning for potential business disruption, as well coordinating crisis and emergency management and recovery activities.

Corporate strategy setting

Section 31A of the ABC Act requires the Board to develop corporate plans that set out the strategic direction for the ABC. During 2012–13, the ABC developed a new three-year Strategic Plan for the period 2013–16.

The *Strategic Plan 2013–16* reinforces the ABC's six high-level strategic goals:

Audience-focused
High-quality
Innovative
Values-based
Efficient
Responsible

The new Plan recognises the change made to the ABC Charter in 2013 to include the provision of digital media services. Increased focus on online and mobile services, continued provision of high quality content, exploring the potential of emerging platforms and devices, and performing its functions efficiently and responsibly are the cornerstones of the new Plan.

The *Strategic Plan 2013–13* will come into effect on 1 July 2013.

Meeting the ABC's reporting obligations

Report against the ABC Strategic Plan

The *ABC Strategic Plan 2010–13* sets out:

- Goals—the ABC's strategic objectives. The goals align with corporate strategy established by the Board and management and the ABC's Charter obligations.
- Strategic Priorities—statements describing the behaviour and activities which will enable the achievement of the goals.
- Performance Measures—a mixture of qualitative and quantitative metrics which are used to assess performance.

Performance against the *ABC Strategic Plan 2010–13* is set out at page 135.

Compliance reporting

In June 2008, the Department of Finance and Deregulation issued Finance Circular No. 2008/5 relating to *Commonwealth Authorities and Companies Act 1997* ("CAC Act") bodies in the general government sector. The Circular requires the ABC Board to report on compliance with the CAC Act, *CAC Orders 2011* and *CAC Regulations 1997* and the Corporation's financial sustainability to the Minister of Finance and Deregulation and the ABC's responsible Minister by 15 October each year.

To meet these requirements, the ABC has established an internal compliance reporting framework.

The Board signed and submitted the Compliance Report relating to the 2011–12 reporting period before the due date in October 2012.

Freedom of information

The *Freedom of Information Act 1982* (“FOI Act”) gives the public the right to access documents held by the ABC. During the past year, the ABC received 43 requests for access to documents under the FOI Act.

Six requests were granted, six were granted in part, ten were refused, 13 were withdrawn or deemed to be withdrawn, and one was dealt with outside of the formal FOI process. Seven requests were still being processed at the end of the financial year. Of the ten requests which were refused, seven were outside the scope of the FOI Act. Part II of Schedule 2 of the FOI Act specifically excludes documents relating to the ABC’s program material from the operation of the FOI Act.

In accordance with s8(1) of the FOI Act, the ABC has prepared an Agency Plan which describes how the ABC will comply with the Information Publication Scheme requirements set out in Part II of the FOI Act. The ABC’s Agency Plan and Disclosure Log are published on the ABC’s website: about.abc.net.au/how-the-abc-is-run/what-guides-us/freedom-of-information/

Annual report

The ABC is required by s.9 of the CAC Act to prepare an annual report. The report must be submitted to the responsible minister for presentation to the Parliament. The *ABC Annual Report 2011–12* was submitted to Senator the Hon Stephen Conroy, Minister for Broadband, Communications and the Digital Economy and was tabled in Parliament on 12 October 2012.

The *ABC Annual Report 2011–12* received a gold award in the Australasian Reporting Awards for the quality of its content and presentation. This was the tenth successive ABC Annual Report to win gold.

Audience contact

Another important avenue for assessing the ABC’s performance with its core constituency is through audience feedback, including complaints.

Written complaints about issues such as factual inaccuracy, bias or inappropriate content are referred to the ABC’s Audience and Consumer Affairs unit. Audience and Consumer Affairs is independent of ABC program areas and can investigate written complaints referring to possible breaches of the *ABC Editorial Policies* or *ABC Code of Practice*. The unit also coordinates responses to a range of programming and policy enquiries.

The ABC Reception Advice Line is the first point of contact for viewers and listeners experiencing technical problems receiving ABC television or radio. A summary of audience contacts to the Reception Advice Line is set out at page 147.

In 2012–13, Audience and Consumer Affairs logged 47 205 audience contacts, a 0.3% increase on the 47 050 contacts logged by Audience and Consumer Affairs in 2011–12.

The profile of contacts reported by Audience and Consumer Affairs reflects the particular remit of the unit. Written complaints alleging a breach of the *ABC Code of Practice* or *ABC Editorial Policies* received elsewhere in the ABC are required to be referred to Audience and Consumer Affairs in the first instance, whereas requests, suggestions, praise and other comments are not. This, and the unit’s specialist complaints-handling focus, means that the proportion of contacts received by Audience and Consumer Affairs which are complaints will generally be higher than the proportion received elsewhere throughout the Corporation.

Summary of Contacts Received

Contact type	Email/Letter/Other	
	Number	%
Complaint	21 857	46.3
Request/Suggestion	17 226	36.5
Other	4 215	8.9
Appreciation	3 907	8.3
Total	47 205	100.0

Subject Matter of Contacts Received

Subject	Email/Letter/Other	
	Number	%
Requests for information, programs, product availability and other matters	21 441	45.4
Complaints about program standards, scheduling and other matters	16 225	34.4
Appreciation of programs and presenters	3 907	8.3
Party political bias	2 139	4.5
Bias (other than party political)*	1 523	3.2
Complaints of factual inaccuracy	1 385	2.9
Lack of balance	585	1.3
Total	47 205	100.0

* Includes claims of bias in relation to issues such as sport and religion.

Key concerns reflected in audience contacts received by Audience and Consumer Affairs this year included 590 written complaints in relation to promotions about specific programs as well as promotions generally. Concerns raised included that promotions were intrusive, too loud and that there were too many of them.

There were 523 complaints about a 7.30 interview between Leigh Sales and Opposition Leader, the Hon Tony Abbott MP on 22 August 2012. The majority of the complaints were that the interview reflected anti-Opposition bias or that it was conducted aggressively. There were also 376 appreciative contacts about the interview.

There were 394 complaints about the ABC's coverage of the 2012 London Paralympics, primarily that there was too much focus on commentators in the studio and that the commentary itself was of poor quality. There were also 456 appreciative contacts from viewers who praised the coverage as professional, informative and passionate.

The ABC received 375 complaints from viewers who were disappointed with the ABC's decision to discontinue production of the *Marngrook Footy Show*.

Of the 21 857 complaints received, 3 662 were claims of party political or other bias, 585 alleged lack of balance and 1 385 were claims of factual inaccuracy. These complaints related to a broad range of ABC programs and services.

Timeliness

Audience and Consumer Affairs seeks to respond to all contacts within 30 days of receipt, in accordance with the timeliness standard for complaint handling that is specified in the ABC's Complaint Handling Procedures.

Written complaints finalised

		Number	%	Number	%
Response from A&CA	Response made within 30 days	5 527	74.3	7 440	35.0
	Response made within 60 days	7 242	97.3		
Referred to other areas of the ABC for direct response				8 148	38.3
No response required				5 692	26.7
Total written complaints finalised				21 280	100.0

Between 1 July 2012 and 30 June 2013, ABC Audience and Consumer Affairs responded directly to 13 608 audience contacts. Of these, 9 820 (72.2%) received responses within 30 days.

Complaint outcomes

During 2012–13, 21 280 written complaints were finalised by Audience and Consumer Affairs. The unit provided a personal response to 7 440 of these complaints (comprising 7 480 issues), of which 5 527 (74.3%) received responses within 30 days. There were 8 148 complaint contacts referred to other areas of the Corporation for direct response and no substantive response was required for 5 692 complaint contacts.

These 7 440 responses to complaints sent by Audience and Consumer Affairs this year includes two distinct groups of complaints:

- complaints investigated by Audience and Consumer Affairs which alleged breaches of the *ABC Editorial Policies* or *ABC Code of Practice*; and
- complaints about matters of personal preference which do not raise issues of compliance with the ABC's editorial standards, and for which Audience and Consumer Affairs provide an audience liaison service.

This latter group of complaints makes up the larger number of the total. As these complaints do not go to the ABC's editorial standards, they are not formally investigated and are not capable of being upheld.

During 2012–13, 3 177 complaint issues were investigated. A total of 220 (6.9%) were upheld in cases where Audience and Consumer Affairs determined that ABC editorial standards had not been met. A further 90 issues were resolved (2.8%) after the relevant content area took prompt and appropriate action to remedy the cause of the complaint.

All findings in relation to upheld and resolved complaints are brought to the attention of the senior editorial staff responsible. In 2012–13, actions taken in

response to upheld and resolved complaints included written apologies to complainants; on-air corrections; counselling or other action with staff; removal of inappropriate content or correction of material on ABC Online; and reviews of and improvements to procedures.

Summaries of upheld and resolved complaints are published on abc.net.au as individual complaints are finalised, providing timely access to complaint decisions. The ABC also publishes a quarterly statistical overview of audience contacts on its website.

Australian Communications and Media Authority

Members of the public who complain to the ABC about matters covered by the *ABC Code of Practice* and who are dissatisfied with the ABC's response, or who do not receive a response to their complaint within 60 days, may seek review from the Australian Communications and Media Authority (ACMA).

During 2012–13, the ACMA advised the ABC that it had finalised investigations into 47 such matters (compared to 55 in 2011–12).

In one case in 2012–13, the ACMA found a breach of the *ABC Code of Practice*:

- Fair and honest dealing: ACMA concluded that a *Media Watch* segment made an allegation against a journalist and was obliged to offer him a fair opportunity to respond.

ACMA was satisfied with actions taken by the ABC in response to this finding and did not invoke its further statutory powers that allow it to recommend that the ABC take further action.

Commonwealth Ombudsman

The Ombudsman's office commenced one investigation into the ABC's handling of a complaint during the current reporting period. The Ombudsman's office decided that the complaint did not warrant further investigation and therefore made no finding. ■

The ABC is required by the ABC Act to prepare corporate plans which outline the overall strategies and policies that the Corporation will follow to achieve its objectives and fulfil its functions. This report documents the ABC's performance against the six strategic goals in the *ABC Strategic Plan 2010–13*.

The ABC's performance is reported on two levels:

Goals: A “dash-board” summary of the ABC's performance in relation to its six strategic objectives.

Indicators: Summary results against specific measures, with cross-references to data and information which demonstrates the ABC's performance.

Goal

Audience focused: To provide a range of media experiences to meet the needs and expectations of diverse audiences. 1

High quality: To consistently deliver content which reflects the ABC's commitment to quality, independence and high editorial standards. 1

Innovative: To pursue new ideas, opportunities and partnerships, and grow our capabilities for the future. 1

Values based: To demonstrate ABC Values in every aspect of our work. 2

Efficient: To maximise the efficient and effective use of resources. 2

Responsible: To be visible and active in the community, setting high standards of social, environmental and regulatory responsibility. 1

Key

Assessment of overall performance (based on trends demonstrated by Performance Indicators):

- 1 Achieves or exceeds
- 2 Within acceptable range
- 3 Improvement required

Audience focused

To provide a range of media experiences to meet the needs and expectations of diverse audiences.

Performance indicator	2012–13 result		See also
Maintain or improve community satisfaction (compared to 2007–10 levels) expressed in terms of the percentage of Australians who consider that the ABC:		2 ¹¹⁸	30
– provides a good balance between programs of wide appeal and specialised interest	80% (85% average for 2007–10) ¹¹⁹		
– provides programs of an educational nature	83% (87% average for 2007–10)		
– encourages and promotes Australian performing arts, such as music and drama	79% (81% average for 2007–10)		
– is distinctively Australian and contributes to Australia's national identity.	82% (85% average for 2007–10)		
Increase the reach of ABC services in Australia	73% total reach (71% in 2011–12)	2	30
Maintain or increase the availability of ABC International services within its target markets using rebroadcast partners	Approximately 660 rebroadcast partners (667 in 2011–12)	1	66
Increase the usage of iview	4.8% increase in monthly visitors to iview	1	51
Increase access to ABC content via ABC Commercial's products and services	See Section 2, ABC Commercial	1	69
Increase the volume of ABC audio and video content that is accessed online, including streaming and vodcast and podcast downloads	4% increase in podcast downloads	2	146
Extend cross-promotion of ABC products and services across each platform and network	18% average cross-promotion across all ABC radio networks (20% in 2011–12) ¹²⁰	1	
Increase the volume of first-run Australian drama content on ABC TV	48 hours on ABC1 (66 hours in 2011–12)	2	231

118 Standards for assessing performance have been formulated taking into account the relevant margins of error. The standard is: a change of +5 percentage points is deemed achieved or exceeds (blue); within a 5 percentage point shift point is deemed within acceptable range (green); a change of -5 percentage points is deemed improvement required (red).

119 Comparative results for all community satisfaction measures are averages for the period 2007–10.

120 Radio cross promotion means promotion of all non-Radio activity (ABC Commercial, Television, Innovation, Corporate).

Performance indicator	2012–13 result		See also
Increase the volume of Australian children's content on ABC3 (as a % of total broadcast hours on that network)	49% (51.2% in 2011–12)	2	50
Maintain minimum levels of Australian music content broadcast on Radio networks	All radio networks exceeded the target levels of Australian music content	1	144
Maintain a broad genre mix to provide a balance between programs of wide appeal and specialised interest	Content broadcast on ABC1 and ABC2 across 12 genres	1	46
Continue to broadcast programs of an educational nature across all platforms	See Section 4, Corporate Responsibility (Information and education)	1	111
Maintain or increase the ABC's share of Australian television and radio audiences	Total radio share increased to a record high of 24.2% (23.6% in 2011–12) Total ABC free-to-air share (metropolitan day-time) increased to 24.3% (from 22.9%)	1	31
Maintain or increase the size of ABC International audiences	See Section 2, Audience Experiences (International Audiences)	1	63
Obtain general and targeted advice from the ABC Advisory Council regarding audience needs, interests and expectations	See Appendix 5, Corporate Governance (ABC Advisory Council)	1	153
Increase opportunities for audiences to contribute, discuss and share content and opinions on ABC platforms	See Section 2, Audience Experiences	1	129
Maximise the provision of ABC News content across existing and emerging platforms	See Section 2, Audience Experiences (News)	1	53
Provide a broad coverage of news from the Asia-Pacific region, including social, cultural, political and economic issues	See Section 2, Audience Experiences (International Audiences)	1	63

High quality

To consistently deliver content which reflects the ABC's commitment to quality, independence and high editorial standards.

Performance indicator	2012–13 result		See also
Increase compliance with the <i>ABC Editorial Policies</i> and the <i>ABC Code of Practice</i>	See Section 5, Governance (Corporate Governance)	1	129
Respond to all written complaints within the 60-day statutory timeframe set by the <i>Broadcasting Services Act 1992</i>	97.3% responded to within 60 days (99.4% in 2011–12)	2	133
Regularly evaluate programs for quality purposes	See Section 4, Corporate Responsibility (Sustainability in a Broadcasting Context)	1	106
Refresh editorial policies training for editorial staff each year	See Section 3, Inside the ABC (ABC People)	1	87
Maintain or improve community satisfaction (compared to 2007–10 levels) expressed in terms of the percentage of Australians who consider that the ABC:		2	30
– is balanced and even-handed when reporting news and current affairs	78% (82% in 2007–10)		
– provides quality programming on:			
Television	78% (82% average for 2007–10)		
Radio	64% (67% average for 2007–10)		
Online	86% (90% average for 2007–10)		
Reduce the incidence of material errors in ABC programs, and correct them as appropriate	See Section 4, Corporate Responsibility (Sustainability in a Broadcasting Context)	1	106
Maintain or increase awareness and usage in the South Pacific of the ABC's services to that region	See Section 2, Audience Experiences (International Audiences)	1	63

Innovative

To pursue new ideas, opportunities and partnerships, and grow our capabilities for the future.

Performance indicator	2012–13 result		See also
Maintain or improve community satisfaction (compared to 2007–10 levels) expressed in terms of the percentage of Australians who perceive the ABC to be innovative	73% (74% average for 2007–10)	2	30
Develop new ways to make ABC content available and accessible	See Section 2, Audience Experiences (Online)	1	59
Enter into new business arrangements for the production and distribution of ABC products	See Section 2, Audience Experiences (ABC Commercial)	1	69
Increase overall value of funding by securing grants, and by partnering with independent producers and government funding agencies as appropriate	\$101 million was combined with \$111 million of independent funding to deliver \$212 million of television production (leverage ratio of 2.1 :1)	1	
Develop and implement an integrated information, communication and technology strategy	See Section 3, Inside the ABC (Infrastructure and operations)	1	82
Provide efficient technical and strategic solutions for the development and publishing of ABC content to digital platforms	See Section 2, Audience Experiences (Online)	1	59
Receive industry nominations, awards and recognition for innovation	See Appendix 14, (Awards)	1	237
Invest a minimum 2% of base salary expenditure in training and development	1.82% (2.03% in 2011–12)	2	87
Increase the retention rate of high performing leaders	Insufficient data available to provide a meaningful assessment of performance		
Demonstrate a commitment to leadership development through targeted leadership programs	See Section 3, Inside the ABC (ABC People)	1	87

Values based

To demonstrate ABC Values in every aspect of our work.

Performance indicator	2012–13 result		See also
Increase the visibility of ABC Values in the workplace, demonstrated by their inclusion in ABC processes and activities	See Section 3, Inside the ABC (ABC People)	1	87
Reduce the number of bullying, harassment and discrimination incidents	One substantiated incident of harassment	1	
Reduce the number of fraud incidents	Fraud allegations and investigations are reported annually to the Board Audit and Risk Committee		
Maintain or improve community satisfaction (compared to 2007–10 levels) expressed in terms of the percentage of Australians who believe the ABC reflects the cultural diversity of the Australian community	79% (81% average for 2007–10)	2	30
Achieve the targets set in the ABC's <i>Reconciliation Action Plan</i> for the number of placements in the ABC's Indigenous scholarships and cadetship programs	9 employees undertaking DEEWR Internships or cadetships (11 cadetships in 2011–12)	1	150
Achieve the target set in the ABC's <i>Reconciliation Action Plan</i> for indigenous employment	1.28% against a target of 2% (1.45% in 2011–12)	3	150
Provide content on all platforms that gives expression to Australia's social, cultural and regional diversity	See Section 4, Corporate Responsibility (Social Responsibility)	1	119
Improve the completion rate and timeliness of performance appraisals	86% of appraisals which fell due in 2012–13 were completed on time (76% in 2011–12)	1	
Increase the internal recognition of innovation across all aspects of the ABC's business	See Section 3, Inside the ABC (ABC People)	1	87

Efficient

To maximise the efficient and effective use of resources.

Performance indicator	2012–13 result		See also
Maintain or improve community satisfaction (compared to 2007–10 levels) expressed in terms of the percentage of Australians who believe the ABC is efficient and well managed	66% (71% average for 2007–10)	2	30
Identify and realise savings for reinvestment in the ABC	Identifying savings for reinvestment is part of the ABC's ongoing review of activities	1	
Increase the utilisation rate of production facilities and staff	90.6% utilisation of production staff (89.1% in 2011–12)	1	
Increase the percentage of total revenue that is from non-appropriation sources	2.8% (3.2% in 2011–12)	2	
Increase the retention rate of high performing employees	43% of employees who resigned and were appraised during 2012–13 were high-performing (43% in 2011–12)	2	
Increase the percentage of new employees who exceed expected performance standards	Insufficient data available to provide a meaningful assessment of performance		
Increase the contribution ABC Commercial makes to ABC net revenue	\$1.1 million (\$5.5 million in 2011–12)	3	69
Maintain robust systems for reviewing high-value contracts	All contracts with a value of \$400 000 or greater are subject to review by the ABC Contracts Review Committee. ¹²¹ The Board approves procurements of \$20 million or greater	1	

¹²¹ Information is commercial-in-confidence and not disclosed.

Responsible

To be visible and active in the community, setting high standards of social, environmental and regulatory responsibility.

Performance indicator	2012–13 result		See also
Provide comprehensive coverage of events which are of significant national interest, including state, territory and federal elections	See Section 2, Audience Experiences	1	27
Maintain or improve community satisfaction (compared to 2007–10 levels) expressed in terms of the percentage of Australians who value the ABC and its services to the community	85% (88% average for 2007–10)	2	30
Develop and undertake projects to assist other public broadcasters in the region to become strong and responsible media organisations	See Section 2, International Audiences (International Development)	1	68
Participate in appropriate conferences, forums and discussions with other media organisations	See Section 2, International Audiences (International Relations)	1	68
Demonstrate an ability to respond quickly and effectively to community needs in emergency situations	See Section 4, Corporate Responsibility (Emergency Broadcasting)	1	121
Maintain and build partnerships with emergency services organisations	See Section 4, Corporate Responsibility (Emergency Broadcasting)	1	121
Increase the percentage of new employees who complete WH&S induction within 6 weeks of their commencement	88% compliance (79% in 2011–12)	1	92
Demonstrate improvements in WH&S (including reducing the number of work-related incidents and injuries, reducing the number of days lost due to injury or illness, and increasing the percentage of incidents that are reported within 24 hours of the incident occurring)	See Section 3, Inside the ABC (Health and Safety)	2	92
Improve performance against international corporate social responsibility benchmarks	See Section 4, Corporate Responsibility	1	103
Improve the environmental impact of the ABC's operations (including reducing net greenhouse gas emissions, and energy and water consumption)	See Section 4, Corporate Responsibility	1	103
Comply with all statutory reporting obligations (including Compliance Report, WH&S Reports, Annual Report, etc)	See Section 5, Corporate Governance	1	
Review all policies and related documents and processes on a regular basis, updating them as required	Policies were reviewed and updated by the ABC's Policy Reference Group as part of a structured workplan	1	

THE ABC IS AN AGENCY within the portfolio of the Department of Broadband, Communications and the Digital Economy. As at 30 June 2013, the responsible Minister was the Hon Anthony Albanese MP. During the reporting period, Senator the Hon Stephen Conroy also served as responsible Minister.

The ABC is granted annual appropriations from the Australian Government, and is required to measure its performance in terms of four specified outcomes.

Outcome 1

Informed, educated and entertained audiences—throughout Australia and overseas—through innovative and comprehensive media and related services. Outcome 1 is delivered through three programs: ABC Radio, ABC Television and Online.

Program 1.1 – Radio

The Objective of this Program is to provide distinctive radio programs that serve all local and regional communities throughout Australia, and satisfy diverse audience needs, nationally and internationally.

KPI: Radio share

Measure: Levels achieved in 2012–13 compared with results in 2011–12.

Performance: The ABC’s overall five metropolitan city share in 2012–13 was 24.2%, compared with 23.6% in 2011–12.

Metropolitan Share	2012–13	2011–12
	%	%
Sydney	23.5	23.2
Melbourne	23.7	22.6
Brisbane	23.7	23.0
Adelaide	25.5	25.7
Perth	26.2	26.5
Five-City Metropolitan	24.2	23.6

Source: Nielsen

KPI: Radio reach

Measure: Levels achieved in 2012–13 compared with results in 2011–12.

Performance:

Metropolitan Average Weekly Reach	2012–13	2011–12
Sydney	1 423 000	1 391 000
Melbourne	1 420 000	1 384 000
Brisbane	654 000	637 000
Adelaide	402 000	409 000
Perth	624 000	594 000
Five-City Metropolitan	4 523 000	4 415 000

Due to severe floods in Queensland in 2011, Survey 1 was not conducted in Brisbane. Radio share for Brisbane is based on Surveys 5-8 (2010) and Surveys 2-4 (2011). This affects both the Brisbane and the five-city results.

KPI: International reach

Measure: Levels achieved in 2011–12 compared with previous years and based on available research in particular countries.

Performance: Available metrics indicate overall increases in reach of Radio Australia services (see page 66).

KPI: Audience appreciation

Measure: Percentage of people who consider the quality of programming on ABC Radio is good in 2012–13 compared with results in 2011–12.

Performance: According to the ABC *Newspoll Appreciation Survey 2013*, the majority of Australians describe the quality of programming on ABC Radio as “good” (64% in 2012–13 compared with 61% in 2011–12).

KPI: Levels and mix of Australian content

Measure: Levels of Australian music on those radio networks which broadcast music.

Performance: All radio networks that broadcast music have a strong commitment to Australian music and have set annual targets. In 2012–13, all radio networks exceeded their annual target.

	Target	2012–13	2011–12
ABC Radio National	25%	41.1	46.5
ABC Local Radio	25%	33.5	33.1
ABC Classic FM	30%	30.6	29.6
triple j	40%	47.3	47.2
ABC Dig Music	40%	42.3	41.7
ABC Jazz	25%	31.5	30.9
ABC Country	25%	30.2	32.6

KPI: Quality assurance

Measure: Results of Editorial Policy Assurance surveys relating to news and information on ABC Radio.

Performance: No Quality Assurance projects relating to news and information on ABC Radio were undertaken in 2012–13.

KPI: Complaints management

Measure: Efficiency of complaints management measured by performance against statutory timelines.

Performance: See page 133.

Program 1.2—Television

The Objective of this Program is to present television programs of wide appeal and more specialised interest that contribute to the diversity, quality and innovation of the industry generally.

KPI: Audience share

Measure: Levels achieved in 2012–13 compared with results in 2011–12.

Performance: In daytime (6 am to 6 pm), total ABC Television (ABC1, ABC2, ABC3 and ABC News 24) five metropolitan city free-to-air share in 2012–13 was 24.3%, compared to 22.9% in 2011–12. Regional free-to-air share in the daytime timeslot was 27.9% in 2012–13, compared to 27.4% in 2011–12.

TOTAL ABC**Daytime (6 am to 6 pm)—Free-to-air share**

People	2012–13	2011–12
Metropolitan Share	%	%
Sydney	23.7	22.2
Melbourne	25.1	25.2
Brisbane	23.8	21.1
Adelaide	24.6	23.1
Perth	24.1	21.5
Five-City Metropolitan All	24.3	22.9

Regional Share

	%	%
Southern NSW	27.4	25.8
Northern NSW	29.9	32.1
Victoria	27.1	27.7
Queensland	25.3	22.8
Tasmania	33.7	31.2
Regional All	27.9	27.4

Source: OzTAM metro and Regional TAM consolidated data.

In primetime (6 pm to midnight), total ABC Television (ABC1, ABC2, ABC3 and ABC News 24) five metropolitan city free-to-air share in 2012–13 was 17.8%, compared with 16.3% in 2011–12.

Regional free-to-air share in the primetime timeslot in 2012–13 was 19.5% compared with 17.9% in 2011–12.

TOTAL ABC**Primetime (6 pm to midnight)—Free-to-air share**

People	2012–13	2011–12
Metropolitan Share	%	%
Sydney	18.0	17.0
Melbourne	17.8	16.1
Brisbane	17.0	15.2
Adelaide	18.0	16.2
Perth	18.9	17.3
Five-City Metropolitan All	17.8	16.3

Regional Share	%	%
Southern NSW	18.8	17.9
Northern NSW	22.0	20.3
Victoria	18.1	16.6
Queensland	16.7	14.9
Tasmania	25.6	23.3
Regional All	19.5	17.9

Source: OzTAM metro and Regional TAM consolidated data.

KPI: Audience reach

Measure: Levels achieved in 2012–13 compared with results in 2011–12.

Performance: Average weekly reach in the five metropolitan cities:

Total ABC Television (ABC1, ABC2, ABC3 and ABC News 24): 9.43 million (59.9%) compared with 9.41 million in 2011–12 (60.5%)

TOTAL ABC

Average weekly Metropolitan Reach	2012–13	2011–12
	%	%
Sydney	56.9	57.8
Melbourne	61.8	62.4
Brisbane	59.2	58.8
Adelaide	65.1	67.3
Perth	60.1	60.4
All Metropolitan	59.9	60.5

TOTAL ABC

Regional Reach	%	%
Southern NSW	63.7	64.9
Northern NSW	61.2	60.4
Victoria	68.5	69.2
Queensland	64.0	61.3
Tasmania	69.2	68.2
All Regional	64.2	63.6

Source: OzTAM and RegionalTAM consolidated data.

KPI: Audience appreciation

Measure: Percentage of people who consider the quality of programming on ABC Television is good in 2012–13 compared with results in 2011–12.

Performance: According to the Newspoll *ABC Appreciation Survey 2013*, the majority of Australians describe the quality of programming on ABC Television as “good” (78% in 2012–13, the same as in 2011–12).

KPI: Quality assurance

Measure: Results of Editorial Policy Assurance surveys relating to news and information on ABC Television.

Performance: No Quality Assurance projects relating to news and information on ABC Television were undertaken in 2012–13.

KPI: Complaints management

Measure: Efficiency of complaints management measured by performance against statutory timelines.

Performance: See page 133.

KPI: Australian content

Measure: Percentage of first-run Australian content in 2012–13 compared with 2011–12.

Performance: 6 pm–midnight: 43% on ABC 1 (45% in 2011–12).

6 am–midnight: 47% on ABC 1 (the same as in 2011–12).

These results reflect the hours broadcast from the Sydney transmitter, comprising national and local New South Wales transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content.

KPI: Australian children's content

Measure: Percentage of Australian children's television programs on ABC2 and ABC3 in 2012–13 compared with 2011–12.

Performance: 38.7% of ABC4Kids and ABC3 (31.0% of ABC2 and ABC3) compared with 31.9% and 25.8% in 2011–12.

KPI: State/local television

Measure: Percentage of state/local "breakout" television broadcast hours in 2012–13 compared with 2011–12.

Performance: Of the 10 896 total ABC1 television hours, 2 251 hours (20.6%) were unduplicated, state-based, first-run television broadcast hours compared to 21.0% in 2011–12.

Program 1.3—Online

The Objective of this Program is to engage audiences through new media services including the internet and emerging broadband and mobile platforms.

KPI: Audience reach

Measure: Levels achieved in 2012–13 compared with results in 2011–12.

Performance: ABC Online's monthly reach in the active Australian internet population averaged 22.0% in 2012–13 (22.9% in 2011–12), with a peak of 23.5% in October 2012.

KPI: Audience appreciation

Measure: Percentage of people who consider the quality of content on ABC Online is good in 2012–13 compared with 2011–12.

Performance: According to the Newspoll *ABC Appreciation Survey 2013*, the majority of Australians describe the quality of content on ABC Online as "good" (86% in 2012–13, compared with 89% in 2011–12).

KPI: Total podcasts

Measure: Levels achieved in 2012–13 compared with 2011–12.

Performance: 66 million ABC podcasts were downloaded in 2012–13 compared with 69 million in 2011–12.

KPI: Total vodcasts

Measure: Levels achieved in 2012–13 compared with 2011–12.

Performance: Vodcast data is not available due to changes in video content file types.

KPI: Quality assurance

Measure: Results of Editorial Policy Assurance surveys relating to news and information on ABC Online.

Performance: No Quality Assurance projects relating to news and information on ABC Online were undertaken in 2012–13.

KPI: Complaints management

Measure: Efficiency of complaints management measured by performance against statutory and ABC-imposed timelines.

Performance: See page 133.

KPI: Digital classroom

Measure: Level of audio/video clips, hours of contemporary educational content and number of interactive educational activities.

Performance:

	2012–13
Number of video clips	685
Number of audio clips	80
Hours of educational content	Approximately 83 hours ¹²²
Interactive educational activities	220

Outcome 2:

Audiences' access to ABC satellite and analog terrestrial radio and television transmission services is, at a minimum, maintained year-on-year through the management of Transmission Service Agreements. Outcome 2 is delivered through one program.

Program 2.1 – Analog Terrestrial Transmission Services

The Objective of this Program is to provide ABC satellite and analog terrestrial transmission services through the effective management of Transmission Service Agreements.

KPI: Number of analog terrestrial transmission services

Measure: Number in 2012–13 compared with 2011–12.

Performance:

	2012–13	2011–12
Analog Television	76	268
Domestic Radio	708	700
International Radio	8	8
Total	792	976

During the reporting period the total number of analog television services declined as part of the digital television conversion scheme. A total of 192 analog services were switched off during 2012–13.

¹²² Includes small interactives and games in the library collection, Zoom, Making the News, student collections and teacher resources.

KPI: Audience contacts via the ABC Reception Advice Line

Measure: Levels achieved in 2012–13 compared with results in 2011–12.

Performance: The ABC monitors audience responses to transmission issues via its Reception Advice Line (RAL). In 2012–13, this unit received the following television and radio services enquiries:

	2012–13	2011–12
Total number of emails received	2 901	2 585
Total number of letters received	26	22
Total number of telephone enquiries received	22 782	22 290
Total enquiries	25 709	24 897
Total number of hits to the RAL website	939 500	1 307 262

Note: these figures reflect both analog and digital transmission contacts

The unit assists the public to improve their ABC television and radio reception, responds to broader ABC transmission enquiries and works with the ABC's transmission providers to identify and resolve transmission faults.

KPI: Transmission performance as reported by Broadcast Australia

Measure: Levels of Total Network Availability and Total "On-air Availability" in 2012–13 compared with 2011–12.

Performance: Performance in 2012–13 was similar to 2011–12. See ABC Distribution and Transmission Network aggregated performance, page 83.

Outcome 3:

Audience access to ABC digital television services is provided, in accordance with Government-approved implementation policy, through the rollout and maintenance of the associated distribution and transmission infrastructure. Outcome 3 is delivered through one program.

Program 3.1 – Access to Digital Television Services

The Objective of this Program is to implement the rollout of digital television transmission services.

KPI: Degree to which the Australian population has access to ABC digital television transmissions

Measure: 2012–13 results compared with 2011–12.

Performance: The coverage of ABC digital television transmissions by percentage of the population was as follows:

	2012–13	2011–12
Australia	98.53%	97.97%
NSW/ACT	98.98%	98.54%
Vic	99.50%	99.19%
Qld	97.98%	97.21%
WA	97.53%	96.71%
SA	99.23%	98.94%
Tas	97.73%	97.04%
NT	78.00%	74.05%

Notes: 2011–12 and 2012–13 population was derived from Australian Bureau of Statistics (ABS) 2011 Census data.

The coverage percentages are for Managed Services provided by Broadcast Australia for which the ABC holds an apparatus licence.

KPI: Terrestrial facilities operate within the limits set by the relevant Transmitter Licence and the approved Implementation Plan

Measure: All facilities meet the requirements.

Performance: This target was achieved.

KPI: The number of digital terrestrial television facilities in operation against the approved Implementation Plans

Measure: Number of facilities in operation and in test mode compared to approved Implementation Plans.

Performance: There were 402 approved Implementation Plans and 400 digital terrestrial services in operation as at the end of June 2013. Five facilities were in test mode.

Outcome 4:

Audience access to ABC digital radio services is provided, in accordance with Government-approved implementation policy, through the roll-out and maintenance of the associated distribution and transmission infrastructure. Outcome 4 is delivered through one program.

Program 4.1 – Access to Digital Radio Services

The Objective of this Program is to implement the roll-out of digital radio transmission services to the five mainland state capital cities.

KPI: Degree to which the five mainland state capital cities have access to ABC digital radio transmissions

Measure: 2012–13 results compared with 2011–12.

Performance: Digital radio services continued in the five mainland state capital cities throughout 2012–13.

KPI: Terrestrial facilities operate within the limits set by the relevant Transmitter Licence and the approved Implementation Plan

Measure: All facilities meet the requirements.

Performance: This target was achieved. ■

Overall achievement

Areas for improvement

*Reconciliation Action Plan
2013–15*

The Bonner Committee

Through the Reconciliation Action Plan (RAP) program, organisations develop business plans that document what they will do within their sphere of influence to contribute to reconciliation in Australia.

The ABC's RAP outlines practical actions the Corporation will take to build strong relationships and enhanced respect with Aboriginal and Torres Strait Islander peoples.

IN OCTOBER 2009, the ABC published the *Reconciliation Action Plan 2009–12* (RAP), which committed the Corporation to a long-term course of action to improve opportunities for Aboriginal and Torres Strait Islander people in the four key areas of cultural understanding and respect, employment, content and community links. The inaugural ABC RAP spanned the period from November 2009 to October 2012.

During the first half of the reporting period, the Corporation developed a new RAP for 2013–15 that built on the successes of the *RAP 2009–12*, while applying new approaches to areas where targets were not achieved. The *RAP 2013–15* came into effect on 1 January 2013. In December 2012, the ABC extended the reporting period of the *RAP 2009–12* to 31 December 2012 so that it aligned with the new RAP.

In February 2013, the ABC published its third and final report against the *RAP 2009–12*, covering the period November 2011 to December 2012.

The *RAP 2013–15* and the ABC's reports against its RAP are available on the Corporation's website (about.abc.net.au/how-the-abc-is-run/our-plans/).

Overall achievement

In comparison to the first two years of *RAP 2009–12*, during which a number of major changes or new programs were introduced, the final year was characterised by smaller, incremental improvements and the maintenance of programs and levels of activity that had been achieved in the first two years.

The richer and more extensive NAIDOC celebrations on air and at ABC offices around the country that began in the first year of the Plan continued in 2012. ABC Radio once again mounted a dedicated digital and online service, ABC NAIDOC, throughout the week. ABC Radio also broadcast a significant range of programs to recognise National Reconciliation Week 2012.

During the reporting period for the final report against the *RAP 2009–12*, ABC Television broadcast 110 Indigenous television programs and programs with segments explicitly covering Indigenous people, communities and/or issues. ABC Radio and News continued to focus on initiatives that create opportunities for Aboriginal and Torres Strait Islander employment, particularly in program making and cadet roles, in order to lay the ground for future Indigenous involvement in content production.

The Corporation's State and Territory Directors continued to develop and deepen relationships with Indigenous communities and organisations around the country.

Areas for improvement

While the ABC achieved the majority of its objectives—both in the final year and over the life of the RAP as a whole—in relation to respect, relationships and content, it was less successful in relation to its employment-related objectives.

In particular, the Corporation failed to significantly increase the proportion of Aboriginal and Torres Strait Islander staff within its workforce or to reach the 2% target specified in the RAP. Indigenous staff comprised approximately 1.5% of the ABC workforce throughout the life of the Plan. Similarly, while a number of divisions actively sought to attract Aboriginal and Torres Strait Islander staff, the Corporation as a whole failed in its objective of targeting 20 positions to increase Indigenous employment. In both cases, it became clear that the RAP lacked a mechanism for coordinating activity to ensure overall achievement of these objectives.

The ABC remains fully committed to increasing Indigenous employment opportunities. Accordingly, a new *ABC Indigenous Employment Strategy 2013–15* was developed, to increase Indigenous employment levels in a coordinated and strategic manner. The Strategy came into effect on 1 January 2013 and operates in parallel with the *RAP 2013–15*.

In addition, there were two areas in which the ABC achieved its stated objective, but nonetheless identified ways in which the initiative might have been improved. The first related to its program to encourage understanding and appreciation of Aboriginal and Torres Strait Islander cultures among ABC staff, which had a relatively low completion level. The second was a commitment to develop induction and mentoring support for new Indigenous staff, which was inconsistently supported by divisions. The ABC remains committed to both these programs and will review and improve them as part of the *RAP 2013–15*.

Reconciliation Action Plan 2013–15

The development of the *RAP 2013–15* was overseen by the Bonner Committee, the ABC's primary advisory and representative body on matters relating to Indigenous staff, content and communities. The Committee consulted widely, including with Indigenous ABC staff, ABC divisions and their Indigenous Reference Groups, ABC State and Territory branches, policy managers and interested individuals within the Corporation.

The RAP incorporates a new *Indigenous Employment Strategy* and adds a number of new initiatives. In particular, the ABC will recognise and celebrate National Reconciliation Week and has committed to exploring the use of Indigenous suppliers. It will also adopt appropriate cultural protocols for use by content makers and ensure that the public areas of ABC offices contain visible recognition of the traditional owners of land and the contribution of the Corporation's Indigenous staff.

The RAP was amended in April to reflect minor changes proposed by Reconciliation Australia—the organisation that oversees the RAP process.



Redfern Now

The ABC's RAP requires the Corporation to use its broadcasting platforms to showcase the stories of Indigenous Australians. In November 2012, the ABC debuted the groundbreaking drama *Redfern Now*, produced and directed by Indigenous film makers.

Over the course of six episodes, *Redfern Now* set a new standard for telling stories from and about Indigenous Australians. The series was produced and directed by Indigenous film makers, starred an Indigenous cast and was mostly shot in and around the Sydney suburb of Redfern.

The series also created employment and professional opportunities for the Indigenous film makers.

The series was very popular with audiences, with the first episode watched by a national average of 1.1 million viewers.

The RAP 2013–15 comprises the following 25 initiatives:

Respect

- Support the Bonner Committee, the ABC's Indigenous advisory group, which monitors and coordinates the ABC's Reconciliation Action Plan
- Provide staff with ongoing access to the "Indigenous Culture in the ABC" program
- Use appropriate cultural protocols including Acknowledgement or Welcome to Country at events
- Adopt appropriate cultural protocols for content makers
- Continue to recognise and participate in NAIDOC Week
- Establish an Indigenous site on the ABC Intranet to provide a unified source of information in relation to Aboriginal and Torres Strait Islander staff and issues; and
- Install signage and other physical recognition of the traditional owners of land and the contribution of Indigenous ABC staff in the public foyers and reception areas of ABC offices.

Opportunities—employment

- Implement the ABC *Indigenous Employment Strategy*
- Undertake activities to increase the number of Indigenous employees at the ABC to 2% within two years (end 2014) and exceed that target in 2015
- Undertake "pipeline" activities to increase awareness of potential jobs and careers at the ABC among Indigenous secondary and tertiary students
- Provide career development opportunities for Indigenous employees
- Develop a framework to maximise retention of Indigenous employees; and
- Contribute to the growth of Indigenous employment opportunities in the wider media industry.

Opportunities—Content

- Demonstrate a stronger Aboriginal and Torres Strait Islander presence in ABC content, including regional content, and in subsequent scheduling and marketing/promotion

The ABC's new Reconciliation Action Plan (RAP) lists the ways in which ABC divisions, including Radio, Television and News are working to improve opportunities for Aboriginal and Torres Strait Islander people.

The RAP was launched in Canberra, as part of the Reconciliation Action Plan showcase, celebrating the success of RAPs across a wide range of Australian organisations.

The ABC's new RAP helps the Corporation monitor its efforts to improve opportunities for Indigenous people.

This is the ABC's second RAP, and spans the period from 1 January 2013 to 31 December 2015. It builds on the successes of the first RAP (November 2009 to December 2012), while absorbing the lessons learned from it.

The development of the current RAP was overseen by the Bonner Committee, the ABC's primary advisory and representative body on matters relating to Indigenous staff, content and communities.

The Committee consulted widely, including with Indigenous ABC staff, ABC divisions and their Indigenous Reference Groups, ABC State and Territory branches, policy managers and interested individuals within the Corporation.



- Improved integration of Aboriginal and Torres Strait Islander people into the content-making process, including new projects
- Target and develop Indigenous on-air presenters; and
- Develop internal and external communication to improve awareness of Indigenous achievement and activity in the ABC.

Relationships

- Create opportunities to build strategic partnerships and projects with Indigenous communities and relevant external organisations, with a focus on regional opportunities
- Develop opportunities with Indigenous suppliers; and
- Recognise and participate in Reconciliation Week.

Tracking Progress and Reporting

- The Bonner Committee will monitor and report on RAP actions
- Contribute to Reconciliation Australia's RAP Impact Measurement Questionnaire
- Divisional Indigenous Reference Groups (IRGs) will continue to meet

- State and Territory Indigenous Working Groups (IWGs) continue to operate; and
- The ABC will refresh the RAP.

The Bonner Committee

The Bonner Committee is the ABC's primary advisory body on issues relating to Indigenous staff, content and communities.

The Committee comprises a geographically-diverse mix of Indigenous and non-Indigenous staff. The Committee's Chair is responsible for providing advice to the Managing Director in relation to issues of relevance to Aboriginal and Torres Strait Islander staff and relationships with Indigenous communities.

The Committee met four times during the reporting period. It was responsible for monitoring progress against the ABC's RAPs and oversaw the development of the *RAP 2013–15*.

The Committee is named after the late Neville Bonner AO, who was an ABC Board Director from 1983–91 and Australia's first Indigenous Senator. ■

THE ABC ADVISORY COUNCIL was established in 1983 under the provisions of Section 11 of the ABC Act to provide advice to the Board on matters relating to the Corporation's broadcasting programs.

The 12 members of the Advisory Council are appointed by the Board. In 2012–13, the sitting term of appointments to the Council was changed to three years (from two years with a possible two-year extension).¹²³ Applications to join the Council are invited through promotions on ABC Radio, Television and Online and advertisements in the press in September and October each year.

The members of the Advisory Council for 2012–13 bring to discussions a wide range of experience and perspectives, as well as consultation with the communities they represent. The Council is made up of:

Ms Joan McKain, *Convenor* (Lake Cathie, NSW)
Ms McKain retired from the ABC in March 2010. She was with the Corporation for 17 years, and held senior executive positions in the areas of Corporate Governance and International Relations.

Dr Patrick Bradbery (Rock Forest, NSW)
Dr Bradbery, a Kamilaroi man from Western NSW, is the former Director of the Professional Development Unit at Charles Sturt University (CSU) Faculty of Business. He was the foundation Chair for the Bathurst Community Website project. He is currently an Adjunct Research Fellow in the Institute of Land, Water and Society at CSU, and is writing a book, *Unlearning to Learn*, which provides an innovative perspective on learning, particularly workplace learning.

Mrs Melissa Cadzow (Glenside, SA)

Mrs Cadzow runs two IT companies specialising in developing software and internet solutions for business and government. She has been in the IT industry for over 20 years, joining the family business in her teens and taking over as chief executive in her twenties. Her board experience arises from private companies (since 1992), not-for-profit organisations (since 2005), advisory boards (various) and government boards (since 2003) in the areas of business, information technology, parenting and health. Her ABC interests includes children's television, local radio, Australian content and innovation (including ABC iView, ABC iTunes content, website content, social media and ABC apps for smartphones).

Mr Gideon Cordover (Allens Rivulet, Tas)

Mr Cordover is a professional actor, graduating from NIDA in 2010. The current year has seen him divide his time between professional acting work and developing strategy and policy for Dying with Dignity NSW (DWDnsw) as their Communications Coordinator. Gideon graduated from high school with an International Baccalaureate diploma in 2006 and worked as a project officer for the University of Tasmania, as part of the HEADSPACE rollout—researching community attitudes on youth mental health issues. At the time he was also heavily involved with community engagement in media and the arts through his role on the Tasmanian Youth Forum and as Vice President of Tasmanian Youth Broadcasters Inc.

Mr Scott Cowans (Ellenbrook, WA)

Mr Cowans runs an IT consultancy business. He has held positions with Microsoft, Julia Ross and IBM.

Mrs Charmaine Foley (Noosa Heads, Qld)

Mrs Foley has had a varied career as a small business person. Charmaine was the Queensland Coordinator for the Council for Aboriginal Reconciliation in 1997 and 1999 when it conducted one of the largest community consultation projects ever undertaken in Australia. Charmaine is a former Maroochy Shire Councillor and urban planner, who has dedicated her career to community capacity building.

¹²³ The change to the sitting term of ABC Advisory Council members applies to new appointments.

Standing (left to right): Taylor Tran, Rena Henderson, Nakul Legha, Joan McKain (Convenor), Scott Cowans, Patrick Bradbery and Gideon Cordover. Seated (left to right): Rob Ryan, Charmaine Foley, Tania Penovic (Deputy Convenor), Melissa Cadzow and Lisa Leong.



Mrs Rena Henderson (Preston, Tas)

Mrs Henderson is a house design consultant. She is a trained sociologist and has been a field interviewer for the ABS, providing data for the Institute of Family Studies.

Mr Nakul Legha (Gungahlin, ACT)

Mr Legha is studying economics and law at the Australian National University (ANU). He is Vice President of the ANU Law Students' Society and the College of Law Faculty Representative on the ANU Students' Association. Mr Legha has worked as a Research Assistant for the ACT Health-UNSW Inter-professional Learning Research Project.

Ms Lisa Leong (Burwood, Vic)

Ms Leong is a Business Development Adviser for the law firm, Freehills. In 2003, Ms Leong left law to pursue a career in radio and joined the ABC in 2005, as a presenter for the ABC Eyre Peninsula *Breakfast* program. Prior to this, she was practising as an Intellectual Property and eCommerce lawyer in Melbourne and London.

Ms Tania Penovic (Surrey Hills, Vic)

Ms Penovic is a Deputy Director of the Castan Centre for Human Rights Law and is a lecturer in law at Monash University. She has been involved in a number of enquiries into Federal and Victorian law reform, and has conducted human rights training programs for judges and government officials. Ms Penovic has also been involved in policy writing in the area of early childhood education.

Mr Rob Ryan (Holland Park East, Qld)

Mr Ryan is the Assistant Regional Director, Child Safety and Youth Justice, Department of Communities, Queensland. Through his work, he has the opportunity to regularly present his findings across Queensland and Australia to organisations such as the Australian Association of Social Workers, the Commission for Children and Young People and Child Guardian, Regional Leadership Teams and the Australasian Statutory Child Protection Learning and Development forum.

Rob was awarded a Churchill Fellowship in 2009 on child protection and while travelling in the UK, USA and Canada saw the potential that media has to influence the community and create positive influence and change in society.

Mr Taylor Tran (Naremburn, NSW)

Mr Tran is Insights and Marketing Strategy Manager for Caltex. He is an Associate Member of the Australian Marketing Institute.

The role of members and functions of the ABC Advisory Council is to:

- Either on its own initiative or at the request of the ABC Board, advise the Board on matters relating to the Corporation's broadcasting programs
- Provide a broad representation of Australian community concerns and interests in relation to programming
- Analyse and consider reports and papers, in relation to programming, provided by the ABC
- Facilitate communication between the community and the ABC Board
- Within the framework of the Council's annual work plan, carry out consultation seeking community views on ABC programming initiatives; and
- At its discretion, hold interest group meetings from time to time.

The Council met three times during the year—in Sydney (in December 2012 and March 2013) and in Tamworth, New South Wales (in July 2012). It provided feedback to the ABC Board on a wide range of the Corporation's programs and services.

Either the ABC Chairman or the Managing Director, or both, met with the Advisory Council at each Council meeting.

ABC Divisional Directors also met with the Council to discuss key areas of interest including radio, television, online and audience research.

At the request of the Managing Director, Council members undertook detailed consultations with their communities on the following issues:

- ABC News 24—awareness, usage and overall feedback on the nature and quality of the service since it began two years ago
- ABC Open—awareness and usage of ABC Open, content opportunities, and the potential for ABC Open to extend to other platforms; and
- ABC Mobile—the relative importance of mobile technologies for the ABC, awareness and usage of ABC mobile sites and those of other media organisations, content opportunities for ABC mobile.

The Advisory Council's recommendations and commendations for the year, together with responses from ABC management, appear in Appendix 4 (page 221). ■

Casey – by ABC Open producer Solvia Middleton, Gold Coast, Queensland.

FOR ALL OF US

The ABC has a duty to use its funding efficiently and effectively. Good financial management is essential for the ABC to deliver its Charter obligations and provide maximum benefit to all Australians.





FINANCIAL PERFORMANCE

Financial summary

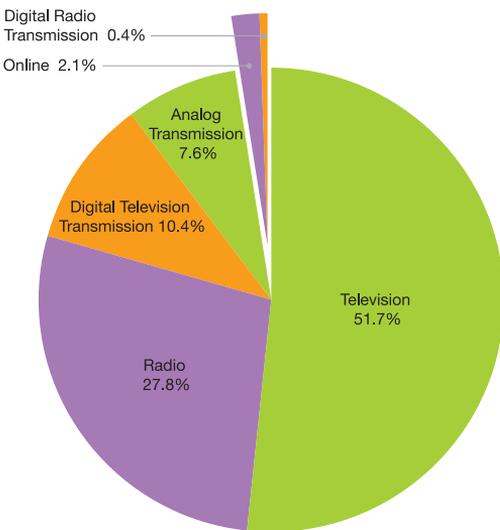
Independent auditor's report

Financial statements

Revenue by program

This graph shows how funding is allocated to six specified Programs which relate to four Outcomes. Performance against these Outcomes is reported at page 143.

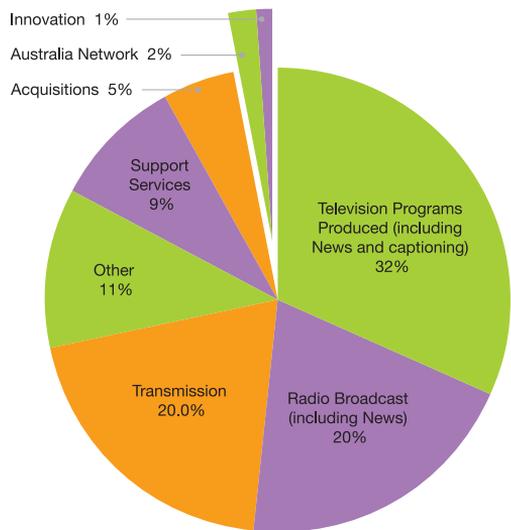
ABC Revenue from Government by Program 2013–14



Split of expenditure

Split of actual expenditure broadly represents how the ABC allocates its funds by function.

ABC Split of Actual Expenditure 2012–13



80%

Percentage of Government funding that was allocated to **content-related activities**.

70%+

Percentage of the ABC's expenditure spent on **making and distributing content**.

Completion of Annual Financial Statements

On 26 July 2013, the Audit and Risk Committee endorsed the signing of the 2012–13 Financial Statements and the Australian National Audit Office (ANAO) issued an unqualified audit opinion.

Financial Outcome 2012–13

As in previous years, the ABC operated within its total sources of funds and revenue from Government for the 2012–13 financial year.

Sources of Funds 2012–13

The ABC was allocated \$1 030.2 million in the May 2012 Federal Budget and \$12.1 million in the 2012–13 Additional Estimates process, totalling \$1 042.3 million for the 2012–13 year.

The ABC also received \$158.2 million from other sources, including ABC Commercial.

The chart “ABC Source of Funds” depicts the ABC’s budgeted funds for the various categories against actual sources for 2012–13 and its budgeted sources for 2013–14.

Application of Funds

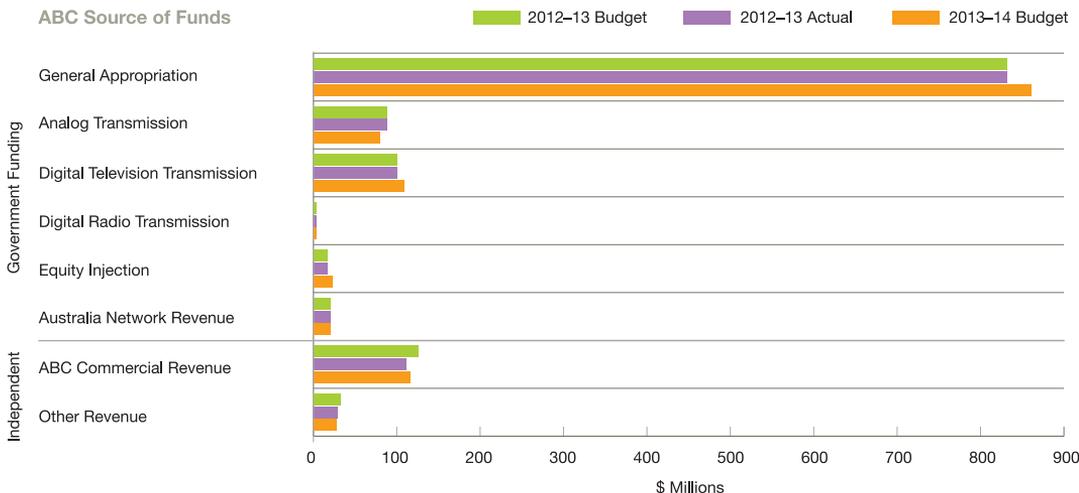
The chart “Split Actual Expenditure 2012–13” broadly represents the ABC’s application of funds by function for the 2012–13 financial year.

Source of funds

The ABC receives funding from different sources, the majority coming from the Federal Government.

\$1.03 billion

The amount allocated to the ABC in the 2013 Federal Budget.



The Year Ahead

Revenue from Government

The May 2013 Federal Budget maintained the ABC's funding base, provided a \$90 million loan from government over three years to assist with the cash flow requirements of the Melbourne Accommodation Project, and provided additional funding for journalism, digital content delivery, increased digital television coverage, and ANZAC Centenary programming.

The ABC's funding for the 2013–14 financial year is:

	\$m
Total revenue from Government per Outcomes 1, 2, 3 and 4 and including equity injection/loan	1 077.1
Less Analog Transmission funds	80.4
Less Digital Television Transmission funds	109.1
Less Digital Radio Transmission funds	3.7
Less Loan funds	20.0
Total Revenue from Government	863.9

The chart "ABC Revenue from Government by Program 2013–14" broadly represents the ABC's budgeted appropriation of funds by Program for the 2013–14 financial year.

Budget Strategy

While some additional funding was provided in the May 2013 Federal Budget, this funding is tied to specific initiatives, and terminates after three years, and is not available to address the continual cost pressures arising from the ABC's existing cost base.

Additional funding announced in the 2013–14 Budget will allow the ABC to increase the reach, impact and local relevance of news services, to develop documentaries for the ANZAC Centenary, to increase digital television coverage, and to meet the increasing demand for digital content delivered to audiences via web-based and mobile device platforms. Government loan funding will also assist the ABC in meeting the cash-flow requirements for the major property redevelopment in Melbourne.

The continuing decline in the contribution from ABC Commercial has placed further pressure on the Corporation's financial resources. Other cost pressures have also compounded this situation, especially in the areas of insurance, employer superannuation contributions, and electricity.

In this challenging environment, the 2013–14 Budget Strategy aims to deliver a balance between applying modest funding towards the critical move into mobile and online environments, while also addressing cost-base sustainability issues faced by the ABC, and ensuring existing activities are maintained at current levels and recurrent activities are funded from recurrent sources.

In the May 2013 Budget, the Government did not address the long-outstanding issue of the adequacy of ABC capital asset replacement funding. The ABC is currently assessing the implications for ABC activities in the medium term, and working on developing options to address this situation.

Comparative Revenue from Government

The 2013–14 operational revenue from Government of \$864 million represents a decrease in real funding of \$251 million (or 22.5%) since 1985–86 as depicted in the chart "ABC Operational Revenue from Government". ■

Five-year Analysis

	2013	2012	2011	2010	2009
ABC Operating	\$'000	\$'000	\$'000	\$'000	\$'000
Cost of Services	1 167 877	1 179 929	1 134 969	1 101 074	1 078 755
Operating Revenue	158 853	173 134	181 361	184 260	234 222
Net Cost of Services (a)	1 009 024	1 006 795	953 608	916 814	844 533
Share of (deficit)/surplus from jointly controlled entities	(2 311)	(2 317)	(1 732)	468	–
Revenue from Government	1 023 700	997 403	955 516	915 058	858 411
	2013	2012	2011	2010	2009
Financial Position	\$'000	\$'000	\$'000	\$'000	\$'000
Current Assets	314 343	228 804	234 548	237 927	275 761
Non-Current Assets	976 657	1 012 702	985 096	1 004 396	948 920
Total Assets	1 291 000	1 124 506	1 219 614	1 242 343	1 224 681
Current Liabilities	242 107	223 918	225 608	241 388	230 403
Non-Current Liabilities	35 081	29 022	20 590	24 161	48 187
Total Liabilities	277 188	252 940	246 198	265 549	278 590
Total Equity	1 013 812	988 566	973 446	976 774	946 091
	Ratios				
Current Ratio (b)	1.30	1.02	1.04	0.99	1.20
Equity (c)	79%	80%	80%	79%	77%

(a) Net cost of services is cost of services less operating revenue.

(b) Current assets divided by current liabilities.

(c) Equity as a percentage of total assets.

Revenue from government

The ABC operational revenue from Government graph demonstrates the value of funding in real terms over time.

In real terms, the ABC's **operational revenue has declined** over time.

ABC Operational Revenue from Government

Including Capital indexed at 2012–13 levels, December 2012 6 mths CPI Index – 22.5% reduction from 1985–86 to 2013–14





INDEPENDENT AUDITOR'S REPORT

To the Minister for Broadband, Communications and the Digital Economy

I have audited the accompanying financial statements of the Australian Broadcasting Corporation (the Corporation) for the year ended 30 June 2013, which comprise: a Statement by the Directors and Chief Financial Officer; the Statement of Comprehensive Income; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Schedule of Contingencies; and Notes to and Forming Part of the Financial Statements.

Directors' Responsibility for the Financial Statements

The directors of the Corporation are responsible for the preparation of the financial statements that give a true and fair view in accordance with the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, including the Australian Accounting Standards, and for such internal control as is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Corporation's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

Opinion

In my opinion, the financial statements of the Australian Broadcasting Corporation:

- (a) have been prepared in accordance with the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, including the Australian Accounting Standards; and
- (b) give a true and fair view of the matters required by the Finance Minister's Orders including the Australian Broadcasting Corporation's financial position as at 30 June 2013 and of its financial performance and cash flows for the year then ended.

Australian National Audit Office



Ian McPhee
Auditor-General

Canberra
26 July 2013

Financial Statements

for the year ended 30 June 2013

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In our opinion, the attached financial statements for the year ended 30 June 2013 are based on properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Commonwealth Authorities and Companies Act 1997*, as amended.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Broadcasting Corporation will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Directors.



James Spigelman AC QC
Chairman
26 July 2013

Mark Scott AO
Managing Director
26 July 2013

David Pendleton FCPA
Chief Financial Officer
26 July 2013



Statement of Comprehensive Income

for the year ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
EXPENSES			
Employee benefits	4A	477 499	486 482
Suppliers	4B	429 254	438 648
Depreciation and amortisation	4C	95 405	95 063
Program amortisation	4D	158 046	154 543
Finance costs	4E	5	286
Write-down and impairment of assets	4F	6 881	4 214
Net loss from disposal of assets	4G	787	693
Total expenses		1 167 877	1 179 929
OWN-SOURCE INCOME			
Own-source revenue			
Sale of goods and rendering of services	5A	125 982	140 208
Interest	5B	7 504	8 296
Other revenue	5C	24 674	24 181
Total own-source revenue		158 160	172 685
Gains			
Net foreign exchange gain	5D	693	449
Net gains		693	449
Total own-source income		158 853	173 134
Net cost of services		1 009 024	1 006 795
Revenue from Government	6	1 023 700	997 403
Share of deficit of jointly controlled entities	8	(2 311)	(2 317)
Surplus/(deficit)		12 365	(11 709)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to profit or loss			
Changes in asset revaluation reserve		4 257	21 429
Items subject to subsequent reclassification to profit or loss			
Gains on cash flow hedging instruments		79	5
Total other comprehensive income		4 336	21 434
Total comprehensive income		16 701	9 725

The above statement should be read in conjunction with the accompanying notes.

Balance Sheet

as at 30 June 2013

	Notes	2013 \$'000	2012 \$'000
ASSETS			
Financial assets			
Cash and cash equivalents	7A	5 850	5 823
Receivables	7B	147 533	81 449
Accrued revenue	7C	5 477	11 352
Investments accounted for using the equity method	8	17 871	18 333
Total financial assets		176 731	116 957
Non-financial assets			
Land and buildings	9A	646 512	691 972
Infrastructure, plant and equipment	9B	248 919	244 165
Intangibles	9C	35 347	38 244
Assets classified as held for sale	9D	15 000	–
Inventories	9E	153 932	133 273
Prepayments	9F	14 559	16 895
Total non-financial assets		1 114 269	1 124 549
Total assets		1 291 000	1 241 506
LIABILITIES			
Payables			
Suppliers	10A	74 609	57 560
Other payables	10B	54 732	40 743
Total payables		129 341	98 303
Provisions			
Employee provisions	11A	145 422	152 151
Other provisions	11B	2 425	2 486
Total provisions		147 847	154 637
Total liabilities		277 188	252 940
NET ASSETS		1 013 812	988 566
EQUITY			
Contributed equity		127 061	118 516
Reserves		596 634	592 298
Retained surplus		290 117	277 752
Total equity		1 013 812	988 566
Current assets		314 343	228 804
Non-current assets		976 657	1 012 702
Current liabilities		242 107	223 918
Non-current liabilities		35 081	29 022

The above statement should be read in conjunction with the accompanying notes.

Statement of Changes in Equity

for the year ended 30 June 2013

	Retained surplus		Asset revaluation reserve		Contributed equity		Hedging reserve		Total equity	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Opening balance										
Balance carried forward from previous year	277 752	289 461	592 302	570 873	118 516	125 466	(4)	(9)	988 566	985 791
Adjusted opening balance	277 752	289 461	592 302	570 873	118 516	125 466	(4)	(9)	988 566	985 791
Comprehensive income										
Net revaluation of land and buildings	-	-	4 257	21 429	-	-	-	-	4 257	21 429
Gains on cash flow hedging instruments	-	-	-	-	-	-	79	5	79	5
Surplus/deficit for the period	12 365	(11 709)	-	-	-	-	-	-	12 365	(11 709)
Total comprehensive income/(loss)	12 365	(11 709)	4 257	21 429	-	-	79	5	16 701	9 725
Transactions with owner										
<i>Distributions to owner</i>										
Return of capital	-	-	-	-	(8 555)	(12 900)	-	-	(8 555)	(12 900)
<i>Contributions by owner</i>										
Equity injection	-	-	-	-	17 100	5 950	-	-	17 100	5 950
Sub-total transactions with owner	-	-	-	-	8 545	(6 950)	-	-	8 545	(6 950)
Closing balance as at 30 June	290 117	277 752	596 559	592 302	127 061	118 516	75	(4)	1 013 812	988 566

The above statement should be read in conjunction with the accompanying notes.

Cash Flow Statement

for the year ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
		Inflows (Outflows)	Inflows (Outflows)
OPERATING ACTIVITIES			
Cash received			
Receipts from Government		1 025 200	995 903
Goods and services		130 460	134 034
Interest		7 390	8 455
Net GST received		34 653	44 446
Realised foreign exchange gains		79	5
Other		32 068	29 127
Total cash received		1 229 850	1 211 970
Cash used			
Employees		(482 499)	(464 608)
Suppliers		(631 548)	(664 114)
Finance costs		(6)	(286)
Total cash used		(1 114 053)	(1 129 008)
Net cash from operating activities	12	115 797	82 962
INVESTING ACTIVITIES			
Cash received			
Proceeds from sale of property, plant and equipment		166	232
Proceeds from investments		79 100	104 000
Total cash received		79 266	104 232
Cash used			
Purchase of property, plant and equipment		(60 782)	(89 565)
Purchase of investments		(142 799)	(86 231)
Total cash used		(203 581)	(175 796)
Net cash used in investing activities		(124 315)	(71 564)
FINANCING ACTIVITIES			
Cash received			
Equity contributed by Government		17 100	5 950
Total cash received		17 100	5 950
Cash used			
Repayment of loans		-	(5 000)
Return of capital		(8 555)	(12 900)
Total cash used		(8 555)	(17 900)
Net cash used in financing activities		8 545	(11 950)
Net increase/(decrease) in cash and cash equivalents		27	(552)
Cash and cash equivalents at beginning of year		5 823	6 375
Cash and cash equivalents at end of year	7A	5 850	5 823

The above statement should be read in conjunction with the accompanying notes.

Schedule of Commitments

as at 30 June 2013

	2013	2012
	\$'000	\$'000
BY TYPE		
Commitments receivable		
Net GST receivable on commitments	(103 434)	(113 597)
Other receivables (1)	(333 858)	(85 066)
Total commitments receivable	(437 292)	(198 663)
Commitments payable		
Capital commitments		
Buildings	494	9 483
Infrastructure, plant and equipment (2)	11 568	3 013
Total capital commitments	12 062	12 496
Other commitments		
Operating leases (3)	46 452	61 544
Attributable to joint ventures (4)	6 269	5 730
Transmission networks and services (5)	936 855	1 047 564
Television programs and rights (5)	82 922	94 717
Other (5)	125 524	66 691
Total other commitments	1 198 022	1 276 246
Net commitments by type	772 792	1 090 079

	2013 \$'000	2012 \$'000
BY MATURITY		
Commitments receivable		
One year or less	(89 686)	(56 805)
From one to five years	(207 555)	(106 476)
Over five years	(140 051)	(35 382)
Total commitments receivable	(437 292)	(198 663)
Commitments payable		
Capital commitments		
One year or less	12 060	12 496
From one to five years	2	-
Total capital commitments	12 062	12 496
Operating lease commitments		
One year or less	19 222	18 698
From one to five years	27 230	42 846
Total operating lease commitments	46 452	61 544
Other payables commitments		
One year or less	346 924	327 679
From one to five years	554 610	609 129
Over five years	250 036	277 894
Total other payables commitments	1 151 570	1 214 702
Net commitments by maturity	772 792	1 090 079

The above schedule should be read in conjunction with the accompanying notes.

- Other receivables comprise transmission, royalties, co-production commitments, resource hire, content licensing, media development support initiatives, contract revenue and grants.
- This comprises outstanding contractual commitments associated with the purchase of infrastructure, plant and equipment, including communications upgrades and technical equipment fit out.
- Operating leases included are effectively non-cancellable and comprise:

Nature of Lease

General description of leasing arrangement

- Motor vehicles—business and senior executive
Fully maintained operating lease over 24/36 months and/or 40 000/60 000km; no contingent rentals; no renewal or purchase options available.
 - Property leases—office and business premises
Lease payments subject to increase in accordance with CPI or other agreed increment; initial period of lease ranges from 1 year to 6 years; options to extend in accordance with lease.
- Commitments arising from, in proportion, the Corporation's 18% interest in Freeview Australia Limited and 50% interest in MediaHub Australia Pty Limited.
 - Other payables commitments are covered by agreements and are associated with the supply of transmission services, satellite services, purchase of programs and program rights.

Schedule of Contingencies

as at 30 June 2013

	Notes	2013 \$'000	2012 \$'000
Contingent liabilities—guarantees			
Balance at beginning of year		985	1 202
Net change during the year		—	(217)
Total contingent liabilities—guarantees	13	985	985

The Corporation has no material contingent assets as at 30 June 2013 (2012 Nil).

Details of each class of contingent liabilities and contingent assets listed above are disclosed in Note 13: Contingent Assets and Liabilities, along with information on significant remote contingencies and contingencies that cannot be quantified.

The above schedule should be read in conjunction with the accompanying notes.

Notes to and forming part of the Financial Statements

for the year ended 30 June 2013

1. Summary of Significant Accounting Policies

The principal accounting policies adopted in preparing the financial statements of the Australian Broadcasting Corporation (the “Corporation” or “ABC”) are stated to assist in a general understanding of these financial statements.

The financial report for the Corporation for the year ended 30 June 2013 was authorised for issue by the Directors on 26 July 2013.

1.1 Objectives of the Corporation

The Corporation is an Australian Government controlled not-for-profit entity. The objectives of the Corporation are derived explicitly from the *Australian Broadcasting Corporation Act 1983* and are:

- Objective 1—Ensure the Corporation’s independence, integrity and high standards;
- Objective 2—To be recognised as the leading Australian public media space where people engage with issues and ideas;
- Objective 3—Deliver maximum benefit to the people of Australia through the effective and efficient delivery of the Corporation’s services; and
- Objective 4—Sustain and grow the Corporation through high quality leadership and an environment of responsibility and opportunity.

The Corporation is structured to meet four outcomes:

- Outcome 1—Audiences throughout Australia, and overseas, are informed, educated and entertained.
- Outcome 2—Australian and international communities have access to at least the scale and quality of satellite and analog terrestrial radio and television transmission services that existed at 30 June 2003.
- Outcome 3—The Australian community has access to ABC digital television services in accordance with approved digital implementation plans.
- Outcome 4—The Australian community has access to ABC digital radio services in accordance with approved digital implementation plans.

The continued existence of the Corporation in its present form and with its present programs is dependent on Government policy and on continued funding by Parliament for the Corporation’s administration and programs.

During 2012–13, two changes were made to the *Australian Broadcasting Corporation Act (1983)* to: (1) include specific reference to the provision of digital media services as one of the functions of the Corporation, and (2) that only the ABC or a prescribed company, can be the provider of Commonwealth funded international services.

1.2 Basis of Preparation of Financial Statements

The financial statements are general purpose financial statements and are required by clause 1(b) of Schedule 1 to the *Commonwealth Authorities and Companies Act 1997*.

The financial statements and notes have been prepared in accordance with:

- Finance Minister’s Orders (FMOs) for reporting periods ending on or after 1 July 2012; and
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The Corporation’s financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities which are at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless alternative treatment is specifically required by an accounting standard or the FMOs, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow to the Corporation or a future sacrifice of economic benefits will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under executory agreements are not recognised unless required by an accounting standard.

1. Summary of Significant Accounting Policies *continued*

1.2 Basis of Preparation of Financial Statements *continued*

Liabilities and assets that are unrecognised are reported in the Schedule of Commitments or the Schedule of Contingencies (other than unquantifiable or remote contingencies, which are reported at Note 13: Contingent Assets and Liabilities).

Unless alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the Statement of Comprehensive Income when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

1.3 Significant Accounting Judgements, Estimates and Assumptions

Significant Accounting Judgements

In the process of applying the accounting policies listed in this note, the Corporation has taken the fair value of freehold land to be the market value of similar locations and the fair value of freehold buildings to be the depreciated replacement cost, as determined by an independent valuer.

Significant Accounting Estimates and Assumptions

The Corporation has applied the following estimates and assumptions:

- Long service leave, as detailed in Note 1.11: Employee Benefits;
- Provision for make good, as detailed in Note 1.12: Leases;
- Valuation of properties, plant and equipment, as detailed in Note 1.21: Property (Land and Buildings), Infrastructure, Plant and Equipment, Assets Held for Sale;
- Depreciation, as detailed in Note 1.21: Property (Land and Buildings), Infrastructure, Plant and Equipment, Assets Held for Sale;
- Impairment of non-financial assets, as detailed in Note 1.22: Impairment of Non-Current Assets; and
- Program amortisation, as detailed in Note 1.24: Inventories.

No other accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next year.

1.4 New Australian Accounting Standards

Adoption of New Australian Accounting Standard Requirements

No accounting standard has been adopted earlier than the application date stated in the standard.

The following adopted requirements have affected the amounts reported in the current or prior periods or are estimated to have a financial effect in future reporting periods.

AASB 2011-9 Amendments to Australian Accounting Standards—Presentation of Items of Other Comprehensive Income. This makes a number of changes to the presentation of other comprehensive income including presenting separately those items that would be reclassified to profit or loss in the future and those that would never be reclassified to profit or loss and the impact of tax on those items. The changes required by this standard have been incorporated in the Statement of Comprehensive Income under the category of Other Comprehensive Income.

AASB 2010-8 Amendments to Australian Accounting Standards—Deferred Tax: Recovery of Underlying Assets. These amendments clarify that the tax base of investment property measured using the fair value model in accordance with *AASB 140 Investment Property* is based on the premise that the carrying amount will be recovered entirely through sale rather than use. This has had no impact on the ABC.

Other new, revised or amending standards or interpretations that are applicable to the current reporting period did not have a material financial impact, and are not expected to have a future financial impact on the Corporation.

1. Summary of Significant Accounting Policies *continued*

1.4 New Australian Accounting Standards *continued*

Future Australian Accounting Standard Requirements

The following new standards, amendments to standards or interpretations have been issued by the AASB but are effective for future reporting periods. The impact of adopting these pronouncements, when effective, will not have a material financial impact on the Corporation's financial statements.

AASB 9 Financial Instruments and AASB 2010-7 Amendments to Australian Accounting Standards arising from AASB 9 apply to reporting periods beginning on or after 1 January 2015 and include changes to classification and measurement, impairment methodology and hedge accounting measures as well as reducing the categories of financial assets to two: amortised cost and fair value. As a result, the Corporation will be required to classify its held to maturity investments and loans and receivables at "amortised cost". The Corporation has elected not to early adopt this standard to be consistent with the current FMOs.

AASB 10 Consolidated Financial Statements. AASB 10 introduces a new approach to determining which investees should be consolidated. An investor controls an investee when the investor is exposed, or has rights, to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee. This takes effect for reporting periods beginning on or after 1 January 2013. It is expected to have minimal impact on the ABC.

AASB 11 Joint Arrangements. If the parties have rights to and obligations for underlying assets and liabilities, the joint arrangement is considered a joint operation and partial consolidation is applied. Otherwise the joint arrangement is considered a joint venture and they must use the equity method to account for their interest. The Standard applies to reporting periods beginning on or after 1 January 2014 for not-for-profit entities. The Corporation does not expect this standard to have a material impact in future years.

AASB 12 Disclosure of Interests in Other Entities. AASB 12 contains the disclosure requirements for entities that have interest in subsidiaries, joint arrangements, associates and/or unconsolidated structured entities. The Standard applies to reporting periods beginning on or after 1 January 2013.

AASB 13 Fair Value Measurement (AASB 2011-8 indicates changes to Australian Accounting Standards arising from AASB 13). AASB 13 explains how to measure fair value when required to by other AASBs. It does not introduce new fair value measurements, nor does it eliminate the practicability exceptions to fair value that currently exist in certain standards. The provisions of this are mandatory for reporting periods beginning on or after 1 January 2013.

AASB 119 Employee Benefits. The main change arising from this amendment relates to the treatment of actuarial gains or losses of accrued benefits. This standard applies for reporting periods beginning on or after 1 January 2013. The Corporation has elected not to early adopt this standard to be consistent with the current FMOs.

AASB 2009-11 Amendments to the Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023, 1038 and Interpretations 10 and 12]. The amendments to these standards arise from the issue of *AASB 9 Financial Instruments* as discussed above that sets out requirements for the classification and measurement of financial assets. This standard applies to annual reporting periods beginning on or after 1 January 2013. As the Corporation has chosen not to early adopt AASB 9 the amendments to these standards will also not be early adopted.

AASB 2010-7 Amendments to Australian Accounting Standards arising from AASB (December 2010). This adds the requirements in AASB 139 in relation to the de-recognition of financial assets and financial liabilities to AASB 9. AASB 9 retains but simplifies the mixed measurement model and establishes two primary measurement categories for financial assets; amortised cost and fair value. The basis of classification depends on the entity's business model and the contractual cash flow characteristics of the financial asset. The Standard applies to reporting periods beginning on or after 1 January 2013.

AASB 2011-4 Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements. This removes the requirements to include individual key management personnel disclosures in the notes to the financial statements. This takes effect for reporting periods beginning on or after 1 July 2013. This should have minimal impact on the ABC. The ABC is governed by the disclosure requirements as set in the FMOs. Early adoption is not permitted.

1. Summary of Significant Accounting Policies continued

1.4 New Australian Accounting Standards continued

Future Australian Accounting Standard Requirements continued

AASB 2012-2 Amendments to Australian Accounting Standards Disclosures—Offsetting Financial Assets and Financial Liabilities (June 2012). AASB 7 is amended to increase the disclosures about offset positions, including the gross position and the nature of the arrangements. This takes effect for reporting periods beginning on or after 1 January 2013.

AASB 2012-3 Amendments to Australian Accounting Standards—Offsetting Financial Assets and Financial Liabilities (June 2012). The amendments to AASB 132 clarify when an entity has a legally enforceable right to set off financial liabilities permitting entities to present balances net on the balance sheet. This takes effect for reporting periods beginning on or after 1 January 2014.

Other new, revised or amending standards or interpretations that were issued and are applicable to future reporting periods are not expected to have a material financial impact on the Corporation in future reporting periods.

1.5 Foreign Currency Transactions

The Corporation enters into foreign currency hedging arrangements to protect its purchasing power in relation to foreign currency exposures. Revenues and expenditures denominated in foreign currencies are converted to Australian dollars at the exchange rates prevailing at the date of the transaction, or at the hedged rate.

All gains and losses are taken to profit or loss with the exception of forward exchange contracts that are classified as cash flow hedges used to hedge highly probable transactions. Gains and losses on cash flow hedges held at balance date are taken to equity.

All monetary foreign currency balances are converted to Australian dollars at the exchange rate prevailing at balance date. Monetary assets and liabilities of overseas branches and amounts payable to or by the Corporation in foreign currencies are translated into Australian dollars at the applicable exchange rate at balance date.

1.6 Reporting by Outcomes and Segments

A comparison by outcomes relevant to the Corporation is presented in Note 21: Reporting by Outcomes. Any intra-government costs are eliminated in calculating the actual budget outcome for the Government overall.

The Corporation principally provides a national television and radio service within the broadcasting industry. It is therefore considered for segmental reporting to operate predominantly in one industry and in one geographical area, Australia.

1.7 Revenue

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;
- the Corporation retains no managerial involvement or effective control over the goods;
- the revenue and transaction costs incurred can be reliably measured; and
- it is probable that the economic benefit associated with the transaction will flow to the Corporation.

Revenue from the sale of goods is recognised at fair value of the consideration received net of the amount of GST upon delivery of the goods to customers.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. Revenue is recognised when:

- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits with the transaction will flow to the Corporation.

1. Summary of Significant Accounting Policies *continued*

1.7 Revenue *continued*

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Credit sales are on normal commercial terms.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due, less any Impairment allowance for bad and doubtful debts. The collectability of debts is reviewed at the balance date. Provisions are made when the collectability of debt is no longer probable.

Interest revenue is recognised using the effective interest method as set out in *AASB 139 Financial Instruments: Recognition and Measurement*.

Subsidies, grants, sponsorships and donations are recognised on receipt unless paid to the Corporation for a specific purpose where recognition of revenue will be recognised in accordance with the agreement.

Revenue from Government

Parliament appropriates monies to the Department of Broadband, Communications and the Digital Economy, which is then distributed to the Corporation and recognised as revenue from Government. The full amount received in respect of departmental outputs for the year is disclosed in Note 6: Revenue from Government. Revenues from Government receivable are recognised at their nominal amounts.

1.8 Gains and losses

Sale of Assets

Gains or losses from disposal of assets are recognised when control of the asset has passed to the buyer.

1.9 Grants

The Corporation receives grant monies from time to time.

Most grant agreements require the Corporation to perform services or provide facilities, or to meet eligibility criteria. A liability in respect of unearned revenues is recognised to the extent the services or facilities have not been provided or eligibility criteria have not been met.

1.10 Transactions with the Government as Owner

Where the Corporation is required to return unspent funds to the Government and this return is discretionary, amounts returned are recognised as a return of equity in the year in which the Minister agrees to the return amount.

Equity Injections

Amounts appropriated by the Parliament as equity injections are recognised as contributed equity in accordance with the FMOs.

Other Distributions to Owners

The FMOs require that distributions to owners be debited to contributed equity unless it is in the nature of a dividend.

Contributions

Income is measured at the fair value of the contributions received or receivable. Income arising from the contribution of an asset to the Corporation is recognised when the entity obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to the Corporation and the amount of the contribution can be measured reliably.

1. Summary of Significant Accounting Policies *continued*

1.11 Employee Benefits

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for short-term employee benefits (as defined in *AASB 119 Employee Benefits*) and termination benefits expected to be settled within twelve months are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured at the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will apply at the time the leave is taken, including the employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave for the Corporation has been determined by reference to the work of an actuary, Professional Financial Consulting Pty Ltd, as at 30 June 2013. The liability for long service leave represents the present value of the estimated future cash outflows to be made by the Corporation resulting from employees' services provided up to the balance date. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Superannuation

Employees are members of the Commonwealth Superannuation Scheme (CSS), Public Sector Superannuation Scheme (PSS), the Public Sector Superannuation Accumulation Plan Scheme (PSSap) or another non-Commonwealth Superannuation fund.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap and other non-Commonwealth funds are defined contribution schemes.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported by the Department of Finance and Deregulation as an administered item.

The Corporation makes employer contributions to the employee superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government of the superannuation entitlements of the Corporation's employees. The Corporation accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June 2013 represents outstanding contributions at the end of the period.

1.12 Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of leased non-current assets.

An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits. Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

Operating lease rentals are not segregated between minimum lease payments, contingent rents and sublease payments, as required by *AASB 117 Leases*, as these components are not individually material.

1. Summary of Significant Accounting Policies *continued*

1.12 Leases *continued*

Lease incentives taking the form of 'free' leasehold improvements and rent holidays are recognised as liabilities. These liabilities are reduced by allocating lease payments between rental expense and reduction of the liability.

Provision for Make Good

A provision for make good exists when the Corporation has an obligation to 'make good' leased properties at the end of the lease term. As many of the leases are negotiable, the Corporation has determined the provision as set out below.

Retail leased premises

A provision has been recognised for retail leases where the Corporation is obligated per the lease agreement to make good the site or where the Corporation believes there is some probability that it will incur costs to make good the site. The provision is calculated based on the estimated average cost to make good each site, plus an allowance for inflation.

Other leased premises

A provision has been recognised for other leases where the Corporation is obligated per the lease agreement to make good the site or where the Corporation believes there is some likelihood that it will incur costs to make good the site. The provision is calculated based on the estimated cost to make good each site, plus an allowance for inflation.

1.13 Borrowing Costs

All borrowing costs are expensed as incurred.

1.14 Cash and Cash Equivalents

Cash and cash equivalents are recognised at their nominal amounts. Cash and cash equivalents include:

- cash on hand; and
- cash at bank and short term deposits with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

1.15 Financial Assets

The Corporation classifies its financial assets in the following categories:

- financial assets at fair value through profit or loss;
- held-to-maturity investments;
- available-for-sale financial assets; and
- loans and receivables.

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. Financial assets are recognised and derecognised upon trade date.

Effective Interest Method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period.

Income is recognised on an effective interest rate basis except for financial assets that are recognised at fair value through profit or loss.

Financial Assets at Fair Value Through Profit or Loss

Financial assets are classified as financial assets at fair value through profit or loss (FVTPL) where the financial assets:

- a. have been acquired principally for the purpose of selling in the near future;
- b. are derivatives that are not designated and effective as a hedging instrument; or

1. Summary of Significant Accounting Policies *continued*

1.15 Financial Assets *continued*

Financial Assets at Fair Value Through Profit or Loss *continued*

- c. are parts of an identified portfolio of financial instruments that the Corporation manages together and has a recent actual pattern of short-term profit-taking.

Assets in this category are classified as current assets.

Financial assets at fair value through profit or loss are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset. The Corporation's financial assets in this category are forward exchange contracts which are derivative financial instruments. Gains and losses on these items are recognised through profit or loss except if they are classified as a cash flow hedge where they are recognised in the hedging reserve within equity.

Derivatives

Forward exchange contracts are initially recognised at fair value on the date on which the contract is entered into and are subsequently revalued to reflect changes in fair value. Forward exchange contracts are carried as assets when their net fair value is positive and as liabilities when their net fair value is negative.

For the purpose of hedge accounting, the Corporation's hedges are classified as cash flow hedges when they hedge exposure to variability in cash flows that is attributable either to a particular risk associated with a recognised asset, liability or to a highly probable forecast transaction.

At the inception of a hedge relationship, the Corporation formally designates and documents the hedge relationship to which the Corporation wishes to apply hedge accounting and the risk management objective and strategy for undertaking the hedge. The documentation includes identification of the hedging instrument, the hedged item or transaction, the nature of the risk being hedged and how the Corporation will assess the hedging instrument's effectiveness in offsetting the exposure to changes in the hedged item's fair value or cash flow attributable to the hedged risk.

Such hedges are expected to be highly effective in achieving offsetting changes in fair value or cash flows and are assessed on an ongoing basis to determine that they actually have been highly effective throughout the financial reporting periods for which they were designated.

The effective portion of the gain or loss on the cash flow hedge is recognised directly in equity, while the ineffective portion is recognised in profit or loss.

Amounts taken to equity are transferred to profit or loss when the hedged transaction affects profit or loss, such as when hedged income or expenses are recognised or when a forecast sale or purchase occurs. When the hedged item is the cost of a non-financial asset or liability, the amounts taken to equity are transferred to the initial carrying amount of the non-financial asset or liability.

If the forecast transaction is no longer expected to occur, amounts previously recognised in equity are transferred to profit or loss. If the hedging instrument expires or is sold, terminated or exercised without replacement or rollover, or if its designation as a hedge is revoked, amounts previously recognised in equity remain until the forecast transaction occurs. If the related transaction is not expected to occur, the amount is taken to profit or loss.

Held-to-Maturity Investments

Non-derivative financial assets with fixed or determinable payments and fixed maturity dates that the Corporation has the positive intent and ability to hold to maturity are classified as held-to-maturity investments in accordance with *AASB 139 Financial Instruments: Recognition and Measurement*. Held-to-maturity investments are recorded at amortised cost using the effective interest method less impairment, with revenue recognised on an effective yield basis.

Surplus cash has been invested into short term investments with maturities at acquisition date of greater than three months. These investments are included as 'other receivables'.

1. Summary of Significant Accounting Policies *continued*

1.15 Financial Assets *continued*

Loans and Receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as loans and receivables in accordance with *AASB 139 Financial Instruments: Recognition and Measurement*.

They are included in current assets, except for maturities greater than 12 months after the balance sheet date. These are classified as non-current assets. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Trade receivables are normally settled within 30 days unless otherwise agreed and are carried at amounts due, less an allowance for impairment.

Impairment of Financial Assets

Financial assets are assessed for impairment at each balance date.

Financial assets held at amortised cost

If there is objective evidence that an impairment loss has been incurred for loans and receivables or held to maturity investments held at amortised cost, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate.

The carrying amount is reduced by way of an allowance account. The loss is taken to the Statement of Comprehensive Income.

Bad and doubtful debts

The Corporation makes a specific provision for debts considered doubtful by conducting a detailed review of material debtors, making an assessment of the likelihood of recovery of those debts and taking into account past bad debts experience. Bad debts are written off when identified.

1.16 Financial Liabilities

Financial liabilities are classified as 'other financial liabilities' in accordance with *AASB 139 Financial Instruments: Recognition and Measurement*. The Corporation has no interest bearing liabilities at 30 June 2013.

Other Financial Liabilities

Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. The fair value of loans from Government is deemed to be the initial principal amount. The Corporation does not have any loans from government or commercial bank loans.

Other financial liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

Loans are classified as current liabilities unless the Corporation has the unconditional right to defer settlement for at least 12 months after the balance sheet date.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced). Standard ABC settlement terms are 30 days commercial.

1.17 Repairs and Maintenance

Maintenance, repair expenses and minor renewals which do not constitute an upgrade or enhancement of equipment are expensed as incurred.

1. Summary of Significant Accounting Policies continued

1.18 Joint Ventures

Joint ventures are accounted for using the equity method in accordance with *AASB 128 Investments in Associates and Joint Ventures* and the FMOs. Further details relating to joint ventures, to which the Corporation is a party, are provided in Note 8: Investments Accounted for Using the Equity Method.

1.19 Contingent Assets and Contingent Liabilities

Contingent assets and contingent liabilities are not recognised in the Balance Sheet but are disclosed in the relevant schedule and Note 13: Contingent Assets and Liabilities. They may arise from uncertainty as to the existence of an asset or liability, or represent an asset or liability in respect of which the amount cannot be reliably measured.

Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

1.20 Acquisition of Assets

Assets are recorded at cost at the time of acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken.

Assets acquired at no cost, or for nominal consideration, are recognised as assets at their fair value, at acquisition date.

1.21 Property (Land and Buildings), Infrastructure, Plant and Equipment, Assets Held for Sale

Asset Recognition Threshold

Purchases of property, infrastructure, plant and equipment are recognised initially at cost in the Balance Sheet.

Purchases costing less than \$2 000 are expensed in the year of acquisition except where they form part of a project or group of similar items, which are significant in total.

Basis of Revaluation

Land, buildings, infrastructure, plant and equipment are carried at fair value. Fair values for each class of asset are determined as shown below.

Asset Class	Fair Value Measured at
Freehold Land	Market Value
Freehold Buildings	Depreciated replacement cost
Leasehold Land	Depreciated replacement cost
Leasehold Buildings	Depreciated replacement cost
Leasehold Improvements	Depreciated replacement cost
Infrastructure, plant and equipment	Depreciated replacement cost

Following initial recognition at cost, property, infrastructure, plant and equipment are carried at fair value less subsequent accumulated depreciation and accumulated impairment losses.

Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not materially vary, with the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through profit or loss. Revaluation decrements for a class of assets are recognised directly through profit or loss except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

1. Summary of Significant Accounting Policies continued

1.21 Property (Land and Buildings), Infrastructure, Plant and Equipment, Assets Held for Sale continued

Depreciation

Depreciable property, infrastructure, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives using the straight-line method of depreciation. Leasehold improvements are depreciated on a straight-line basis over the lesser of the estimated useful life of the improvements or the unexpired period of the lease.

Depreciation rates (useful lives) and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are initially based on the following useful lives:

	2013	2012
Leasehold land—long term	99 to 120 years	99 to 120 years
Buildings on freehold land	50 years	50 years
Leasehold buildings	Life of Lease (up to 50 years)	Life of Lease (up to 50 years)
Leasehold improvements	5 to 50 years	5 to 50 years
Infrastructure, plant and equipment	3 to 15 years	3 to 15 years

The aggregate amount of depreciation and amortisation allocated for each class of asset during the reporting period is disclosed in Note 4C: Depreciation and amortisation.

Assets Held for Sale

Assets held for sale are stated in the Balance Sheet at the lower of carrying value or fair value less costs to sell.

Impairment losses are recognised for any initial or subsequent write-down of assets classified as held for sale to their fair value less costs to sell.

Any gains for subsequent increases in fair value less costs to sell for assets classified as held for sale are recognised only to the extent that they are not in excess of the cumulative impairment losses that have been recognised in accordance with *AASB 5 Non-current Assets Held for Sale and Discontinued Operations* or previously in accordance with *AASB 136 Impairment of Assets*.

If any assets classified as held for sale no longer meet the criteria under *AASB 5 Non-current Assets Held for Sale and Discontinued Operations*, the Corporation will cease to classify the asset as held for sale. Non-current assets that cease to be classified as held for sale are measured at the lower of:

- a. the carrying amount before the asset was classified as held for sale, adjusted for any depreciation, amortisation or revaluations that would have been recognised had the asset not been classified as held for sale; and
- b. the recoverable amount at the date of the subsequent decision not to sell.

1.22 Impairment of Non-Current Assets

All non-current assets except:

- inventories;
- assets arising from employee benefits;
- financial assets that are within the scope of *AASB 139 Financial Instruments: Recognition and Measurement*; and
- non-current assets (or disposal groups) classified as held for sale in accordance with *AASB 5 Non-current Assets Held for Sale and Discontinued Operations*;

are subject to an assessment as to indicators of impairment under *AASB 136 Impairment of Assets*.

At the reporting date, the Corporation has assessed whether there are any indications that assets may be impaired.

1. Summary of Significant Accounting Policies continued

1.22 Impairment of Non-Current Assets continued

Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

Recoverable amount of an asset is the greater of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the Corporation were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

1.23 Intangible Assets

The Corporation's intangibles comprise software for internal use, broadcast licences and spectrum provided by the Australian Government.

Software is initially recognised at cost and amortised on a straight-line basis over anticipated useful lives between **3–8 years** (2012 3–8 years). These assets are assessed for indications of impairment. The carrying amounts of impaired assets are written down to the lower of their net market selling price or depreciated replacement cost.

The Corporation's right to use broadcast licences and spectrum are held at their fair value.

1.24 Inventories

Inventories held for resale are valued at the lower of cost and net realisable value. Inventories not held for resale are valued at the lower of cost, adjusted for any loss in service potential, based on the existence of a current replacement cost that is lower than the original acquisition cost or other subsequent carrying amount.

Produced Programs

Television programs are produced for domestic transmission and include direct salaries and expenses and production overheads allocated on a usage basis to the program. Production overheads not allocated to programs are expensed in the period in which they are incurred. External contributions received in respect of co-production of television programs are offset against production costs which are recorded as Inventories in the Balance Sheet.

The cost of produced television program inventory is amortised as follows:

- News, Current Affairs and Live Programs—100% on first screening;
- Factual and Entertainment programs based on current topics—100% on first screening;
- Childrens, Education and Movies—straight line over three years from completion of production;
- All other programs not covered above—90% first screening and 10% second screening or in third year; and
- Programs not shown within three years of completion or purchase to be amortised 100% in year three.

The costs of programs produced for Radio are expensed as incurred. Such programs are normally broadcast soon after production, stock on hand at any time being minimal.

Purchased Programs

Purchased program inventory is amortised in accordance with the policy noted above or over the rights period of the contract (whichever is lesser).

Subsequent sales of residual rights are recognised in the period in which they occur.

Write-down of Merchandise Inventory

The amount of any write-down of inventories to net realisable value and all losses of inventory are recognised as an expense in the period the write-down or loss occurs. The amount of any reversal of any write-down of inventories arising from an increase in the net realisable value will be recognised as a reduction in the amount of inventories recognised as an expense in the period in which the reversal occurs.

1. Summary of Significant Accounting Policies continued

1.24 Inventories continued

Write-down of Inventory Held for Distribution

When inventories held for distribution are distributed, the carrying amount of those inventories is recognised as an expense. The amount of any write-down of inventories for loss of service potential and all losses of inventories are recognised as an expense in the period the write-down or loss occurs. The amount of any reversal of any write-down of inventories arising from a reversal of the circumstances that gave rise to the loss of service potential will be recognised as a reduction in the amount of inventories recognised as an expense in the period in which the reversal occurs.

1.25 Provisions

Provisions are recognised when the Corporation has a present legal or constructive obligation as a result of a past event, where it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

1.26 Taxation

Income Tax

The Corporation is not subject to income tax pursuant to Section 71 of the *Australian Broadcasting Corporation Act 1983*.

The Corporation's controlled entities, Music Choice Australia Pty Ltd and The News Channel Pty Limited, while subject to income tax, have been inactive since the year ended 30 June 2000 up to and including 30 June 2013.

The Corporation's equity interests in MediaHub Australia Pty Limited, Freeview Australia Pty Limited and National DAB Licence Company Limited are subject to income tax.

Goods and Services Tax (GST)

Revenues, gains, expenses and assets are recognised net of the amount of GST except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the revenue or expense.

Receivables and payables are stated with the amount of GST included.

The net amount of GST receivable from the ATO is included as a financial asset in the Balance Sheet while any net amount of GST payable to the ATO is included as a liability in the Balance Sheet.

Cash flows are included in the Cash Flow Statement on a net basis. The GST components arising from investing and financing activities which are recoverable from or payable to the ATO are classified as operating cash flows.

Commitments and contingencies are disclosed on a net basis. Net GST commitments recoverable from, or payable to the ATO are disclosed.

2. Events after the Reporting Period

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the entity.

3. Expenses and Revenue

	Notes	2013 \$'000	2012 \$'000
Expenses			
Artist fees		3 983	4 186
Auditor's remuneration	17	223	210
Communications		23 132	23 823
Computer costs		7 385	7 208
Consultants and contractors		26 984	25 784
Depreciation and amortisation	4C	95 405	95 063
Employee benefits	4A	477 499	486 482
Finance costs	4E	5	286
Freight	4B	1 033	1 084
Incidental expenses		4 024	4 347
Legal costs		2 580	1 994
Materials and minor items		13 106	11 306
Merchandising and promotion		66 002	75 531
Operating leases and occupancy		31 262	31 815
Program amortisation	4D	158 046	154 543
Program rights		13 840	13 532
Repairs, maintenance and hire		17 404	18 716
Satellite and transmission		37 281	39 420
Transmission services		151 310	153 276
Travel		16 001	16 564
Website and video production		5 664	5 212
Workers' compensation premiums	4B	8 040	4 640
Write-down and impairment of assets	4F	6 881	4 214
Net loss from disposal of assets	4G	787	693
Total expenses		1 167 877	1 179 929
Own-source income			
Co-production revenue		223	487
Interest	5B	7 504	8 296
Insurance settlement	5C	125	66
Merchandising revenue		79 999	85 910
Net foreign exchange gain—non-speculative	5D	693	449
Program sales		4 649	6 114
Rent and hire of facilities		13 138	12 368
Royalties		26 585	33 437
Subsidies, grants and contract revenue	5C	21 355	20 654
Technology sales		1 388	1 892
Other	5C	3 194	3 461
Total own-source income		158 853	173 134
Net cost of services			
Revenue from Government	6	1 023 700	997 403
Share of deficit of jointly controlled entities	8	(2 311)	(2 317)
Surplus/(deficit)		12 365	(11 709)

4. Expenses

	Notes	2013 \$'000	2012 \$'000
4A Employee benefits			
Wages and salaries		347 305	340 597
Superannuation—defined contribution plans		26 605	24 441
Superannuation—defined benefit plans		38 535	35 155
Leave and other entitlements		42 590	65 649
Separation and redundancies		12 829	11 195
Other employee benefits		9 635	9 445
Total employee benefits		477 499	486 482
4B Suppliers			
Goods		104 357	111 924
Services—external parties		293 561	296 914
Services—related entities		5 217	4 590
Operating lease rentals		17 046	19 496
Workers' compensation premiums		8 040	4 640
Freight		1 033	1 084
Total suppliers		429 254	438 648
4C Depreciation and amortisation			
Depreciation			
Land and buildings		35 650	33 878
Leasehold improvements		9 156	7 176
Infrastructure, plant and equipment		41 302	45 790
Total depreciation		86 108	86 844
Amortisation			
Intangibles		9 297	8 219
Total amortisation		9 297	8 219
Total depreciation and amortisation		95 405	95 063
4D Program amortisation			
Purchased		44 432	41 581
Produced		113 614	112 962
Total program amortisation		158 046	154 543
4E Finance costs			
Loans from Government		–	286
Other finance costs		5	–
Total finance costs	18	5	286
4F Write-down and impairment of assets			
Impairment of:			
Receivables and advances		1 166	1 142
Land and buildings		3 002	129
Infrastructure, plant and equipment		146	1 965
Intangibles		–	83
Assets under construction		1 972	96
Impairment of inventory held for sale		595	799
Total write-down and impairment of assets		6 881	4 214

4. Expenses continued

	Notes	2013 \$'000	2012 \$'000
4G Net loss from disposal of assets			
Land and buildings			
Total proceeds from sale		-	-
Carrying value of assets sold		-	22
Cost of disposal		-	-
Net loss from disposal of land and buildings		-	22
Infrastructure, plant and equipment			
Total proceeds from disposal		(166)	(232)
Carrying value of assets disposed		917	862
Cost of disposal		36	41
Net loss from disposal of infrastructure, plant and equipment		787	671
Loss from disposal of assets			
Total proceeds from disposal		(166)	(232)
Total carrying value of assets disposed		917	884
Total costs of disposal		36	41
Net loss from disposal of assets		787	693

5. Own Source Income

	Notes	2013 \$'000	2012 \$'000
5A Sale of goods and rendering of services			
Goods		111 233	125 461
Services—external parties		14 664	14 551
Services—related entities		85	196
Total sale of goods and rendering of services		125 982	140 208
Cost of sales of goods		57 082	68 333
5B Interest			
Deposits		7 504	8 296
Total interest	18	7 504	8 296
5C Other revenue			
Subsidies, grants and contract revenue (a)		21 355	20 654
Insurance settlement		125	66
Other		3 194	3 461
Total other revenue		24 674	24 181
5D Net foreign exchange gain			
Non-speculative		693	449
Total net foreign exchange gain	18	693	449

(a) Subsidies, grants and contract revenue includes **\$20 334 000** (2012 \$19 803 945) received from the Department of Foreign Affairs and Trade (DFAT) for the provision of Australia's international television service, Australia Network. In December 2011, the Government announced that the Corporation will have permanent responsibility for delivering the Australia Network service.

6. Revenue from Government

	2013 \$'000	2012 \$'000
6A Revenue from Government—Outcome 1	830 700	806 429
6B Revenue from Government—transmission revenue		
Outcome 2—satellite and analog transmission	88 669	92 473
Outcome 3—digital transmission	100 673	94 913
Outcome 4—digital radio transmission	3 658	3 588
Total revenue from Government—transmission revenue	193 000	190 974
Total revenue from Government	1 023 700	997 403

Revenue from Government was received from the Department of Broadband, Communications and the Digital Economy.

As at 30 June 2013 the Corporation had returned **\$8 555 207** (2012 \$12 900 402) as a repayment of capital related to unspent transmission revenue in previous years.

7. Financial assets

	Notes	2013 \$'000	2012 \$'000
7A Cash and cash equivalents			
Cash on hand or on deposit		5 235	5 443
Salary sacrifice funds		293	249
Public funds held by third parties		322	131
Total cash and cash equivalents	18	5 850	5 823
7B Receivables			
Goods and services			
Goods and services—related parties		8	-
Goods and services—external parties		4 716	5 688
Total receivables for goods and services	18	4 724	5 688
Other receivables			
Held to maturity financial assets	18	131 450	69 600
Net GST receivable from the Australian Taxation Office	19	9 982	4 394
Other	18	1 408	1 802
Total other receivables		142 840	75 796
Total receivables (gross)		147 564	81 484
Less impairment allowance account			
Goods and services	19	(31)	(35)
Total impairment allowance		(31)	(35)
Total receivables (net)		147 533	81 449
Receivables are expected to be recovered in:			
No more than 12 months		147 067	80 925
More than 12 months		466	524
Total receivables (net)		147 533	81 449

7. Financial assets continued

Notes	2013 \$'000	2012 \$'000
Receivables (gross) are aged as follows:		
Not Overdue	146 873	80 936
Overdue by:		
– 0 to 30 days	466	198
– 31 to 60 days	100	147
– 61 to 90 days	70	92
– more than 90 days	55	111
Total receivables (gross)	147 564	81 484
The impairment allowance account is aged as follows:		
Not Overdue	–	–
Overdue by:		
– 0 to 30 days	–	–
– 31 to 60 days	–	–
– 61 to 90 days	–	(1)
– more than 90 days	(31)	(34)
Total impairment allowance account	(31)	(35)
Reconciliation of the impairment allowance account		
Opening balance	(35)	(279)
Amounts written off	30	207
Amounts recovered or reversed	5	36
Net (increase)/decrease recognised in surplus/(deficit)	(31)	1
Closing balance	(31)	(35)

Other receivables includes forward exchange contracts held as cash flow hedges of **\$70 287** (2012 nil) and forward exchange contracts at fair value through profit and loss of **\$300 557** (2012 \$20 207).

7C Accrued revenue

Goods and services		5 257	11 246
Interest receivable		220	106
Total accrued revenue	18	5 477	11 352

Accrued revenues are all due to be settled within 12 months.

8. Investments Accounted for Using the Equity Method

Notes	2013 \$'000	2012 \$'000	
8. Investments in jointly controlled entities			
MediaHub Australia Pty Limited	17 871	18 333	
Freeview Australia Pty Limited*	–	–	
National DAB Licence Company Limited*	–	–	
Total equity accounted investments	18	17 871	18 333

* Investment is rounded to Nil as it is less than \$1 000.

Investments in equity accounted investments are not expected to be recovered in the next 12 months.

8. Investments Accounted for Using the Equity Method continued

Summarised financial information of jointly controlled entities

	MediaHub \$'000	Freeview \$'000	DAB \$'000	Total \$'000
2013				
Balance sheet				
Financial assets	11 668	279	7	11 954
Non-financial assets	31 041	24	–	31 065
Financial liabilities	1 194	294	6	1 494
Net assets	41 515	9	1	41 525
Statement of comprehensive income				
Income	12 834	1 999	6	14 839
Expense	19 511	1 999	6	21 516
Deficit	(6 677)	–	–	(6 677)
Share of deficit of jointly controlled entities				
Share of net deficit before tax	(3 338)	–	–	(3 338)
Income tax benefit	(1 027)	–	–	(1 027)
Share of deficit of jointly controlled entities after tax	(2 311)	–	–	(2 311)
2012				
Balance sheet				
Financial assets	11 484	201	1	11 686
Non-financial assets	35 185	56	–	35 241
Financial liabilities	7 227	221	–	7 448
Net assets	39 442	36	1	39 479
Statement of comprehensive income				
Income	10 246	2 413	6	12 665
Expense	16 768	2 413	6	19 187
Deficit	(6 522)	–	–	(6 522)
Share of (deficit)/surplus of jointly controlled entities				
Share of net surplus/(deficit) before tax	(3 261)	–	–	(3 261)
Income tax expense/(benefit)	(944)	–	–	(944)
Share of deficit of jointly controlled entities after tax	(2 317)	–	–	(2 317)

No dividends were received from any of these entities in 2013 (2012 Nil).

MediaHub Australia Pty Limited

MediaHub Australia Pty Limited (MediaHub) is a joint venture between the Corporation and WIN Television Network Pty Ltd (WIN) to operate a custom designed play-out facility for television presentation. Both the ABC and WIN own an equal number of ordinary shares in MediaHub.

Freeview Australia Limited

Freeview Australia Limited (Freeview) is a joint venture between many of Australia's free-to-air national and commercial television broadcasters to promote consumer adoption of free-to-air digital television within Australia. The ABC holds **160 \$0.11 shares** (2012 \$0.10 shares) equating to a **18%** (2012 16%) share in Freeview, with **four** (2012 four) other broadcasters each also holding a **18%** (2012 16%) share in Freeview, with the remaining shares held by a further **two** (2012 three) broadcasters.

National DAB Licence Company Limited

National DAB Licence Company Limited (DAB) is a joint venture between the Corporation and Special Broadcasting Services (SBS) to hold the digital radio multiplex licence. Both the ABC and SBS each hold one \$1 share in DAB.

DAB is not a party to any of the service contracts for the provision of digital radio and does not receive the funds for digital radio operations/broadcast from the Government as these are paid directly to the Corporation and SBS.

9. Non-Financial Assets

	2013 \$'000	2012 \$'000
9A Land and buildings		
Freehold land		
Fair value (a)	157 471	171 501
Total freehold land	157 471	171 501
Buildings on freehold land		
Fair value (a)	387 436	407 472
Accumulated depreciation	(16 698)	(12 984)
Total buildings on freehold land	370 738	394 488
Leasehold land		
Fair value (a)	16 873	16 653
Accumulated depreciation	(157)	(44)
Total leasehold land	16 716	16 609
Leasehold buildings		
Fair value (b)	67 593	61 330
Accumulated depreciation	(1 954)	(730)
Total leasehold buildings	65 639	60 600
Leasehold improvements		
Fair value (b)	51 321	57 930
Accumulated depreciation	(16 448)	(17 598)
Total leasehold improvements	34 873	40 332
Total land and buildings excluding capital work in progress	645 437	683 530
Capital work in progress at cost—Land and buildings	1 075	8 442
Total land and buildings	646 512	691 972

9. Non-Financial Assets continued

	2013	2012
	\$'000	\$'000
9B Infrastructure, plant and equipment		
Fair value (b)	599 154	605 410
Accumulated depreciation	(391 896)	(381 650)
Total infrastructure, plant and equipment excluding capital work in progress	207 258	223 760
Capital work in progress at cost—Infrastructure, plant and equipment	41 661	20 405
Total infrastructure, plant and equipment	248 919	244 165

- (a) Freehold land and buildings and leasehold land are carried at the Directors' determination of fair value based on independent valuations, where appropriate. This is determined by the original acquisition cost together with capital expenditure since acquisition or latest independent valuation. Valuations were undertaken for material freehold land and buildings and leasehold land located in capital cities as at 31 March 2013 in accordance with the revaluation policy stated in Note 1.21: Property (Land and Buildings), Infrastructure, Plant and Equipment, and were completed by independent valuers, McGees Property.
- (b) Leasehold buildings and improvements and infrastructure, plant and equipment are carried at the Directors' determination of fair value in accordance with the revaluation policy stated in Note 1.21: Property (Land and Buildings), Infrastructure, Plant and Equipment.

9. Non-Financial Assets continued

Table A1
**Reconciliation of the opening and closing balances of property,
infrastructure and plant and equipment (2012-13)**

	Land \$'000	Buildings on freehold land \$'000	Leasehold buildings and improve- ments \$'000	Total Buildings \$'000	Total land and buildings \$'000	Infra- structure, plant and equipment \$'000	Total \$'000
As at 1 July 2012							
Gross book value	188 154	407 472	119 260	526 732	714 886	605 410	1 320 296
Accumulated depreciation and amortisation	(44)	(12 984)	(18 328)	(31 312)	(31 356)	(381 650)	(413 006)
Net book value as at 1 July 2012	188 110	394 488	100 932	495 420	683 530	223 760	907 290
Additions by purchase or internally developed	–	8 579	11 884	20 463	20 463	25 858	46 321
Revaluations and impairments recognised in other comprehensive Income	1 070	3 174	13	3 187	4 257	–	4 257
Revaluations recognised in the operating result	–	–	–	–	–	–	–
Depreciation	(178)	(35 472)	(9 156)	(44 628)	(44 806)	(41 302)	(86 108)
Write-down and impairment	–	–	(3 002)	(3 002)	(3 002)	(146)	(3 148)
Disposals	–	–	–	–	–	(917)	(917)
Transfers/reclassifications	(14 815)	(31)	(159)	(190)	(15 005)	5	(15 000)
Net book value as at 30 June 2013	174 187	370 738	100 512	471 250	645 437	207 258	852 695
Carrying amount as at 30 June 2013 represented by:							
Gross book value	174 344	387 436	118 914	506 350	680 694	599 154	1 279 848
Accumulated depreciation and amortisation	(157)	(16 698)	(18 402)	(35 100)	(35 257)	(391 896)	(427 153)
Closing net book value as at 30 June 2013	174 187	370 738	100 512	471 250	645 437	207 258	852 695

9. Non-Financial Assets continued

Table A2
**Reconciliation of the opening and closing balances of property,
infrastructure and plant and equipment (2011–12)**

	Land \$'000	Buildings on freehold land \$'000	Leasehold buildings and improve- ments \$'000	Total Buildings \$'000	Total land and buildings \$'000	Infra- structure, plant and equipment \$'000	Total \$'000
As at 1 July 2011							
Gross book value	190 713	408 001	43 483	451 484	642 197	597 662	1 239 859
Accumulated depreciation and amortisation	(10)	(8 252)	(16 410)	(24 662)	(24 672)	(362 462)	(387 134)
Net book value as at 1 July 2011	190 703	399 749	27 073	426 822	617 525	235 200	852 725
Additions by purchase or internally developed	–	6 726	79 047	85 773	85 773	37 155	122 928
Revaluations and impairments recognised in other comprehensive Income	(2 479)	22 308	1 600	23 908	21 429	–	21 429
Revaluations recognised in the operating result	–	(11)	48	37	37	–	37
Depreciation	(114)	(33 764)	(7 176)	(40 940)	(41 054)	(45 790)	(86 844)
Write-down and impairment	–	–	(166)	(166)	(166)	(1 965)	(2 131)
Disposals	–	(5)	(17)	(22)	(22)	(862)	(884)
Transfers/reclassifications	–	(515)	523	8	8	22	30
Net book value as at 30 June 2012	188 110	394 488	100 932	495 420	683 530	223 760	907 290
Net book value as at 30 June 2012 represented by:							
Gross book value	188 154	407 472	119 260	526 732	714 886	605 410	1 320 296
Accumulated depreciation and amortisation	(44)	(12 984)	(18 328)	(31 312)	(31 356)	(381 650)	(413 006)
Closing net book value as at 30 June 2012	188 110	394 488	100 932	495 420	683 530	223 760	907 290

9. Non-Financial Assets continued

	2013	2012
	\$'000	\$'000
9C Intangibles (a)		
Computer software at cost	82 651	77 613
Accumulated amortisation	(50 811)	(41 514)
Total intangibles excluding capital work in progress	31 840	36 099
Capital work in progress at cost—Intangibles	3 507	2 145
Total intangibles	35 347	38 244

(a) The Corporation holds the right to use licences provided by the Australian Government in the broadcast of analogue and digital television and radio. These are held at fair value and due to the conditions attached to these licences, which are asset specific, their fair value is determined on the basis of discounted future cash flows. The Corporation has assessed its licences and considers that their fair value is Nil (2012 Nil).

No intangibles are expected to be sold or disposed of within the next 12 months.

Table A3
Reconciliation of the opening and closing balances of intangibles (2012–13)

	Computer software	Total
	\$'000	\$'000
As at 1 July 2012		
Gross book value	77 613	77 613
Accumulated depreciation and amortisation	(41 514)	(41 514)
Net book value as at 1 July 2012	36 099	36 099
Additions by purchase or internally developed	5 038	5 038
Amortisation	(9 297)	(9 297)
Write-down and impairment	–	–
Transfers/reclassifications	–	–
Net book value as at 30 June 2013	31 840	31 840
Carrying amount as at 30 June 2013 represented by:		
Gross book value	82 651	82 651
Accumulated depreciation and amortisation	(50 811)	(50 811)
Closing net book value as at 30 June 2013	31 840	31 840

9. Non-Financial Assets continued

Table A4

Reconciliation of the opening and closing balances of intangibles (2011–12)

	Computer software \$'000	Total \$'000
As at 1 July 2011		
Gross book value	63 799	63 799
Accumulated depreciation and amortisation	(35 533)	(35 533)
Net book value as at 1 July 2011	28 266	28 266
Additions by purchase or internally developed	16 165	16 165
Amortisation	(8 219)	(8 219)
Write-down and impairment	(83)	(83)
Transfers/reclassifications	(30)	(30)
Net book value 30 June 2012	36 099	36 099
Net book value as at 30 June 2012 represented by:		
Gross book value	77 613	77 613
Accumulated depreciation and amortisation	(41 514)	(41 514)
Closing net book value as at 30 June 2012	36 099	36 099

Table B

Assets under construction

	Land \$'000	Buildings on freehold land \$'000	Leasehold buildings and improve- ments \$'000	Total Buildings \$'000	Total land and buildings \$'000	Infrastruc- ture, plant and equipment \$'000	Intangibles \$'000	Total \$'000
Carrying amount at 30 June 2013	–	1 067	8	1 075	1 075	41 661	3 507	46 243
Carrying amount at 30 June 2012	–	1 151	7 291	8 442	8 442	20 405	2 145	30 992

9. Non-Financial Assets continued

	2013	2012
	\$'000	\$'000
9D Assets classified as held for sale		
Land at carrying value (a)	15 000	–
Total assets classified as held for sale	15 000	–

- (a) The Corporation issued an open tender on 15 April 2013 for the sale of a property surplus to requirements located at 600 Coronation Drive, Toowong, Queensland. Expressions of interest closed on 23 May 2013. As at 30 June 2013, a number of shortlisted bids were being evaluated with best and final offers due on 31 July 2013.

9E Inventories

Retail

Inventory held for sale	14 543	13 668
Provision for stock obsolescence	–	(8)
Total retail	14 543	13 660

Broadcasting consumables

Inventory not held for sale at cost	41	70
Total broadcasting consumables	41	70

TV programs held for distribution

Purchased	26 989	30 289
Produced	51 577	41 163
In progress	60 782	48 091
Total TV programs held for distribution	139 348	119 543

Total inventories

153 932	133 273
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Inventories are expected to be recovered in:

No more than 12 months	130 472	117 442
More than 12 months	23 460	15 831
Total inventories	153 932	133 273

During 2013, **\$42 956 018** (2012 \$40 694 203) of inventory held for sale was recognised as an expense.

During 2013, **\$1 766 760** (2012 \$1 979 662) of inventory held for distribution was recognised as an expense.

9F Prepayments

Prepaid property rentals	47	153
Prepaid royalties	8 413	8 455
Other prepayments	6 099	8 287
Total prepayments	14 559	16 895

Total other non-financial assets are expected to be recovered in:

No more than 12 months	10 477	13 262
More than 12 months	4 082	3 633
Total prepayments	14 559	16 895

10. Payables

	Notes	2013 \$'000	2012 \$'000
10A Suppliers			
Trade creditors	18	74 609	57 560
Total suppliers		74 609	57 560
Supplier payables expected to be settled in:			
No more than 12 months		74 421	57 440
More than 12 months		188	120
Total supplier payables		74 609	57 560
10B Other payables			
Interest payable	18	-	1
Salaries and wages	18	22 759	21 249
Superannuation	18	280	325
Unearned revenue	18	28 604	15 821
Other payables	18	3 089	3 347
Total other		54 732	40 743
Total other payables expected to be settled in:			
No more than 12 months		41 367	34 073
More than 12 months		13 365	6 670
Total other payables		54 732	40 743
Total payables		129 341	98 303

No forward exchange contracts held as cash flow hedges at 30 June 2013 are reported in Other payables (2012 \$4 940).

11. Provisions

	2013	2012
	\$'000	\$'000
11A Employee provisions		
Annual leave	53 197	55 564
Long service leave (a)	92 225	96 587
Total employee provisions	145 422	152 151

Employee provisions are expected to be settled in (b):

No more than 12 months	125 408	131 683
More than 12 months	20 014	20 468
Total employee provisions	145 422	152 151

(a) Independent actuarial calculations for the Corporation were performed by Professional Financial Consulting Pty Ltd as at 30 June 2013.

(b) The settlement of employee provisions is based on the individual employee's entitlement to leave. Where an employee has a current entitlement to leave (i.e. could apply to take that leave straight away), the value of that entitlement is included in the employee provisions expected to settle in no more than 12 months. Where the ABC expects that an employee will eventually meet an entitlement for leave (i.e. at some time in the future), but is not yet entitled to that leave, the value of the leave is included in the employee provision expected to settle in more than 12 months.

11B Other provisions

Make good	2 425	2 486
Total other provisions	2 425	2 486

Other provisions expected to be settled in:

No more than 12 months	911	722
More than 12 months	1 514	1 764
Total other provisions	2 425	2 486

Total provisions

147 847	154 637
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Reconciliation of the make good provision

Opening balance	2 486	2 891
Additional provision made	137	20
Amounts used	(111)	(719)
Amounts reversed	(86)	(5)
Unwinding of discount or change in discount rate	(1)	299
Closing balance	2 425	2 486

12. Cash Flow Reconciliation

	2013 \$'000	2012 \$'000
Reconciliation of cash and cash equivalents between Balance Sheet and Cash Flow Statement		
Cash and cash equivalents per:		
Cash Flow Statement	5 850	5 823
Balance Sheet	5 850	5 823
Difference	-	-
Reconciliation of net cost of services to net cash from operating activities		
Net cost of services	(1 009 024)	(1 006 795)
Add revenue from Government	1 023 700	997 403
Adjustment for non-cash items		
Depreciation of property, plant and equipment	86 108	86 844
Amortisation of intangibles	9 297	8 219
Transfer (from)/to employee provisions	(6 729)	18 898
Transfer from other provisions	(61)	(405)
Impairment of:		
– receivables and advances	1 166	1 142
– land and buildings	3 002	129
– infrastructure, plant and equipment	2 118	2 061
– intangibles	-	83
– inventories	595	799
Loss from disposal of assets	787	693
Unrealised foreign exchange (gain)	(614)	(444)
Changes in assets and liabilities		
(Increase) in receivables	(3 798)	(266)
Decrease/(increase) in accrued revenue	4 375	(4 472)
(Increase)/decrease in prepayments	2 336	2 959
(Increase) in inventories	(21 254)	(19 882)
Increase/(decrease) in supplier payables	9 804	(9 480)
Increase in other payables	13 989	5 476
Net cash from operating activities	115 797	82 962

13. Contingent Assets and Liabilities

	2013 \$'000	2012 \$'000
Quantifiable Contingencies		
Contingent liabilities		
Other guarantees (a)	985	985
Total contingent liabilities	985	985

(a) The Corporation has provided guarantees and an indemnity to the Reserve Bank of Australia in support of bank guarantees required in the day to day operations of the Corporation.

Quantifiable Contingencies

The Corporation has no material contingent assets as at 30 June 2013 (2012 Nil).

Significant Remote Contingencies

The Corporation has no remote contingencies (2012 Nil).

Unquantifiable Contingencies

In the normal course of activities, claims for damages and other recoveries have been lodged at the date of this report against the Corporation and its staff. The Corporation has disclaimed liability and is actively defending these actions. It is not possible to estimate the amounts of any eventual payments which may be required or amounts that may be received in relation to any of these claims.

14. Directors' Remuneration

	2013 \$	2012 \$
Remuneration received or due and receivable by Directors of the Corporation	515 1430	438 000

The number of non-Executive Directors of the Corporation included in these figures are shown below in the relevant remuneration bands:

	Number	Number
\$0 – \$29 999	1	1
\$30 000 – \$59 999	5	5
\$60 000 – \$89 999	1	2
\$180 000 – \$209 999	1	–
Total number of Directors of the Corporation	8	8

15. Related Party Disclosures

Directors of the Corporation

The Directors of the Corporation during the year were:

- The Hon James Spigelman AC QC (Chair)
- Cheryl Bart AO
- Jane Bennett
- Simon Mordant AM (appointed 14 November 2012)
- Matt Peacock (appointed 22 April 2013)
- Dr Julianne Schultz AM
- Mark Scott AO (Managing Director)
- Steven Skala AO
- Prof Fiona Stanley AC

The aggregate remuneration of non-executive Directors is disclosed in Note 14: Directors' Remuneration with remuneration of executive directors disclosed in Note 16: Officers' Remuneration.

15. Related Party Disclosures *continued*

Transactions with entities in the wholly owned group

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Music Choice Australia Pty Ltd and The News Channel Pty Limited

The companies are wholly owned subsidiaries of the Corporation that did not trade during the 2012–13 financial year.

The Corporation provided secretarial and accounting services for Music Choice Australia Pty Ltd and The News Channel Pty Limited during the year free of charge.

Transactions with Joint Venture Entities

MediaHub Australia Pty Limited (MediaHub)

Two ABC employees are directors of MediaHub. Neither is remunerated nor do they receive any other benefits from MediaHub.

The Corporation paid user fees to MediaHub totalling **\$4 869 385** (2012 \$4 198 968). The Corporation also contributed a further **\$1 849 580** (2012 \$2 630 633) in capital contributions.

The Corporation received **\$85 425** (2012 \$196 219) in service fees from MediaHub as payment for ABC employees who have been seconded to MediaHub.

Further, the Corporation has commitments for capital contributions to MediaHub (by acquiring shares) and also for user fees.

All transactions with MediaHub were at arm's length.

Freeview Australia Limited (Freeview)

Two ABC representatives are directors of Freeview with one also the Chairman of the Freeview Board. Neither are remunerated nor do they receive any other benefits from Freeview.

The Corporation contributes towards the operational costs of Freeview in proportion to its shareholding, and may also provide other operational services to Freeview from time to time. The Corporation does not expect to receive any material income from Freeview. As at 30 June 2013, the Corporation had contributed **\$345 512** (2012 \$387 940) towards the operational costs of Freeview. These costs do not constitute a contribution of capital and have been recognised directly in the Corporation's Statement of Comprehensive Income.

All transactions with Freeview were at arm's length.

National DAB Licence Company Limited (DAB)

Two ABC employees are directors of DAB. Neither is remunerated nor do they receive any other benefits from DAB.

As at 30 June 2013, the Corporation contributed **\$3 000** (2012 \$2 850) towards the operational costs of DAB. These costs do not constitute a contribution of capital and have been recognised directly in the Corporation's Statement of Comprehensive Income.

All transactions with DAB were at arm's length.

16. Officers' Remuneration

16A Expense recognised in relation to Officers' employment

	2013 \$	2012 \$
Short-term employee benefits		
Salary (including leave taken)	2 358 429	2 334 659
Annual leave accrued	(12 311)	90 731
Performance bonus	350 221	210 000
Other	91 063	89 895
Total short-term employee benefits	2 787 402	2 725 285
Superannuation	362 362	343 359
Long service leave	(5 473)	85 359
Termination payments	348 288	–
Total officers' remuneration expenses	3 492 579	3 154 003

- Officers' remuneration includes Officers concerned with or taking part in the management of the Corporation, including the Managing Director.
- The above table is prepared on an accrual basis. Therefore the performance bonus expenses disclosed above may differ from the cash bonus paid in Table 16B.

16B Average annualised remuneration packages for Officers employed at 30 June

2013						
Total remuneration:	No.	Reportable salary \$	Contributed superannuation \$	Reportable allowances \$	Bonus paid \$	Total reportable remuneration \$
\$450 000 – \$479 999	2	345 399	65 551	–	55 000	465 950
\$480 000 – \$509 999	1	386 852	51 896	–	60 000	498 748
\$510 000 – \$539 999	1	354 417	67 979	–	89 995	512 391
\$780 000 – \$809 999	1	714 276	91 116	–	–	805 392
	<u>5</u>					
2012						
Total remuneration:	No.	Reportable salary \$	Contributed superannuation \$	Reportable allowances \$	Bonus paid \$	Total reportable remuneration \$
\$360 000 – \$389 999	1	250 014	82 961	10 712	25 000	368 687
\$390 000 – \$419 999	1	303 563	76 417	–	40 000	419 980
\$420 000 – \$449 999	1	326 062	61 838	–	50 000	437 900
\$450 000 – \$479 999	2	355 351	58 564	–	47 500	461 415
\$750 000 – \$779 999	1	694 106	79 681	–	–	773 787
	<u>6</u>					

Notes

- This table reports substantive officers of the Corporation who received remuneration in excess of \$180 000 during the reporting period. Each row is an averaged figure based on headcount for individuals in the band.
- 'Reportable salary' includes the following:
 - gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column);
 - reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits); and
 - exempt foreign employment income.
- The 'contributed superannuation' amount is the average actual superannuation contributions paid to senior executives in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per officers' payment summaries.

16. Officers' Remuneration *continued*

16C Other employees with gross payments above \$180 000 *continued*

3. 'Reportable salary' includes the following:
 - a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column);
 - b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits); and
 - c) exempt foreign employment income.
4. The 'contributed superannuation' amount is the average actual superannuation contributions paid to staff in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per individuals' payment summaries.
5. 'Reportable allowances' are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.
6. 'Bonus paid' represents average actual bonuses paid during the reporting period in that reportable remuneration band. The 'bonus paid' within a particular band may vary between financial years due to various factors such as individuals commencing with or leaving the entity during the financial year.
7. Various salary sacrifice arrangements were available to other highly paid staff including superannuation, motor vehicle and expense payment fringe benefits. Salary sacrifice benefits are reported in the 'reportable salary' column, excluding salary sacrificed superannuation, which is reported in the 'contributed superannuation' column.

17. Auditor's Remuneration

	2013 \$	2012 \$
Remuneration to the Auditor-General for auditing the financial statements for the reporting period	222 500	210 000

KPMG has been contracted by the Australian National Audit Office to provide audit services to the Corporation on their behalf. In 2013, KPMG has earned additional fees of **\$56 208** (2012 \$42 296) for services that were separately contracted by the Corporation.

18. Financial Instruments

18.1 Capital Risk Management

The Corporation manages its capital to ensure that it is able to continue as a going concern through aligning operations with Government funded objectives. The Corporation's overall strategy remains unchanged from previous years with borrowings limited to operating and financing cash flows used to manage operations and make loan repayments.

18.2 Categories of Financial Instruments

	Notes	2013 \$'000	2012 \$'000
18.2A Categories of Financial Instruments			
Financial assets			
Cash and cash equivalents	7A	5 850	5 823
Goods and services receivables	7B	4 724	5 688
Held to maturity financial assets	7B	131 450	69 600
Other receivables	7B	1 408	1 802
Accrued revenue	7C	5 477	11 352
Investments accounted for using the equity method	8	17 871	18 333
Carrying amount of financial assets		166 780	112 598

18. Financial Instruments continued

18.2 Categories of Financial Instruments continued

	Notes	2013 \$'000	2012 \$'000
Financial liabilities			
Trade creditors	10A	74 609	57 560
Interest payable	10B	–	1
Salaries and wages	10B	22 759	21 249
Superannuation	10B	280	325
Unearned revenue	10B	28 604	15 821
Other payables	10B	3 089	3 347
Carrying amount of financial liabilities		129 341	98 303

18.2B Net Income and Expenses from Financial Assets

Income from financial assets

Interest	5B	7 504	8 296
Net foreign exchange gain	5D	693	449
Total income from financial assets		8 197	8 745

18.2C Net Income and Expenses related to Financial Liabilities

Expenses related to financial liabilities

Finance costs	4E	5	286
Total expenses related to financial liabilities		5	286

18.3 Financial Risk Management

The Corporation's financial risk management policies and procedures are established to identify and analyse the risks faced by the Corporation, to set appropriate risk limits and controls to monitor risks and adherence to limits. The Corporation's policies are reviewed regularly to reflect changes in the Corporation's activities. There has been no change in the policies from the previous year. Compliance with policies and exposure limits are reviewed by the Corporation's internal auditors on a continuous basis.

To meet the Corporation's financial risk management objectives, surplus cash is invested into short term, highly liquid investments with maturities at acquisition date of greater than three months. These investments are included as 'other receivables'.

The Corporation's Treasury function provides advice and services to the business, coordinates access to foreign currency contracts and monitors and assesses the financial risks relating to the operations of the Corporation through internal risk reports.

Where appropriate, the Corporation seeks to minimise the effects of its financial risks by using derivative financial instruments to hedge its risk exposures. The use of financial derivatives is governed by the Corporation's policies as approved by the Board of Directors, which provide written principles on foreign exchange risk, credit risk, the use of financial derivatives and investment of funds.

The Corporation does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

18.4 Net Fair Values of Financial Assets and Liabilities

The following methods and assumptions were used to estimate the net fair values:

Cash, receivables, payables and short term borrowings

The carrying amount approximates the net fair value because of the short term maturity.

Loans from Government

The net fair values of long term borrowings are estimated using discounted cash flow analysis, based on current interest rates for liabilities with similar risk profiles. At 30 June 2013, the Corporation had no loans from Government.

18. Financial Instruments *continued*

18.4 Net Fair Values of Financial Assets and Liabilities *continued*

Forward exchange contracts

The net fair values of forward exchange contracts are taken to be the unrealised gain or loss at balance date calculated by reference to current forward exchange rates for contracts with similar maturity profiles.

	Carrying Amount		Net Fair Value	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Financial Assets				
Forward exchange contracts	414	68	414	68

18.5 Fair Value Measurements

The fair value of financial assets and financial liabilities must be estimated for recognition and measurement or for disclosure purposes.

The Corporation has adopted the amendment to *AASB 7 Financial Instruments: Disclosures*, which requires disclosure of fair value measurements by level in accordance with the following fair value measurement hierarchy:

- Level 1—quoted prices (unadjusted) in active markets for identical assets or liabilities;
- Level 2—inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly (as prices) or indirectly (derived from prices); and
- Level 3—inputs for the asset or liability that are not based on observable market data (unobservable inputs).

The Corporation has no level 1 financial instruments traded in active markets (such as publicly traded derivatives, or trading and available-for-sale securities) that are based on quoted market prices at the end of the reporting period.

The fair values of financial instruments that are not traded in an active market (for example, over-the-counter derivatives) are determined using valuation techniques. The Corporation uses a variety of methods and makes assumptions that are based on market conditions existing at the end of each reporting period. The fair value of forward exchange contracts are determined using a level 2 technique based on the forward exchange market rates at the end of the reporting period. The fair value of forward exchange contracts at 30 June 2013 was **\$413 868** (2012 \$68 091).

The Corporation has no level 3 financial instruments where a valuation technique for the instruments is based on significant unobservable inputs.

18.6 Credit Risk

Credit risk refers to the risk that a counterparty will default on its contractual obligations resulting in financial loss to the Corporation.

Credit risk arises from the financial assets of the Corporation, which comprise cash and cash equivalents, trade and other receivables, available-for-sale financial assets and derivative instruments.

The Corporation has adopted a policy of only dealing with credit worthy counterparties and obtaining collateral where appropriate, as a means of mitigating the risk of financial loss from defaults. The Corporation assesses credit ratings through independent ratings agencies and if not available, uses publicly available financial information and its own trading record to rate customers.

The Corporation manages its credit risk by undertaking credit checks on customers who wish to take on credit terms. The Corporation has policies that set limits for each individual customer. Ongoing credit evaluations are performed on the financial condition of accounts receivable.

The Corporation has no material concentration of credit risk with any single customer as the Corporation has a large number of customers spread across a range of industries and geographical areas.

The credit risk arising from dealings in financial instruments is controlled by a strict policy of credit approvals, limits and monitoring procedures. Credit exposure is controlled by counterparty limits that are reviewed and approved by the Board of Directors.

18. Financial Instruments continued

18.6 Credit Risk continued

The Corporation does not have any significant credit risk exposure to any single counterparty. The credit risk on liquid funds and derivative financial instruments is limited because the counterparties are banks with credit ratings of at least A- as assigned by Standard & Poors.

The Corporation's maximum exposure to credit risk at reporting date in relation to each class of recognised financial assets is the carrying amount, net of allowance for doubtful debts, of those assets as indicated in the Balance Sheet.

Credit exposure of foreign currency and interest rate bearing investments is represented by the net fair value of the contracts, as disclosed.

	Not Past Due nor Impaired	Not Past Due nor Impaired	Past Due or Impaired	Past Due or Impaired
	2013	2012	2013	2012
Categories of financial instruments	\$'000	\$'000	\$'000	\$'000
Financial assets				
Cash and cash equivalents	5 850	5 823	–	–
Goods and services receivables	4 033	5 140	691	548
Held to maturity financial assets	131 450	69 600	–	–
Other receivables	1 408	1 802	–	–
Accrued revenue	5 477	11 352	–	–
Investments accounted for using the equity method	17 871	18 333	–	–
Carrying amount of financial assets	166 089	112 050	691	548

Ageing of financial assets that are past due but not impaired

	0 to 30 days	31 to 60 days	61 to 90 days	90 plus days	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
2013					
Financial assets					
Goods and services receivables	466	100	70	24	660
Total past due but not impaired financial assets	466	100	70	24	660
2012					
Financial assets					
Goods and services receivables	198	147	92	76	513
Total past due but not impaired financial assets	198	147	92	76	513

18.7 Market Risk

Market risk includes foreign currency risk, which is detailed in Note 18.8: Foreign Currency Risk, and interest rate risk, which is detailed in Note 18.10: Interest Rate Risk.

The Corporation is not exposed to any other price risk on financial instruments.

18. Financial Instruments *continued*

18.8 Foreign Currency Risk

Foreign currency risk refers to the risk that the fair value or future cash flows of a financial instrument will fluctuate due to the changes in foreign exchange rates.

The Corporation's activities expose it primarily to the financial risk of changes in foreign currency exchange rates arising from transactions and assets and liabilities that are denominated in a currency that is not Australian dollars. The Corporation enters into forward exchange contracts to hedge the foreign exchange rate risk arising from some of these transactions. These forward exchange contracts are not designated as cash flow hedges.

The Corporation is exposed to foreign currency denominated in United States Dollars (USD), Great British Pounds (GBP) and Euros (EUR).

The following table details the effect on the profit and equity as at 30 June 2013 from a **15.7%** (2012 15%) favourable/unfavourable change in the rate of the Australian Dollar (AUD) against the currencies to which the Corporation is exposed, with all other variables held constant.

Foreign Currency Sensitivity

Foreign Currency outstanding positions at:	2013	2013	2012	2012
	\$'000	\$'000	\$'000	\$'000
	Profit and Loss	Equity	Profit and Loss	Equity
USD				
AUD / USD +15.7% (2012 +15%)	(481)	(9)	(423)	–
AUD / USD -15.7% (2012 -15%)	481	9	423	–
GBP				
AUD / GBP +15.7% (2012 +15%)	(289)	–	(196)	–
AUD / GBP -15.7% (202 -15%)	289	–	196	–
EUR				
AUD / EUR +15.7% (2012 +15%)	(27)	(177)	(61)	(26)
AUD / EUR -15.7% (2012 -15%)	27	177	61	26

The impact on the Corporation's surplus is not material.

18.9 Hedging Instruments

Specific Hedges

The Corporation enters into forward exchange contracts to cover specific foreign currency payments when exposures of \$50 000 or greater (equivalent) are entered into under a firm contract for goods or services involving a specific foreign currency amount and payment date. Exposures are covered if they fall within a set period, which can generally be a minimum of 3 months or maximum of 6 months subject to market conditions.

The balance of the hedging reserve in equity reflects a net gain of **\$74 231** (2012 net loss of \$4 671) on specific hedges of foreign currency purchases as at 30 June 2013. The Corporation's cash flow hedges were all effective during the period.

The following table sets out the gross value to be received under forward exchange contracts, the weighted average contracted exchange rates and the settlement periods of outstanding contracts for the Corporation.

	Sell Australian Dollars		Average Exchange Rate	
	2013	2012	2013	2012
	\$'000	\$'000		
<i>Buy USD</i>				
Less than 1 year	1 921	1 598	1.0300	1.0245
<i>Buy GBP</i>				
Less than 1 year	1 392	769	0.6465	0.6505
<i>Buy EUR</i>				
Less than 1 year	1 125	274	0.7508	0.7818

18. Financial Instruments *continued*

18.9 Hedging Instruments *continued*

General Hedges

The Corporation also enters into forward exchange contracts to cover foreign currency payments when exposures less than \$50 000 (equivalent) of a recurrent nature and with varying foreign currency amounts and payment dates are incurred. General cover is typically held between 40% and 60% of estimated exposures for USD, GBP and EUR subject to market conditions.

At balance date, the Corporation held forward exchange contracts to buy USD, GBP and EUR. Gains/losses arising from general hedges outstanding at year end have been taken to profit or loss. The net gain of **\$339 637** (2012 net gain \$72 672) on general hedges of anticipated foreign currency purchases from July 2012 to June 2013 has been recognised at balance date through profit or loss.

18.10 Interest Rate Risk

Interest rate risk refers to the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

The Corporation is typically not exposed to interest rate risk on borrowings, as all borrowings are at fixed interest rates and the Corporation repaid its loan in full before 30 June 2012. The Corporation derives interest revenue from funds invested, which is impacted by interest rate fluctuations. Although the Corporation is not dependent on interest revenue to continue operations, a **1.20%** (2012 1.40%) decrease in the interest rate would result in a decrease in interest revenue of **\$2 032 594** (2012 \$1 990 599) and a **1.20%** (2012 1.40%) increase in the interest rate would result in an increase in interest revenue of **\$2 032 594** (2012 \$1 990 599). The change in interest revenue is proportional to the change in interest rates.

18.11 Liquidity Risk

Liquidity risk is the risk that the Corporation will encounter difficulty in meeting obligations associated with financial liabilities.

The Corporation is dependent upon revenue from Government. At 30 June 2013, in excess of **86%** (2012 85%) of normal activities are funded in this manner, and without this revenue, the Corporation would be unable to meet its obligations.

Maturities for financial liabilities

	1 year or less	1 to 2 years	2 to 5 years	> 5 years	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
2013					
Financial liabilities					
Trade creditors	74 421	-	-	188	74 609
Interest payable	-	-	-	-	-
Salaries and wages	22 759	-	-	-	22 759
Superannuation	280	-	-	-	280
Unearned revenue	15 786	462	1 167	11 189	28 604
Other payables	2 542	226	321	-	3 089
Total financial liabilities	115 788	688	1 488	11 377	129 341
2012					
Financial liabilities					
Trade creditors	57 440	5	-	115	57 560
Interest payable	1	-	-	-	1
Salaries and wages	21 249	-	-	-	21 249
Superannuation	325	-	-	-	325
Unearned revenue	9 611	270	1 538	4 402	15 821
Other payables	2 887	199	261	-	3 347
Total financial liabilities	91 513	474	1 799	4 517	98 303

The Corporation has no "On demand" financial liabilities. There are no financial liabilities with maturities of more than 5 years.

19. Financial Assets Reconciliation

Financial Assets	Notes	2013 \$'000	2012 \$'000
Total financial assets as per balance sheet		176 731	116 957
Less: non-financial instrument components			
Statutory receivables	7B	9 982	4 394
Total non-financial instrument components		9 982	4 394
Add: impairment allowance account	7B	31	35
Total financial assets as per financial instrument note		166 780	112 598

20. Assets Held in Trust

Monetary Assets	2013 \$	2012 \$
Ian Reed Foundation		
The Corporation is trustee for a foundation with accumulated funds at 30 June as follows:		
Total amount held at the beginning of the reporting period	577 601	600 426
Interest received	17 399	26 975
Payments	(125 513)	(49 800)
Total amount held at the end of the reporting period	469 487	577 601

Assets held in trust are monetary assets with monies received under formal trust arrangements. The trust was established for the purpose of the education, encouragement, advancement and general promotion of potential and aspiring writers of radio plays and dramas and is independently managed in accordance with the terms of the trust deed.

Funds are held in authorised trustee investments, are not available for other purposes of the Corporation and are not recognised in the financial statements.

21. Reporting by Outcomes

Note 21A—Net Cost of Outcome Delivery

The Corporation's cost of outcomes is determined through a process that identifies those costs and revenues directly related to the provision of a particular outcome. The allocation of costs for Outcome 2, Outcome 3 and Outcome 4 consist of direct costs of dedicated analog and digital transmission functions. The costs for Outcome 1 represent the costs of undertaking the Corporation's general operational activities.

Note 21A—Net Cost of Outcome Delivery

	Outcome 1		Outcome 2		Outcome 3		Outcome 4		Total	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Total Expenses	989 051	999 882	85 657	90 850	90 207	86 306	2 962	2 891	1 167 877	1 179 929
Income from non-government sector										
Other	156 491	170 767	–	–	51	50	–	–	156 542	170 817
Total income from non-government sector	156 491	170 767	–	–	51	50	–	–	156 542	170 817
Net cost/(contribution) of outcome delivery	832 560	829 115	85 657	90 850	90 156	86 256	2 962	2 891	1 011 335	1 009 112

21. Reporting by Outcomes continued

Note 21B—Major Classes of Departmental Expenses, Income, Assets and Liabilities by Outcome

The ABC's assets and liabilities are attributed to Outcome 1 unless they can specifically be attributed to Outcome 2, Outcome 3 or Outcome 4.

Note 21B—Major Classes of Departmental Expenses, Income, Assets and Liabilities by Outcome

	Outcome 1		Outcome 2		Outcome 3		Outcome 4		Total	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Expenses										
Employees	477 379	486 482	-	-	120	-	-	-	477 499	486 482
Suppliers	250 548	258 601	85 657	90 850	90 087	86 306	2 962	2 891	429 254	438 648
Depreciation and amortisation	95 405	95 063	-	-	-	-	-	-	95 405	95 063
Program amortisation	158 046	154 543	-	-	-	-	-	-	158 046	154 543
Finance costs	5	286	-	-	-	-	-	-	5	286
Write-down and impairment of assets	6 881	4 214	-	-	-	-	-	-	6 881	4 214
Net loss from disposal of assets	787	693	-	-	-	-	-	-	787	693
Total	989 051	999 882	85 657	90 850	90 207	86 306	2 962	2 891	1 167 877	1 179 929
Income										
Revenue from government	830 700	806 429	88 669	92 473	100 673	94 913	3 658	3 588	1 023 700	997 403
Sale of goods and services	125 982	140 208	-	-	-	-	-	-	125 982	140 208
Interest	7 504	8 296	-	-	-	-	-	-	7 504	8 296
Share of deficit of jointly controlled entities	(2 311)	(2 317)	-	-	-	-	-	-	(2 311)	(2 317)
Other	24 623	24 131	-	-	51	50	-	-	24 674	24 181
Gains	693	449	-	-	-	-	-	-	693	449
Total	987 191	977 196	88 669	92 473	100 724	94 963	3 658	3 588	1 180 242	1 168 220
Assets										
Cash and cash equivalents	5 850	5 823	-	-	-	-	-	-	5 850	5 823
Receivables	115 534	68 305	6 301	3 285	25 017	9 175	681	684	147 533	81 449
Accrued revenue	5 477	11 352	-	-	-	-	-	-	5 477	11 352
Investments	17 871	18 333	-	-	-	-	-	-	17 871	18 333
Land and buildings Infrastructure, plant and equipment	646 512	691 972	-	-	-	-	-	-	646 512	691 972
Intangibles	248 722	244 165	-	-	197	-	-	-	248 919	244 165
Assets classified as held for sale	35 347	38 244	-	-	-	-	-	-	35 347	38 244
Inventories	15 000	-	-	-	-	-	-	-	15 000	-
Inventories	153 932	133 273	-	-	-	-	-	-	153 932	133 273
Prepayments	14 121	16 276	92	126	330	476	16	17	14 559	16 895
Total	1 258 366	1 227 743	6 393	3 411	25 544	9 651	697	701	1 291 000	1 241 506
Liabilities										
Suppliers	72 982	57 084	740	10	886	462	1	4	74 609	57 560
Other payables	54 547	40 508	-	-	185	235	-	-	54 732	40 743
Provisions	147 847	154 637	-	-	-	-	-	-	147 847	154 637
Total	275 376	252 229	740	10	1 071	697	1	4	277 188	252 940

22. Controlled Entities

	Place of incorporation	Beneficial percentage held by economic entity	Beneficial percentage held by economic entity
		2013	2012
Ultimate parent entity:			
Australian Broadcasting Corporation			
Controlled entities of Australian Broadcasting Corporation:			
Music Choice Australia Pty Ltd	Australia	100%	100%
The News Channel Pty Limited	Australia	100%	100%

Music Choice Australia Pty Ltd and The News Channel Pty Ltd have been dormant since 2000 and have not traded in the 2012–13 financial year. As a result, consolidated financial statements for the ABC Group have not been presented as the operations and results of the Corporation are reflective of those of the consolidated entity.

Appendices

for the year ended 30 June 2013



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Appendix 1 — ABC Charter and Duties of the Board

From the *Australian Broadcasting Corporation Act 1983*

6 Charter of the Corporation

(1) The functions of the Corporation are:

- (a) to provide within Australia innovative and comprehensive broadcasting services of a high standard as part of the Australian broadcasting system consisting of national, commercial and community sectors and, without limiting the generality of the foregoing, to provide:
 - (i) broadcasting programs that contribute to a sense of national identity and inform and entertain, and reflect the cultural diversity of, the Australian community;
 - (ii) broadcasting programs of an educational nature;
- (b) to transmit to countries outside Australia broadcasting programs of news, current affairs, entertainment and cultural enrichment that will:
 - (i) encourage awareness of Australia and an international understanding of Australian attitudes on world affairs; and
 - (ii) enable Australian citizens living or travelling outside Australia to obtain information about Australian affairs and Australian attitudes on world affairs; and
- (ba) to provide digital media services; and
- (c) to encourage and promote the musical, dramatic and other performing arts in Australia.

Note: See also section 31AA (Corporation or prescribed companies to be the only providers of Commonwealth-funded international broadcasting services).

(2) In the provision by the Corporation of its broadcasting services within Australia:

- (a) the Corporation shall take account of:
 - (i) the broadcasting services provided by the commercial and community sectors of the Australian broadcasting system;
 - (ii) the standards from time to time determined by the ACMA in respect of broadcasting services;
 - (iii) the responsibility of the Corporation as the provider of an independent national broadcasting service to provide a balance between broadcasting programs of wide appeal and specialised broadcasting programs;
 - (iv) the multicultural character of the Australian community; and
 - (v) in connection with the provision of broadcasting programs of an educational nature—the responsibilities of the States in relation to education; and
- (b) the Corporation shall take all such measures, being measures consistent with the obligations of the Corporation under paragraph (a), as, in the opinion of the Board, will be conducive to the full development by the Corporation of suitable broadcasting programs.

(3) The functions of the Corporation under subsection (1) and the duties imposed on the Corporation under subsection (2) constitute the Charter of the Corporation.

(4) Nothing in this Section shall be taken to impose on the Corporation a duty that is enforceable by proceedings in a court.

8 Duties of the Board

(1) It is the duty of the Board:

- (a) to ensure that the functions of the Corporation are performed efficiently and with the maximum benefit to the people of Australia;
- (b) to maintain the independence and integrity of the Corporation;
- (c) to ensure that the gathering and presentation by the Corporation of news and information is accurate and impartial according to the recognized standards of objective journalism; and
- (d) to ensure that the Corporation does not contravene, or fail to comply with:
 - (i) any of the provisions of this Act or any other Act that are applicable to the Corporation; or
 - (ii) any directions given to, or requirements made in relation to, the Corporation under any of those provisions; and
- (e) to develop codes of practice relating to:
 - (i) programming matters; and
 - (ii) if the Corporation has the function of providing a datacasting service under section 6A—that service; andto notify those codes to the ACMA.

Appendix 1 – ABC Charter and Duties of the Board continued

- (2) If the Minister at any time furnishes to the Board a statement of the policy of the Commonwealth Government on any matter relating to broadcasting, or any matter of administration, that is relevant to the performance of the functions of the Corporation and requests the Board to consider that policy in the performance of its functions, the Board shall ensure that consideration is given to that policy.
- (3) Nothing in subsection (1) or (2) is to be taken to impose on the Board a duty that is enforceable by proceedings in a court.

Appendix 2 – ABC Board and Board Committees

ABC Board

Board members and attendance at meetings

The ABC Board held six meetings during 2012–13.

Member	Number of Board meetings attended
James Spigelman AC QC, Chairman	6
Mark Scott AO, Managing Director	6
Steven Skala AO	6
Julianne Schultz AM	5
Cheryl Bart AO	5
Jane Bennett	5
Fiona Stanley AC	6
Simon Mordant AM	4
Matt Peacock, Staff Elected Director (term commenced 22 April 2013)	1

Requests made to the Board by the Minister under s8(2)

In 2012–13, the Minister for Broadband, Communications and the Digital Economy made the following requests to the Board under s8(2) of the *Australian Broadcasting Corporation Act 1982*:

- On 28 February 2013, the Minister requested that the Board consider complying, where possible, with the Protective Security Policy Framework (PSPF). The ABC Chairman responded to the request on 2 April 2013, and confirmed the ABC’s strong alignment with the overall goals and requirements of the PSPF based on best practices, as applied based on the *Commonwealth Authorities and Companies Act 1997* and the scope of the ABC’s operations.
- On 25 March 2013, the Minister wrote to the Board regarding the findings in the *Australia in the Asian Century White Paper* relating to the need for Australia to build stronger cultural and public diplomacy links with Asian nations. The Minister requested that the Board consider how the ABC can continue to build upon its extensive coverage of the Asian region in its content and programming. As at 30 June 2013, the Board was considering this request.

Board Committees

Human Resources Committee

The Human Resources Committee considers the remuneration of the Managing Director and Executives, and the Managing Director’s annual performance appraisal. The Committee did not formally meet in 2012–13 as these matters were dealt with in Board meetings.

Finance Committee

The role of the Finance Committee is to assist the Board and management of the ABC to optimise the financial performance and efficiency of the Corporation, consistent with stated objectives, and to establish and maintain best practice financial management services including performance measurement.

The Finance Committee held four meetings in 2012–13:

Meeting No. 4 2012	10 October 2012
Meeting No. 5 2012	5 December 2012
Meeting No. 1 2013	14 February 2013
Meeting No. 2 2013	18 June 2013

Meetings during 2012–13 were attended by Cheryl Bart (Chair of the Finance Committee), Julianne Schultz, Steven Skala and Simon Mordant.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
Cheryl Bart AO	Committee Chairman	4	4
Steven Skala AO	Director	4	4
Julianne Schultz AM	Director	4	4
Simon Mordant AM	Director	1	1

All meetings were attended by the Managing Director and the Chairman of the Board. In 2012–13, Board members were invited to attend all ABC Finance Committee meetings. Committee meetings are also attended by the Chief Operating Officer and Director of Business Services.

During the year the Finance Committee monitored the ABC’s financial plans, budgets and budget performance. It considered and endorsed the ABC’s Annual Budget allocations for approval by the Board, including the annual Capital Budget and Strategy.

Appendix 2—ABC Board and Board Committees continued

The Committee reviewed and referred the Investment Proposal for the Melbourne Accommodation Project to the Parliamentary Standing Committee on Public Works and approved funding for the Planning Phase of the project through to the target date for Parliamentary approval.

Audit and Risk Committee

The Board is required to ensure that the functions of the Corporation are performed with integrity, efficiency and maximum benefit to the people of Australia (see s8(1)(a) and (b) of the *Australian Broadcasting Corporation Act 1983*). In connection with the discharge of these duties, the Audit and Risk Committee provides the Board with assistance and advice on the ABC’s risk, control and compliance framework and its external accountability responsibilities. The Committee’s responsibilities are detailed in its Charter and include:

- Assisting the Board to discharge its oversight and governance responsibilities in relation to the Corporation’s:
 - Internal Control Framework
 - Financial Reporting and Management
 - Risk Management
 - Legislative Compliance.
- Providing a forum for communication between the Board, senior management and both the internal and external auditors.
- Monitoring and reviewing the independence, integrity and objectivity of the Corporation’s internal and external auditors.
- Monitoring and reviewing compliance with standards of ethical behaviour expected within the Corporation.

The Audit and Risk Committee held five meetings in 2012–13:

Meeting No.3 2012	27 July 2012
Meeting No.4 2012	11 October 2012
Meeting No.5 2012	5 December 2012
Meeting No.1 2013	11 April 2013
Meeting No.2 2013	20 June 2013

Meetings during 2012–13 were attended by Steven Skala (Chair of the Audit and Risk Committee), Cheryl Bart and John Brown.

John Brown was appointed to the Audit and Risk Committee in December 2007 and is not a member of the ABC Board.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
Steven Skala AO	Committee Chairman	5	5
Cheryl Bart AO	Director	5	4
John Brown	External Member	5	5

In 2012–13 Board members were invited to attend all ABC Audit and Risk Committee meetings. Committee meetings were also attended by the Chief Operating Officer, Head Group Audit and representatives of the Australian National Audit Office (ANAO) and its nominated representative KPMG. The Chairman of the Board, the Managing Director and other members of the Board also attended Committee meetings.

During 2012–13 the Audit and Risk Committee received information papers related to ABC strategic risks, business continuity, Corporation projects, risk management, a fraud control risk update, the coordination of internal and external audit, compliance matters and matters related to the preparation and finalisation of the 2012–13 Annual Financial Statements.

At its meetings, the Audit and Risk Committee endorsed the 2011–12 Annual Financial Statements and monitored progress against the 2012–13 Audit Plan. During 2012–13, the Committee considered the findings of audit reports and noted the implementation of audit recommendations by management, fraud awareness initiatives and fraud investigations undertaken.

The Committee also dealt with matters related to, and reports from, external audit and the Corporation’s requirement to formally report on compliance with the *Commonwealth Authorities and Companies Act 1997*. During the year, the Committee met separately with the ANAO and KPMG without management present.

During its meetings in 2012–13, the Committee endorsed the revised Audit and Risk Committee Charter and the 2013–14 Audit Plan for approval by the Board. The Committee also assessed Group Audit’s processes against the ANAO Better Practice Guide on Public Sector Internal Audit

Group Audit

Group Audit provides an independent and objective audit and advisory service which is designed to add value and improve the Corporation’s operations. Group Audit helps the ABC to achieve its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

Group Audit is responsible to the Audit and Risk Committee for contributing to the achievement of the Corporation’s goals and objectives by:

- Assisting management in evaluating processes for identifying, assessing and managing the key operational, financial and compliance risks of the ABC.
- Assisting management in evaluating the effectiveness of internal control systems, including compliance with internal policies.
- Recommending improvements to the internal control systems established by management.

Appendix 2—ABC Board and Board Committees *continued*

- Playing an active role in developing and maintaining a culture of accountability and integrity.
- Being responsive to the Corporation's changing needs, striving for continuous improvement and monitoring integrity in the performance of its activities.
- Facilitating and supporting the integration of risk management into day-to-day business activities and processes.
- Promoting a culture of self assessment and adherence to high ethical standards.
- Group Audit is responsible for generating and implementing the ABC's Audit Plan, which seeks to ensure that audits focus on key areas of risk to the Corporation. The Audit Plan is endorsed by the Audit and Risk Committee and approved by the Board annually.

In 2012–13 Group Audit performed unscheduled reviews at the specific request of management and continued to utilise technology to undertake continuous auditing and monitoring of transactional data. Group Audit also provided advice and guidance on good governance, policies and controls, and provided advice and input on a number of key projects and initiatives being undertaken by the Corporation. Group Audit also reviewed the processes implemented by the Corporation to support reporting requirements in respect of compliance with the *Commonwealth Authorities and Companies Act 1997*.

During 2012–13 Group Audit continued to operate with a combination of in-house staff and outsourced external providers. This provided access to expertise in specialist areas and supplemented internal resources and experience. The external providers were appointed following an open market tender conducted in the first half of 2012–13.

Coordination with external auditors

Group Audit continued to liaise with the ABC's external auditors, as well as the ANAO and its nominated representative, KPMG, who were appointed during 2008–09. It sought advice regarding proposed areas of focus, the identification of areas of potential external audit reliance on Group Audit and to ensure that there was minimal duplication of audit coverage. The ANAO, KPMG and Group Audit developed a Co-ordinated Audit Plan for 2012–13, highlighting areas of audit coverage and reliance, as well as audit coverage of ABC strategic risk and financial reporting risk areas.

Appendix 3—ABC Organisation, as at 30 June 2013

Managing Director	Mark Scott AO	Chief Operating Officer	Anne Milne
Head, Audience and Consumer Affairs	Kirstin McLiesh	Manager, Content Planning and Projects	Ryan Egan
Head, Converged Media Policy	Mark Tapley	ABC Commercial	
Head, Research and Marketing	Lisa Walsh	Director of ABC Commercial	Robert Patterson
Project Manager, Work Health and Safety	Linda Taylor	Chief Financial Officer	Cheryl Scroope
Corporate Affairs		General Manager, Digital Business Development	Robert Hutchinson
Director of Corporate Affairs	Michael Millett	General Manager, Marketing and Communications	Lisa Hresc
Head, Corporate Communications	Sally Cray	Head, ABC Retail	Regina Hoekstra
Head, Corporate Affairs	Sophie Mitchell	General Manager ABC Video Entertainment and Distribution	Sharon Ramsay Luck (acting)
Head, Corporate Governance	Judith Maude	General Manager, ABC Music and Events	Natalie Waller
Head, Strategic Policy	David Sutton	Manager, Publishing	Liz White
Head, Strategic Projects	Roland Clifton-Bligh	Manager, Content Sales	Natalie Lawler
ABC International		Innovation	
CEO of ABC International	Lynley Marshall	Director of Innovation	Angela Clark
Head, Pacific and Mekong	Domenic Friguglietti	Head, Online and Mobile	Mark Dando
Head, Asia	Clement Paligaru	Head, Strategic Development	Gabrielle Shaw (acting)
Network Manager and Editor	Sue Ahearn	Head, Digital Architecture and Development	Ciaran Forde
TV Controller, Australia Network	Patrick Emmett	Head, Digital Education	Annabel Astbury
Head, Digital Operations	David Hua		
Head, Marketing	John Woodward		
Manager, Policy and International Relations	Joanna Corbett		

Appendix 3—ABC Organisation, as at 30 June 2013 continued

Legal and Business Affairs

Director of Legal and Business Affairs	Rob Simpson
Deputy General Counsel	Jennifer Wright
Deputy General Counsel	Michael Martin
Head, Business Affairs	Georgina Waite

News

Director of News	Kate Torney
Head, Current Affairs	Bruce Belsham
Head, News Content	Gaven Morris
Head, Newsgathering	Craig McMurtrie
Head, News Projects	Fiona Reynolds
Head, Budgets and Resources	John Turner
Head, Policy and Staff Development	Alan Sunderland

Operations

Chief Operating Officer	David Pendleton
Head, Capital Works	Mark Woodley
Head, Operations Planning	Michael Ward
Head, Group Audit	Alison Hamill

ABC Resources

Director of ABC Resources	David Cruttenden
General Manager, Resource Sales	Patrick Austin
Head, Broadcast Operations	Mark Nealon
Head, Production Planning and Business	Andrew Cavenett
Head, Content Services	Mary Jane Stannus
Manager, Strategy and Projects	Judy Grant

Business Services

Director of Business Services	Brian Jackson
Head, Corporate Treasury and Performance Measurement	Fulvio Barbuio
Head, Finance	Gareth Thompson (acting)
Head, Financial Control	Toni Robertson
Head, Human Resources	Greg Fromyhr
Head, Operations	Aziz Dindar (acting)
Head, Property Services	Tim Stubbings
Manager, Capital Expenditure and Planning	Philip Cahill
Manager, Group Budgets	Janet Kalivas
Manager, Policy and Projects	Jagdeep Singh
Manager, Procurement	Kylie McKiernan
Manager, Risk and Insurance	

Technology

Director of Technology	Ken Gallacher
Deputy Director of Technology	Margaret Cassidy
Head, Technology Architecture and Development	Tony Silva
Head, Information Technology Services	Ping-Fai Tse
Head, Technical Services	Robert Hynen
Manager, Business Continuity	Stephen Flohr
Technology Business Partner, Television	Roger Dunkerley
Technology Business Partner, Radio	Cathy Scanlon

Communication Networks

Director of Communication Networks	Adrian Potter
Head, Broadcast Network Services	Marie Wines
Head, Transmission Network Services	Mark Spurway
Manager, Spectrum Regulatory Strategy	Dilip Jadeja

People and Learning

Director of People and Learning	Samantha Liston
Head, Employee Relations	Rachel Simons
Head, Learning	Tina Osman
Head, People and Learning Services	Luke Caruso
Head, Planning and Performance	Charlie Naylor
Manager, Strategy and Communications	Colin Langdon
Business Partner, Television and Innovation	Jennifer McCleary
Business Partner, News	Greg Cullen
Business Partner, ABC Resources	Kate Marshall
Business Partner, Radio	Ruth Niall
Business Partner, Corporate and International	Tim Burrows
Business Partner, Operations Group	Carmen McMurtrie
Business Partner, ABC Commercial	Sanja Ademovic

Radio

Director of Radio	Kate Dundas
Group Program Director	Michael Mason
Head, Industry Policy and Strategy	Jane Connors
Head, Multiplatform and Content Development	Linda Bracken
Head, Radio Marketing	Warwick Tiernan
Head, Technology and Digital Planning	Mark Bowry
Head, People and Communications	Vanessa MacBean
Manager, Policy	Cathy Duff
Manager, Metropolitan Local Radio	Jeremy Millar
Manager, Regional Local Radio	Tony Rasmussen
Manager, triple j	Chris Scaddan
Manager, Radio National	Louise Evans
Manager, ABC NewsRadio	Helen Thomas
Manager, ABC Classic FM	Richard Buckham

Television

Director of Television	Richard Finlayson
Controller, ABC1	Brendan Dahill
Controller, ABC2	Stuart Menzies
Controller, Children's	Tim Brooke Hunt
Controller, Multi-Platform Production	Arul Baskaran
Head, Arts	Katrina Sedgwick

Appendix 3—ABC Organisation, as at 30 June 2013 continued

Head, Comedy	Vacant	State/Territory Directors	
Head, Entertainment	Jennifer Collins	Director, ACT	Elizabeth McGrath
Head, Factual	Alan Erson	Director, NSW	Peter Longman
Content Head, Fiction	Carole Sklan	Director, NT	Christopher Smyth
Content Head, Factual	Phil Craig	Director, Queensland	Mark Bowling
Content Head, Indigenous	Sally Riley	Director, SA	Sandra Winter- Dewhurst
Head, Business and Operations	David Anderson	Director, Tasmania	Andrew Fisher (acting)
Head, Marketing and Promotions	Diana Costantini	Director, Victoria	Randal Mathieson
Head, Strategy and Governance	Michael Brealey	Director, WA	Geoff Duncan

Appendix 4—ABC Advisory Council

In 2012–13, the ABC Advisory Council met three times. It made three recommendations and 25 commendations.

Advisory Council members

Member

Ms Joan McKain, Convenor (Lake Cathie, NSW)
 Dr Patrick Bradbery (Rock Forest, NSW)
 Mrs Melissa Cadzow (Glenside, SA)
 Mr Gideon Cordover (Allens Rivulet, Tasmania)
 Mr Scott Cowans (Ellenbrook, WA)
 Mrs Charmaine Foley (Noosa Heads, Queensland)
 Mrs Rena Henderson (Preston, Tasmania)
 Mr Nakul Legha (Gungahlin, ACT)
 Ms Lisa Leong (Burwood, Victoria)
 Ms Tania Penovic (Surrey Hills, Victoria)
 Mr Rob Ryan (Holland Park East, Queensland)
 Mr Taylor Tran (Naremburn, NSW)

Summary of recommendations, responses and commendations 2012–13

Recommendations

Recommendation R1/2/12—ABC Shops

The ABC Advisory Council **recommends** the inclusion of iView, ABC weblinks, feedback forms and program newsletters in ABC shops. As ABC Shops are an important part of the public face of the ABC, these initiatives would provide greater opportunity for audience feedback, cross promotion and exposure to ABC offerings.

Director of ABC Commercial: ABC Commercial would like to thank the Advisory Council for their recommendation on ABC Shops. Each ABC Shop already has a “Please Take One” stand that is designed specifically to carry available newsletters, information sheets, playlists and feedback forms relating to the ABC’s activities. This is placed in a prominent position on the counter in every ABC Shop. Each ABC Shop also has a customer “touch-point”, which is a computer kiosk facility where customers are encouraged to “Find, Watch, Listen, Connect”.

Unfortunately, ABC Shops have been unable to play iView in the past due to bandwidth restrictions. However, a project is underway to increase bandwidth capability to enable in-store access to iView. Streaming performance is being tested before the project is officially launched.

Recommendation R2/2/12—Q&A

The ABC Advisory Council **recommends** some changes to Q&A based on recent community feedback, namely: inviting a wider diversity of guests; fewer repeat appearances, especially by politicians; more frequent Indigenous representation, including dedicating a program to an Indigenous panel; and the inclusion of other articulate community representatives who could be sourced through ABC activities, such as ABC Open.

Director of Television: The number of politicians who are willing and able to deal with Q&A’s format and to speak with authority on relevant issues is limited. Inevitably there will be return appearances by politicians.

Q&A recognizes the importance of broad representation and is looking at opportunities to increase the diversity of panels. Q&A is collaborating with ABC Open, including facilitating video questions from regional areas and exploring opportunities for regional audiences to be more involved in Q&A.

Recommendation R1/3/12—Q&A

The ABC Advisory Council **recommends** consideration be given to extending the number of regional Q&A events in future. This would take Q&A to a wider audience and encourage local participation from a new and diverse guest-base, and would enable the program to focus on local issues from across Australia.

Director of Television: The ABC believes it currently delivers regional diversity across all its platforms and continues to work hard to fulfil its Charter. The ABC has increased the number of Q&A episodes in recent years, and is seeking to extend the reach of this important program.

Appendix 4—ABC Advisory Council continued

Commendations

The ABC Advisory Council made a number of commendations relating to the ABC's people, content and activities during 2012–13.

In relation to coverage of issues and events, the Council **commended** for the ABC for the range of excellent multi-platform content relating to the twentieth anniversary of the High Court's decision in the *Mabo* case; and for commissioning the telemovie *Dangerous Remedy*. The Council **commended** ABC News 24 for its ongoing coverage of significant world events such as the Leveson Inquiry and the Queen's Diamond Jubilee.

The Council recognised the efforts of various production teams and **commended** the *Australian Story* team for its continuing high standards; the ABC Indigenous Department and those involved in the making of *Redfern Now*; the *Foreign Correspondent* team for providing 20 years of high quality educational and informative journalism; Costa Georgiadis and the *Gardening Australia* team for the stories about remote Aboriginal communities in episode 25, 'Connections to Country'; Poh Ling Yeow and the ABC's production team in South Australia for the creation of *Poh's Kitchen Lends a Hand*; the *Good Game* team on *Good Game* (ABC2) and *Good Game Spawn Point* (ABC3); the producers, directors, cast and crew of *Devil's Dust* for their informative and challenging mini-series; *Breakfast* teams on ABC Local Radio around Australia; and the entire ABC team responsible for the coverage of the London 2012 Paralympics.

The Council **commended** the following programs and products: *The Doctor Blake Mysteries* series; *Rage* on reaching its silver jubilee; the documentary *Utopia Girls*; triple j for the *One Night Stand* concert in Dalby, Queensland; and ABC Reading Eggs. The Council **commended** the ABC for making each episode of season 7 of *Dr Who* available on iView immediately after it was first broadcast on the BBC.

The Council recognised the efforts of ABC staff, and **commended** the late Dr Alan Saunders for his work and his many years of service to the ABC; staff of the ABC Shops throughout Australia; and journalist Matt Peacock for his ongoing commitment to raising awareness about asbestos-related disease.

The Council recognised the important role the ABC plays in Australian communities, and **commended** the partnership between ABC Brisbane and the Queensland Symphony Orchestra; 612 ABC Brisbane for supporting the 2012 Kids in Care Christmas Appeal, which resulted in the collection of more than 11 000 gifts for children in State care; and ABC Local Radio across the country for the pivotal role it played providing information to the public on all platforms, including pop-up digital stations, during recent times of crisis and emergency.

The Council **commended** the ABC Audience and Consumer Affairs department for providing comprehensive Audience Contact Reports. The Council **commended** the ABC for 80 years of broadcasting high quality content.

Appendix 5—ABC Code of Practice

Current as at 30 June 2013; last updated
1 January 2013

I. Regulatory Framework

The ABC Board is required, under section 8(1)(e) of the ABC Act, to develop a code of practice relating to its television and radio programming, and to notify this code to the Australian Communications and Media Authority ("the ACMA").

A complaint alleging the ABC has acted contrary to its Code of Practice in its television or radio programming may be made to the ABC. A complainant is entitled under section 150 of the *Broadcasting Services Act 1992* (Cth) ("the BSA") to take their complaint to the ACMA if, after 60 days, the ABC fails to respond to the complainant or the complainant considers the ABC's response is inadequate.

Section 150 of the BSA empowers the ACMA to investigate a complaint alleging the ABC has, in providing a national broadcasting service, breached its Code of Practice. The ACMA can decline to investigate the complaint under section 151 of the

BSA if it is satisfied that the complaint does not relate to the ABC Code of Practice, or that the complaint is frivolous or vexatious or was not made in good faith.

The ACMA's jurisdiction under sections 150-151 does not encompass the ABC's print content or content disseminated by the ABC over the internet or through mobile devices. However, the ACMA has separate jurisdiction under Schedule 7 of the BSA in relation to content hosted on websites or transmitted through mobile services where that content is either "prohibited content"¹ or "age-restricted content".² The ACMA is empowered under Schedule 7 to require content service providers and content hosts to remove or prevent access to these types of content.

The ABC voluntarily complies with the *Content Services Code* developed by the Internet Industry Association and registered as an industry code with the ACMA under clause 85 of Schedule 7 of the BSA. The *Content Services Code* does not apply to content delivered through online or mobile services where that content has been previously transmitted on radio or television.

Footnotes appear on page 223 opposite.

Appendix 5—ABC Code of Practice continued

Except as expressly provided by the BSA, the regulatory regime established by the BSA does not apply to the ABC: section 13(5) of the BSA, and section 79 of the ABC Act.

II. Scope of the Code

The requirements of this Code are set out in the sections dealing with Interpretation and Standards in Part IV and the Associated Standard in Part V. The Standards in Part IV apply to radio and television programs broadcast by the ABC on its free-to-air television or radio broadcasting services. The Associated Standard in Part V applies only to television programs broadcast by the ABC on its domestic free-to-air television services.

This Code does not apply to any complaint which the ABC had decided not to investigate or, having accepted it for investigation, decided not to investigate further, where the ABC was satisfied that:

- the complaint concerns content which is or becomes the subject of legal proceedings;
- the complaint was frivolous or vexatious or not made in good faith;
- the complaint was lodged with the ABC more than six weeks after the date when the program was last broadcast by the ABC on its free-to-air radio or television services, unless the ABC accepted the complaint for investigation after being satisfied that it was appropriate to do so, having regard to:
 - the interests of the complainant in the subject matter of the complaint;
 - the seriousness of the alleged breach;
 - the reason(s) for the delay;
 - the availability of the program content which is the subject of the complaint; and
- any prejudice the delay may otherwise have on the ABC's ability to investigate and determine the matter fairly; or
- the complainant does not have a sufficient interest in the subject matter of the complaint, where the complaint alleges a breach of Fair and honest dealing (Standards 5.1–5.8) or Privacy (Standard 6.1).

To avoid any doubt, the ABC intends that any complaint falling within the terms of any one of the above categories is not relevant to the ABC Code of Practice, for the purposes of section 151(2)(b) of the BSA. In effect, this means that only complaints which the ABC has accepted for investigation in accordance with the above criteria are eligible under this Code to be reviewed and investigated by the ACMA.

III. Resolved Complaints

The ABC seeks to comply fully with the Code and to resolve complaints as soon as practicable.

A failure to comply will not be a breach of the Code if the ABC has, prior to the complaint being made to the ACMA, taken steps which were adequate and appropriate in all the circumstances to redress the cause of the complaint.

To illustrate, a failure to comply with Standards 2.1 or 2.2 (Accuracy) will not be taken to be a breach of the Code if a correction or clarification, which is adequate and appropriate in all the circumstances, is made prior to or within 30 days of the ABC receiving the complaint.

IV. Principles and Standards

1. Interpretation

In this Code, the Standards must be interpreted and applied in accordance with the Principles applying in each Section. From time to time, the ABC publishes Guidance Notes which do not in themselves impose obligations on the ABC, but which may be relevant in interpreting and applying the Code.

The Standards in Parts IV and V are to be interpreted and applied with due regard for the nature of the content under consideration in particular cases. The ABC is conscious that its dual obligations—for accountability and for high quality—can in practice interact in complex ways. It can be a sign of strength not weakness that journalism enrages or art shocks. The Standards are to be applied in ways that maintain independence and integrity, preserve trust and do not unduly constrain journalistic enquiry or artistic expression.

¹ *Prohibited content* essentially involves content that is classified either as RC (Refused Classification) or X18+. This includes real depictions of actual sexual activity, child pornography, detailed instruction in crime, violence or drug use; and age-restricted content.

² *Age-restricted content* involves content classified as R18+ or MA15+ that is delivered through a mobile device or through a service that provides audio or video content for a fee. This type of content must be subject to a restricted access system, i.e. measures put in place to protect children under the age of 15 from exposure to unsuitable material. This category of content includes material containing strong depictions of nudity, implied sexual activity, drug use or violence, very frequent or very strong coarse language, and other material that is strong in impact.

Appendix 5—ABC Code of Practice continued

2. Accuracy

Principles: The ABC has a statutory duty to ensure that the gathering and presentation of news and information is accurate according to the recognised standards of objective journalism. Credibility depends heavily on factual accuracy.

Types of fact-based content include news and analysis of current events, documentaries, factual dramas and lifestyle programs. The ABC requires that reasonable efforts must be made to ensure accuracy in all fact-based content. The ABC gauges those efforts by reference to:

- the type, subject and nature of the content;
- the likely audience expectations of the content;
- the likely impact of reliance by the audience on the accuracy of the content; and
- the circumstances in which the content was made and presented.

The ABC accuracy standard applies to assertions of fact, not to expressions of opinion. An opinion, being a value judgement or conclusion, cannot be found to be accurate or inaccurate in the way facts can. The accuracy standard requires that opinions be conveyed accurately, in the sense that quotes should be accurate and any editing should not distort the meaning of the opinion expressed.

The efforts reasonably required to ensure accuracy will depend on the circumstances. Sources with relevant expertise may be relied on more heavily than those without. Eyewitness testimony usually carries more weight than second-hand accounts. The passage of time or the inaccessibility of locations or sources can affect the standard of verification reasonably required.

The ABC should make reasonable efforts, appropriate in the context, to signal to audiences gradations in accuracy, for example by querying interviewees, qualifying bald assertions, supplementing the partly right and correcting the plainly wrong.

Standards:

2.1 Make reasonable efforts to ensure that material facts are accurate and presented in context.

2.2 Do not present factual content in a way that will materially mislead the audience. In some cases, this may require appropriate labels or other explanatory information.

3. Corrections and clarifications

Principles: A commitment to accuracy includes a willingness to correct errors and clarify ambiguous or otherwise misleading information. Swift correction can reduce harmful reliance on inaccurate information, especially given content can be quickly, widely and permanently disseminated. Corrections and clarifications can contribute to achieving fairness and impartiality.

Standards:

3.1 Acknowledge and correct or clarify, in an appropriate manner as soon as reasonably practicable:

- a. significant material errors that are readily apparent or have been demonstrated; or
- b. information that is likely to significantly and materially mislead.

4. Impartiality and diversity of perspectives

Principles: The ABC has a statutory duty to ensure that the gathering and presentation of news and information is impartial according to the recognised standards of objective journalism.

Aiming to equip audiences to make up their own minds is consistent with the public service character of the ABC. A democratic society depends on diverse sources of reliable information and contending opinions. A broadcaster operating under statute with public funds is legitimately expected to contribute in ways that may differ from commercial media, which are free to be partial to private interests.

Judgements about whether impartiality was achieved in any given circumstances can vary among individuals according to their personal and subjective view of any given matter of contention. Acknowledging this fact of life does not change the ABC's obligation to apply its impartiality standard as objectively as possible. In doing so, the ABC is guided by these hallmarks of impartiality:

- a balance that follows the weight of evidence;
- fair treatment;
- open-mindedness; and
- opportunities over time for principal relevant perspectives on matters of contention to be expressed.

The ABC aims to present, over time, content that addresses a broad range of subjects from a diversity of perspectives reflecting a diversity of experiences, presented in a diversity of ways from a diversity of sources, including content created by ABC staff, generated by audiences and commissioned or acquired from external content-makers.

Impartiality does not require that every perspective receives equal time, nor that every facet of every argument is presented.

Appendix 5—ABC Code of Practice continued

Assessing the impartiality due in given circumstances requires consideration in context of all relevant factors including:

- the type, subject and nature of the content;
- the circumstances in which the content is made and presented;
- the likely audience expectations of the content;
- the degree to which the matter to which the content relates is contentious;
- the range of principal relevant perspectives on the matter of contention; and
- the timeframe within which it would be appropriate for the ABC to provide opportunities for the principal relevant perspectives to be expressed, having regard to the public importance of the matter of contention and the extent to which it is the subject of current debate.

Standards:

4.1 Gather and present news and information with due impartiality.

4.2 Present a diversity of perspectives so that, over time, no significant strand of thought or belief within the community is knowingly excluded or disproportionately represented.

4.3 Do not state or imply that any perspective is the editorial opinion of the ABC. The ABC takes no editorial stance other than its commitment to fundamental democratic principles including the rule of law, freedom of speech and religion, parliamentary democracy and equality of opportunity.

4.4 Do not misrepresent any perspective.

4.5 Do not unduly favour one perspective over another.

5. Fair and honest dealing

Principles: Fair and honest dealing is essential to maintaining trust with audiences and with those who participate in or are otherwise directly affected by ABC content. In rare circumstances, deception or a breach of an undertaking may be justified. Because of the potential damage to trust, deception or breach of an undertaking must be explained openly afterwards unless there are compelling reasons not to do so.

Standards:

Dealing with participants

5.1 Participants in ABC content should normally be informed of the general nature of their participation.

5.2 A refusal to participate will not be overridden without good cause.

Opportunity to respond

5.3 Where allegations are made about a person or organisation, make reasonable efforts in the circumstances to provide a fair opportunity to respond.

Attribution and sources

5.4 Aim to attribute information to its source.

5.5 Where a source seeks anonymity, do not agree without first considering the source's motive and any alternative attributable sources.

5.6 Do not misrepresent another's work as your own.

Undertakings

5.7 Assurances given in relation to conditions of participation, use of content, confidentiality or anonymity must be honoured except in rare cases where justified in the public interest.

Secret recording and other types of deception

5.8 Secret recording devices, misrepresentation or other types of deception must not be used to obtain or seek information, audio, pictures or an agreement to participate except where:

- a. justified in the public interest and the material cannot reasonably be obtained by any other means; or
- b. consent is obtained from the subject or identities are effectively obscured; or
- c. the deception is integral to an artistic work and the potential for harm is taken into consideration.

6. Privacy

Principles: Privacy is necessary to human dignity and every person reasonably expects that their privacy will be respected. But privacy is not absolute. The ABC seeks to balance the public interest in respect for privacy with the public interest in disclosure of information and freedom of expression.

Standards:

6.1 Intrusion into a person's private life without consent must be justified in the public interest and the extent of the intrusion must be limited to what is proportionate in the circumstances.

Appendix 5—ABC Code of Practice continued

7. Harm and offence

Principles: The ABC broadcasts comprehensive and innovative content that aims to inform, entertain and educate diverse audiences. Innovation involves a willingness to take risks, invent and experiment with new ideas. This can result in challenging content which may offend some of the audience some of the time. But it also contributes to diversity of content in the media and to fulfilling the ABC's function to encourage and promote the musical, dramatic and other performing arts. The ABC acknowledges that a public broadcaster should never gratuitously harm or offend and accordingly any content which is likely to harm or offend must have a clear editorial purpose.

The ABC potentially reaches the whole community, so it must take into account community standards. The ABC must also be able to provide content for specific target audiences whose standards may differ from generally held community attitudes. Applying the harm and offence standard requires careful judgement. Context is an important consideration. What may be inappropriate and unacceptable in one context may be appropriate and acceptable in another. Coarse language, disturbing images or unconventional situations may form a legitimate part of reportage, debate, documentaries or a humorous, satirical, dramatic or other artistic work. Consideration of the nature of the target audience for particular content is part of assessing harm and offence in context, as is any signposting that equips audiences to make informed choices about what they see, hear or read.

Standards:

7.1 Content that is likely to cause harm or offence must be justified by the editorial context.

7.2 Where content is likely to cause harm or offence, having regard to the context, make reasonable efforts to provide information about the nature of the content through the use of classification labels or other warnings or advice.

7.3 Ensure all domestic television programs—with the exception of news, current affairs and sporting events—are classified and scheduled for broadcast in accordance with the ABC's Associated Standard on Television Program Classification.

7.4 If inadvertent or unexpected actions, audio or images in live content are likely to cause harm or offence, take appropriate steps to mitigate.

7.5 The reporting or depiction of violence, tragedy or trauma must be handled with extreme sensitivity. Avoid causing undue distress to victims, witnesses or bereaved relatives. Be sensitive to significant cultural practices when depicting or reporting on recently deceased persons.

7.6 Where there is editorial justification for content which may lead to dangerous imitation or exacerbate serious threats to individual or public health, safety or welfare, take appropriate steps to mitigate those risks, particularly by taking care with how content is expressed or presented.

7.7 Avoid the unjustified use of stereotypes or discriminatory content that could reasonably be interpreted as condoning or encouraging prejudice.

8. Children and young people

Principles: The ABC aims to provide children and young people (under the age of 18) with enjoyable and enriching content, as well as opportunities for them to express themselves. Children and young people participate and interact with the ABC in various ways—as actors, presenters, interviewees, subjects, content makers and audience members.

The ABC has a responsibility to protect children and young people from potential harm that might arise during their engagement with the ABC and its content. The ABC shares this responsibility with parents/guardians and with the child or young person him/herself. In particular, the ABC recommends that parents/guardians supervise children and young people's access to content, their participation in interactive services, and their exposure to news and current affairs. It is not always possible to avoid presenting content that may be distressing to some audience members.

Standards:

8.1 Take due care over the dignity and physical and emotional welfare of children and young people who are involved in making, participating in and presenting content produced or commissioned by the ABC.

8.2 Before significant participation of a child or young person in content produced or commissioned by the ABC, or in interactive services offered by the ABC, consider whether it is appropriate to obtain the consent of both the child/young person and the parent/guardian.

8.3 Adopt appropriate measures wherever practicable to enable children and young people, or those who supervise them, to manage risks associated with the child/young person's participation with, use of and exposure to ABC content and services designed for them.

8.4 Take particular care to minimise risks of exposure to unsuitable content or inappropriate contact by peers or strangers.

Appendix 5—ABC Code of Practice continued

V. Associated Standard: Television Program Classification

Status of Associated Standard

This Associated Standard is approved by the ABC Board and is binding. It is for consideration by relevant editorial decision-makers when providing advice on compliance and by complaints bodies when dealing with complaints. The Associated Standard is provided to assist interpretation of or otherwise supplement the standard in the Editorial Policies to which the Associated Standard relates.

This Associated Standard forms part of the Code of Practice notified to the Australian Communications and Media Authority under section 8(1)(e) of the *Australian Broadcasting Corporation Act 1983*.

Key Editorial Standard

7.3 Ensure all domestic television programs—with the exception of news, current affairs and sporting events—are classified and scheduled for broadcast in accordance with the ABC's Associated Standard on Television Program Classification.

Principles: The ABC applies the classifications listed below to the broadcast of all its domestic television programs with the exception of news, current affairs and sporting events. The ABC classifications are adapted from the *Guidelines for the Classification of Films and Computer Games* issued by the Classification Board made under the *Classification (Publications, Films and Computer Games) Act 1995*.

The guiding principle in the application of the following classifications is context. What is inappropriate and unacceptable in one context may be appropriate and acceptable in another. Factors to be taken into account include: the artistic or educational merit of the production, the purpose of a sequence, the tone, the camera work, the intensity and relevance of the material, the treatment, and the intended audience.

Standards:

7.3.1 Television Classifications

G – GENERAL

(G programs may be shown at any time)

G programs, which include programs designed for pre-school and school-aged children, are suitable for children to watch on their own. Some G programs may be more appropriate for older children.

The G classification does not necessarily indicate that the program is one that children will enjoy. Some G programs contain themes or storylines that are not of interest to children.

Whether or not the program is intended for children, the treatment of themes and other classifiable elements will be careful and discreet.

Themes: The treatment of themes should be discreet, justified by context, and very mild in impact. The presentation of dangerous, imitable behaviour is not permitted except in those circumstances where it is justified by context. Any depiction of such behaviour must not encourage dangerous imitation.

Violence: Violence may be very discreetly implied, but should:

- have a light tone, or
- have a very low sense of threat or menace, and
- be infrequent, and
- not be gratuitous.

Sex: Sexual activity should:

- only be suggested in very discreet visual or verbal references, and
- be infrequent, and
- not be gratuitous.

Artistic or cultural depictions of nudity in a sexual context may be permitted if the treatment is discreet, justified by context, and very mild in impact.

Language: Coarse language should:

- be very mild and infrequent, and
- not be gratuitous.

Drug Use: The depiction of the use of legal drugs should be handled with care. Illegal drug use should be implied only very discreetly and be justified by context.

Nudity: Nudity outside of a sexual context should be:

- infrequent, and
- not detailed, and
- not gratuitous.

Appendix 5—ABC Code of Practice continued

PG – PARENTAL GUIDANCE

(Parental Guidance recommended for people under 15 years)

Subject to the Implementation Guidelines at 7.3.2, PG programs may be shown:

- on weekdays between 8.30 am and 4.00 pm and between 6.00 pm and 6.00 am; and
- on weekends at any time except between 6.00 am and 10.00 am.

PG programs may contain themes and concepts which, when viewed by those under 15 years, may require the guidance of an adult. The PG classification signals to parents that material in this category contains depictions or references which could be confusing or upsetting to children without adult guidance. Material classified PG will not be harmful or disturbing to children.

Parents may choose to preview the material for their children. Some may choose to watch the material with their children. Others might find it sufficient to be accessible during or after the viewing to discuss the content.

Themes: The treatment of themes should be discreet and mild in impact. More disturbing themes are not generally dealt with at PG level. Supernatural or mild horror themes may be included.

Violence: Violence may be discreetly implied or stylised and should also be:

- mild in impact, and
- not shown in detail.

Sex: Sexual activity and nudity in a sexual context may be suggested, but should:

- be discreet, and
- be infrequent, and
- not be gratuitous.

Verbal references to sexual activity should be discreet.

Language: Coarse language should be mild and infrequent.

Drug Use: Discreet verbal references and mild, incidental visuals of drug use may be included, but these should not promote or encourage drug use.

Nudity: Nudity outside of a sexual context should not be detailed or gratuitous.

M – MATURE

(Recommended for people aged 15 years and over)

Subject to the Implementation Guidelines at 7.3.2, M programs may be shown:

- on weekdays that are school days, between noon and 3.00 pm; and
- on any day of the week between 8.30 pm and 5.00 am.

The M category is recommended for people aged over 15 years. Programs classified M contain material that is considered to be potentially harmful or disturbing to those under 15 years. Depictions and references to classifiable elements may contain detail. While most themes may be dealt with, the degree of explicitness and intensity of treatment will determine what can be accommodated in the M category—the less explicit or less intense material will be included in the M classification and the more explicit or more intense material, especially violent material, will be included in the MA15+ classification.

Themes: Most themes can be dealt with, but the treatment should be discreet and the impact should not be strong.

Violence: Generally, depictions of violence should:

- not contain a lot of detail, and
- not be prolonged.

In realistic treatments, depictions of violence that contain detail should:

- be infrequent, and
- not have a strong impact, and
- not be gratuitous.

In stylised treatments, depictions of violence may contain more detail and be more frequent if this does not increase the impact.

Verbal and visual references to sexual violence may only be included if they are:

- discreet and infrequent, and
- strongly justified by the narrative or documentary context.

Sex: Sexual activity may be discreetly implied.

Nudity in a sexual context should not contain a lot of detail, or be prolonged.

Verbal references to sexual activity may be more detailed than depictions if this does not increase the impact.

Language: Coarse language may be used.

Generally, coarse language that is stronger, detailed or very aggressive should:

- be infrequent, and
- not be gratuitous.

Drug Use: Drug use may be discreetly shown.

Drug use should not be promoted or encouraged.

Nudity: Nudity outside of a sexual context may be shown but depictions that contain any detail should not be gratuitous.

Appendix 5—ABC Code of Practice continued

MA15+ – MATURE AUDIENCE

(Not suitable for people under 15 years)

MA15+ programs may be shown between 9.00 pm and 5.00 am on any day of the week.

MA15+ programs, because of the matter they contain or because of the way it is treated, are not suitable for people aged under 15 years.

Material classified MA15+ deals with issues or contains depictions which require a more mature perspective. This is because the impact of individual elements or a combination of elements is considered likely to be harmful or disturbing to viewers under 15 years of age. While most themes may be dealt with, the degree of explicitness and intensity of treatment will determine what can be accommodated in the MA15+ category—the more explicit or more intense material, especially violent material, will be included in the MA15+ classification and the less explicit or less intense material will be included in the M classification.

Themes: The treatment of themes with a high degree of intensity should not be gratuitous.

Violence: Generally, depictions of violence should not have a high impact.

In realistic treatments, detailed depictions of violence with a strong impact should:

- be infrequent, and
- not be prolonged, and
- not be gratuitous.

Depictions of violence in stylised treatments may be more detailed and more frequent if this does not increase the impact.

Depictions of sexual violence are permitted only if they are not frequent, prolonged, gratuitous or exploitative.

Sex: Sexual activity may be implied.

Depictions of nudity in a sexual context which contain detail should not be exploitative.

Verbal references may be more detailed than depictions, if this does not increase the impact.

Language: Coarse language may be used.

Coarse language that is very strong, aggressive or detailed should not be gratuitous.

Drug Use: Drug use may be shown, but should not be promoted or encouraged.

More detailed depictions should not have a high degree of impact.

Nudity: Nudity should be justified by context.

7.3.2 Implementation Guidelines

Application of classifications to specific channels:

- ABC4Kids—G only programming all day (5.00 am to 7.00 pm)
- ABC3—M programming will not apply between 12.00 pm and 3.00 pm.

The time zones for each program classification are guides to the most likely placement of programs within that classification. They are not hard and fast rules and there will be occasions on which programs or segments of programs appear in other time zones. For example, a PG program or segment of a program designed for teenage viewers could appear between 4.00 pm and 6.00 pm on a week day if that is the time most suitable for the target audience.

There must be sound reasons for any departure from the time zone for a program classification.

Programs which are serious presentations of moral, social or cultural issues, may appear outside their normal classification time zone, provided that a clear indication of the nature of the content is given at the beginning of the program.

Programs, including those having a particular classification under the Classification Board's Guidelines for the Classification of Films and Computer Games, may be modified so that they are suitable for broadcast or suitable for broadcast at particular times.

Broken Hill in New South Wales shares a time zone with South Australia and ordinarily receives the ABC's SA TV services. Given the time zone difference, in the rare cases when Broken Hill receives ABC NSW TV services, some programs may be broadcast outside their classification time zone.

7.3.3 Television Classification Symbols

The classification symbol of the PG, M or MA15+ program (except for news, current affairs or sporting events) being shown will be displayed at the beginning of the program.

The classification symbol of the PG, M or MA15+ program (except for news, current affairs or sporting events) being promoted will be displayed during the promotion.

7.3.4 Consumer Advice

Audio and visual consumer advice on the reasons for an M or MA15+ classification will be given prior to the beginning of an M or MA15+ program.

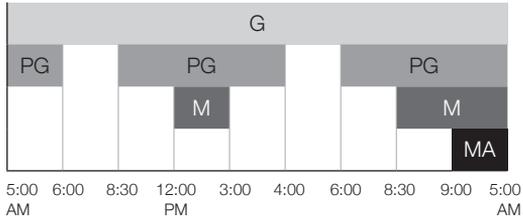
Appendix 5—ABC Code of Practice continued

7.3.5 Time Zone chart

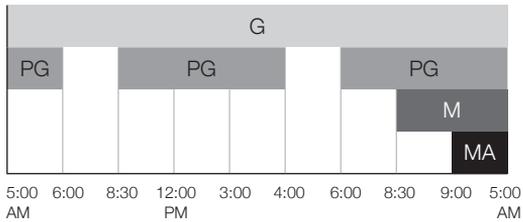
ABC TV CLASSIFICATION TIME ZONE

ABC1 and ABC News 24

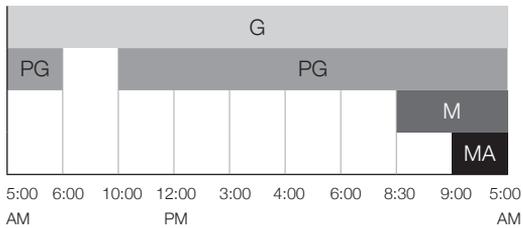
Weekdays



School holidays / Public holidays

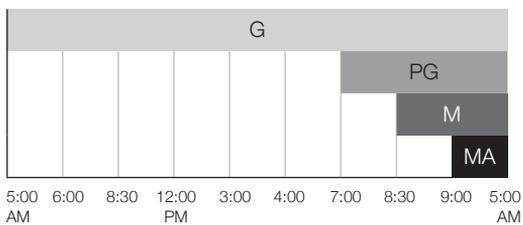


Weekends



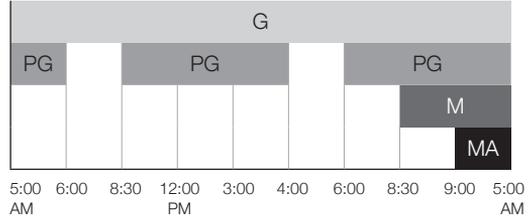
ABC4Kids/ABC2

Weekdays, school holidays, public holidays and weekends

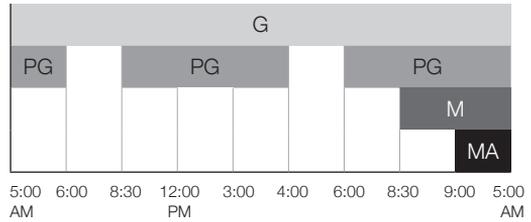


ABC3

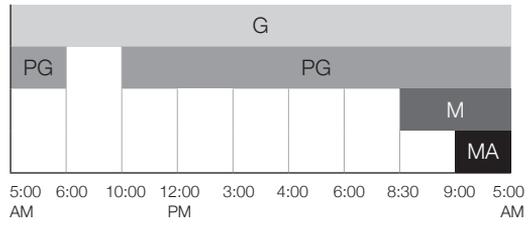
Weekdays



School holidays / Public holidays



Weekends



Appendix 6—ABC Television, Content Analysis

ABC1 program hours transmitted—24 hours July 2012 – June 2013

	Australian			Overseas			Total	
	First	Repeat	Total	First	Repeat	Total	2012-13	2011-12
	Release		Australian	Release		Overseas		
Arts and Culture	64	112	176	39	114	154	329	281
Children's	9	161	170	3	451	454	624	820
Current Affairs	520	268	788	0	0	0	788	991
Documentary	25	105	130	33	298	331	460	739
Drama	48	80	128	163	671	833	961	1 126
Entertainment	999	184	1 182	53	295	348	1 530	1 448
Factual	210	327	537	84	378	462	999	905
Indigenous	4	4	8	0	0	0	8	30
Movies	0	0	0	0	462	462	462	171
News	1 577	0	1 578	0	0	0	1 578	1 391
Religion and Ethics	19	34	53	13	29	41	94	87
Sport	218	395	613	0	0	0	613	416
Total Program Hours	3 693	1 670	5 362	388	2 697	3 085	8 447	8 405
% of Total Program Hours	43.7%	19.8%	63.5%	4.6%	31.9%	36.5%	100.0%	
Other*							313	379
Total Hours			5 362			3 085	8 760	8 784
% of Total Hours			61.2%			35.2%		

* **Other:** includes interstitial material, program announcements and community service announcements.

Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other States and Territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

ABC1 program hours transmitted—6 am – midnight July 2012 – June 2013

	Australian			Overseas			Total	
	First	Repeat	Total	First	Repeat	Total	2012-13	2011-12
	Release		Australian	Release		Overseas		
Arts and Culture	64	89	152	38	84	122	274	209
Children's	9	161	170	3	451	454	624	820
Current Affairs	455	226	680	0	0	0	680	846
Documentary	25	79	103	31	250	281	384	598
Drama	48	71	118	163	509	672	790	895
Entertainment	382	58	440	53	202	255	695	541
Factual	210	247	457	84	346	430	887	645
Indigenous	4	2	6	0	0	0	6	22
Movies	0	0	0	0	118	118	118	44
News	1 571	0	1 571	0	0	0	1 571	1 386
Religion and Ethics	19	23	43	13	15	27	70	65
Sport	192	0	192	0	0	0	192	200
Total Program Hours	2 977	956	3 933	384	1 975	2 359	6 292	6 271
% of Total Program Hours	47.3%	15.2%	62.5%	6.1%	31.4%	37.5%	100.0%	
Other*							278	317
Total Hours			3 933			2 359	6 570	6 588
% of Total Hours			59.9%			35.9%		

* **Other:** includes interstitial material, program announcements and community service announcements.

Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other States and Territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

Appendix 6—ABC Television, Content Analysis *continued*

ABC1 program hours transmitted—6 pm – midnight July 2012 – June 2013

	Australian			Overseas			Total	
	First	Repeat	Total	First	Repeat	Total	2012-13	2011-12
	Release			Release				
Arts and Culture	51	6	57	29	19	48	105	65
Children's	0	0	0	0	0	0	0	0
Current Affairs	195	93	287	0	0	0	287	445
Documentary	25	15	40	16	73	88	129	284
Drama	48	59	107	163	294	457	563	572
Entertainment	90	36	126	53	47	100	226	190
Factual	104	10	115	72	202	274	389	268
Indigenous	3	0	3	0	0	0	3	3
Movies	0	0	0	0	13	13	13	16
News	342	0	343	0	0	0	343	208
Religion and Ethics	19	0	19	0	0	0	19	20
Sport	16	0	16	0	0	0	16	13
Total Program Hours	892	220	1 113	333	648	981	2 093	2 084
% of Total Program Hours	42.6%	10.5%	53.2%	15.9%	30.9%	46.8%	100.0%	
Other*							97	112
Total Hours			1 113			981	2 190	2 196
% of Total Hours			50.8%			44.8%		

* **Other:** includes interstitial material, program announcements and community service announcements.

Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other States and Territories as a result of varying levels of local content. Hours have been rounded to nearest whole number.

ABC2 program hours transmitted—6 am – 2 am July 2012 – June 2013

	Australian			Overseas			Total	
	First	Repeat	Total	First	Repeat	Total	2012-13	2011-12
	Release			Release				
Arts and Culture	4	18	22	19	84	102	124	281
Children's	112	855	967	219	3 280	3 499	4 466	4 507
Current Affairs	0	0	0	1	0	1	1	0
Documentary	14	21	35	83	330	414	449	288
Drama	20	55	75	22	561	583	658	852
Entertainment	50	250	300	33	86	119	419	367
Factual	2	2	5	124	508	632	637	403
Indigenous	0	0	0	0	0	0	0	0
Movies	0	2	2	0	89	89	90	161
News	3	6	9	0	0	0	9	10
Religion and Ethics	0	0	0	0	0	0	0	0
Sport	64	12	76	0	0	0	76	59
Total program hours	270	1 222	1 492	501	4 938	5 438	6 930	6 928
% of total program hours	3.9%	17.6%	21.5%	7.2%	71.3%	78.5%	100.0%	
Other*			370				370	392
Total Hours			1 862			5 438	7 300	7 320
% of Total Hours			25.5%			74.5%		

* **Other:** includes interstitial material, program announcements and community service announcements.

Notes: This table reflects hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other States and Territories as a result of varying levels of local content. Hours have been rounded to nearest whole number. The ABC2 transmission hours, schedule and content varied in this reporting period and should not be used as a direct comparison to previous years. The end transmission time for ABC2 of 2 am may vary, on average transmission closes at 2 am. These statistics are calculated until transmission closes.

Appendix 7—ABC Radio Networks, Content Analysis

Indicative output by genre by network 2012–13

	triple j		ABC NewsRadio		ABC Local Radio (metropolitan)		ABC Local Radio (regional)		ABC Radio National		ABC Classic FM	
	Hours per week	%	Hours per week	%	Hours per week	%	Hours per week	%	Hours per week	%	Hours per week	%
News and Current Affairs	4.0	2.3	94.5	56.2	35.6	21.2	35.7	21.3	39.2	23.3	7	4.1
Topical Information	26.2	15.6	0	0	48.3	28.8	36.0	21.5	58.4	34.7	3	1.8
Specialist Information	0	0	10.3	6.1	14.0	8.3	24.0	14.2	24.7	14.8	19.3	11.5
Arts and Entertainment	0	0	3.0	1.8	29.5	17.5	32.0	19.0	20.1	12.0	0	0
Music	137.5	82.0	0	0	19.3	11.5	20.3	12.0	22.0	13.1	138.5	82.5
Education	0	0	0	0	1.5	0.9	2.4	1.5	2.6	1.5	0.2	0.1
Sport	0.3	0.1	14.7	8.8	19.8	11.8	17.6	10.5	1	0.6	0	0
Parliament	0	0	45.5	27.1	0	0	0	0	0	0	0	0
Total	168	100	168	100	168	100	168	100	168	100	168	100

Notes: This is only an indicative analysis of ABC Radio's analog output. It reflects one sample week of programming in June 2013. The analysis of ABC Local Radio is generic only (this analysis based on the 1233 ABC Newcastle metropolitan station and the ABC Central West regional station in Orange, NSW). It does not take into account station-to-station or seasonal program variations. The sample week reflects a Parliamentary sitting week for the purposes of ABC NewsRadio.

Radio Australia indicative output by genre 2012–13, hours per week

	2012–13	2011–12
News and Current Affairs	88.0	121.6
Topical Information	54.0	90.2
Specialist Information	25.9	12.9
Music	32.0	5.5
Education	4.8	19.5
Sport	72.3	16.9
Total	277.0	266.6

Notes: Radio Australia's figures represent duplicated transmission to Asia and the Pacific. This breakdown is across programming in six languages—English, Indonesian, Pidgin, Mandarin, Khmer and Burmese. The ABC's Vietnamese service is provided via the internet, and its French service is rebroadcast by partner stations.

Appendix 8—Consultants

During 2012–13, the ABC spent \$3 335 737 on consultancies, broken down as follows (payments to consultants includes amounts paid and payable as at 30 June 2013):

Consultant	Purpose of Consultancy	Total \$
Below \$10 000		
Various	Various	87 755
Sub total		87 755
\$10 000–\$50 000		
Lindsay & Dynan Pty Ltd	Technical advice	10 998
The trustee for Directioneering Unit Trust	Financial advisory services	12 000
Protiviti Pty Limited	Strategic advice	13 308
S. Rolls	International development projects	13 520
M R Cagney Pty Ltd	Technical advice	13 786
Australian Catholic University Limited	Technical advice	15 500
Grant Thornton	Technical advice	17 325
Morton Davies Consulting Pty Ltd	Strategic review	17 500
S. Kyte	International development projects	18 105
Risk Logic Pty Ltd	Technical advice	18 380
Noel Bell Ridley Smith & Partners Pty Ltd	Heritage management plans	18 500
Risk And Injury Management Services Pty Ltd	Technical advice	19 485
Mercer Consulting (Australia) Pty Ltd	Technical advice	19 635
Stancombe Research & Planning Pty Limited	International development projects	21 758
D. Osgood	Technical advice	22 350
V. Anderson	Technical advice	22 870
P. Fonau	International development projects	25 590
The Corporate Executive Board Company	Technical advice	27 900
CEG Asia Pacific Pty Ltd	Strategic review	28 000
Invisible Hand Consulting Pty Ltd	Strategic advice	28 527
Kantar Limited	International development projects	30 854
A. Skuse	International development projects	32 609
Radio New Zealand Limited	Technical advice	33 074
J. Manguy	International development projects	33 378
Konica Minolta Business Solutions Australia Pty Ltd	Strategic review	33 450
J Cornish And Associates Pty Ltd	Strategic advice	34 870
MiseOpoint	International development projects	36 151
Frontier Economics Pty Ltd	Strategic review	40 810
GHD Pty Ltd	Technical advice	42 800
Professional Financial Consulting Pty Ltd	Actuarial Estimates	44 000
Digital Eskimo Pty Limited	Strategic review	46 668
J. McCarthy	Strategic advice	50 000
Sub total		843 701
Above \$50 000		
McGees Property (NSW) Pty Ltd	Property valuation services	51 500
The trustee for Deloitte Access Economics Trust	Strategic advice	62 920
Ernst & Young	Technical advice	64 847
P. Graham	Strategic advice	68 000
Ellyett STO Limited	Strategic review	75 660
333 Real Estate Pty Ltd	Strategic review	95 000
The Boston Consulting Group	Strategic advice	99 000
Canary Yellow Consulting Pty Ltd	Strategic advice	119 750
S. Brown	Strategic advice	120 000
Royal Melbourne Institute Of Technology	International development projects	225 000
IT Newcom Pty Limited	Strategic advice	230 480
InterMedia UK	International development projects	257 749
The Brief Group Pty Ltd	Technical advice	296 000
Venture Consulting Pty Limited	Strategic advice	299 717
PricewaterhouseCoopers	Finance, tax and other advisory services	338 658
Sub total		2 404 281
Grand total		3 335 737

Appendix 9—Overseas Travel Costs

The total cost of overseas travel for 2012–13 was \$4.9 million, compared with \$4.7 million in 2011–12.

ABC overseas travel costs

	2012–13 (\$m)	2011–12 (\$m)
Travel allowances and accommodation	2.1	2.1
Airfares	2.0	1.9
Other*	0.8	0.7
Total	4.9	4.7

* Other includes car hire, taxis, excess baggage, hire of personnel and equipment.

Appendix 10—Reports Required by Legislation

Reports required under s.80 of the *Australian Broadcasting Corporation Act*

Section 80 of the *Australian Broadcasting Corporation Act 1983* requires the Corporation to report on the following particular matters:

s.80(a)	Particulars of each broadcast by the Corporation during the year to which the report relates pursuant to a direction by the Minister under subsection 78(1)	No such directions were received during the year
s.80(c)	Particulars of any broadcast by the Corporation during that year pursuant to a direction by the Minister otherwise than under the Act	No such directions were received during the year
s.80(d)	Particulars of any direction not to broadcast matter that was given to the Corporation during that year by the Minister otherwise than under the Act	No such directions were received during the year
s.80(da)	Codes of practice developed under subsection 8(1)	See Appendix 5 (page 222)
s.80(e)	Particulars of any request made to the Board by the Minister during that year under subsection 8(2) and the action (if any) taken by the Board in respect of the request	See Appendix 2 (page 217)
s.80(f)	Particulars of any gift, devise or bequest accepted by the Corporation during that year	The Corporation received no gifts or donations within the meaning of Section 80 of the <i>Australian Broadcasting Corporation Act 1983</i>
s.80(g)	Particulars of any advice received by the Board during that year from the ABC Advisory Council	See Appendix 4 (page 221)
s.80(i)	An assessment of the extent to which the operations of the Corporation have achieved its objectives and fulfilled its functions	See Strategic Objectives (page 23) and Performance Against the <i>ABC Strategic Plan 2010–13</i> (page 135)
s.80(j)	Activities under subsection 25A	No such activities were undertaken
s.80(k)	Particulars of any activities during the year of any authorised business with which the Corporation is associated under that subsection	See Section 3, Infrastructure and Operations (page 82)
s.80(l)	Particulars of significant changes of transmission coverage and quality	See page 83 and Outcomes 2 and 3 of Performance against Government Outcomes (pages 147 and 148)

Appendix 10—Reports Required by Legislation continued

Reports required under the Commonwealth Authorities and Companies (Report of Operations) Orders 2011

Judicial Decisions and Reviews by Outside Bodies (clause 17)

Matters referred to the Australian Communications and Media Authority for review are noted in the Corporate Governance section (page 134). No other judicial decisions or decisions of administrative tribunals were made in 2012–13 which had, or may have, a significant effect on the ABC's operations.

Indemnities and Insurance Premiums for Officers (clause 19)

The ABC has indemnified its officers and acquired appropriate insurances from Comcover including Directors and Officers liability insurance on terms and conditions which are consistent with the provisions of the *Commonwealth Authorities and Companies Act 1997*. The premium for the Directors and Officers liability insurance was \$167 968.00.

Index of Annual Report requirements (clause 21)

An index of Annual Report requirements is provided at page 262.

Appendix 11—Promotion and Market Research

Expenditure on market research and promotion for 2012–13 was \$9 975 828, compared with \$10 668 213 in 2011–12.

The Corporation uses advertising agencies and market research organisations predominantly for activities related to ABC Commercial, ABC Radio, ABC Television and Australia Network.

	2012–13 \$	2011–12 \$
Advertising	1 981 993	2 229 994
Market Research	5 143 826	4 827 536
Promotion	2 850 009	3 610 683
Total	9 975 828	10 668 213

Appendix 12—Performance Pay

The ABC paid bonuses to 239 executives totalling \$1 658 801, an average of \$6 941 per executive.

It paid bonuses to 120 non-executive employees totalling \$301 371, an average of \$2 511 per employee.

Appendix 13—Staff Profile

Total ABC staff strength, June 2013

Division	ACT	NSW	NT	Over-seas**	Qld	SA	Tas	Vic	WA	Totals	%
ABC Commercial	6.04	171.77			39.17	10.99	5.95	35.38	15.13	284.45	6.10%
ABC International		17.40		7.00		6.50		69.22		110.12	2.15%
ABC Resources	65.28	442.42	26.69		54.45	66.93	35.18	206.57	54.42	951.95	20.41%
Business Services	3.74	99.26	4.00		11.55	55.13	8.12	17.54	7.34	206.66	4.43%
Communications Networks		22.00								22.00	0.47%
Corporate Management*	3.00	146.39	2.00		4.60	4.92	1.00	16.40	2.00	180.31	3.87%
Innovation	0.80	58.31			1.99			10.70		71.79	1.54%
News	63.80	407.11	32.97	26.00	136.47	75.84	41.66	161.74	63.87	1 009.46	21.64%
People and Learning		46.33			2.00	7.53		3.30	1.00	60.17	1.29%
Radio	30.15	408.88	45.09		147.36	90.93	36.91	173.23	80.79	1 013.34	22.73%
Technology	12.00	224.65	9.84		14.63	17.00	14.85	43.16	18.52	354.65	7.60%
Television		305.07				11.00	0.32	89.47	3.56	409.42	8.78%
Total	184.81	2 349.59	120.59	33.00	412.22	346.76	143.99	826.70	246.64	4 664.31	100.0%
%	3.96%	50.37%	2.59%	0.71%	8.84%	7.43%	3.09%	17.72%	5.29%	100.0%	

Notes appear on page 237 opposite.

Appendix 13—Staff Profile continued

Notes

1. Values in full-time equivalents.
2. Statistics current as at the end of the last pay period in 2012–13 (30 June 2013).
- * Includes Managing Director's Office, ABC Board Secretariat, Corporate Affairs, Editorial Policies Legal and Business Affairs, and Office of the Chief Operating Officer.
- ** Number of overseas employees does not include locally-hired staff.

Gender Breakdown

	Head count	%
Female	2 772	50.9%
Male	2 674	49.1%
Total	5 446	100.0%

Appendix 14—ABC Awards 2012–13

International Awards

2012 Chicago International Film Festival

Gold Plaque, Best Children's Series: *Dance Academy*, Season 2

2012 Dart Centre Ochberg Fellowship

Sally Sara

2012 USC Annenberg/Getty Arts Journalism Fellowship

Anne Maria Nicolson

2013 International Digital Emmy Awards

Children and Young People: *dirtgirlworld*

2012 International Federation of Agricultural Journalists Awards

Star Prize for Broadcast Journalism—Television: Kerry Straight, *Landline*, "The Future of Food"

IFAJ-YARA Award for Sustainable Agriculture Reporting: Kerry Straight, *Landline*, "The Future of Food"

Young Leaders Award: Nikolai Beilharz

2012 Jackson Hole Science Media Awards

Best Limited Series: *Australia: The Time Traveller's Guide*

Best Host or Presenter: Dr Richard Smith, *Australia: The Time Traveller's Guide*

Best Human and Social Sciences Program: *The Grammar of Happiness*

2013 Kidscreen Awards

Best Tweens/Teen Companion Website: *Dance Academy*, Season 2

Best Design: *The Adventures of Figaro Pho*

Best Animation: *The Adventures of Figaro Pho*

2013 New York Festival Radio Awards

Bronze Medal (Best Music Special): Sashka Koloff and Louis Mitchell, Radio National, *Into the Music*, "Highway 61"

Silver Medal (Best Information/Documentary in Culture and The Arts): Eurydice Aroney, Oliver Pieterse and Timothy Nicastrì, Radio National, "Big Dave: Beats and Bars"

Silver Medal (Best Two Way Talk/Telephone Interview Show): Aaron Kearney, Karen Shrosbery and Ashleigh McIntyre, 1233 ABC Newcastle, *Breakfast*, *Story Box* segment

Silver Medal (Best Music Special): Robyn Ravlich and Timothy Nicastrì, Radio National, "Nora Guthrie: Her Father's Daughter"

2013 New York Festival Television and Film Awards

Gold World Medal (Television—Documentary/Information Program): *Foreign Correspondent*, "Afghanistan - Girlpower!"

Gold World Medal (Television/Documentary/Information Program): *Foreign Correspondent*, "Building the Perfect Bug"

Silver World Medal (Television—Documentary/Information Program): *Foreign Correspondent*, "India - Two Hearts"

Bronze World Medal (Television—Documentary/Information Program): *Foreign Correspondent*, "Japan - Sayonara Baby"

Bronze World Medal (Television—Documentary/Information Program): *Foreign Correspondent*, "USA - Rise of the Machines"

Gold World Medal (Television—News: Reports/Features): 7.30, "Inside West Papua"

Silver World Medal (Television—News: Program): *Four Corners*, "The World According to Lance"

Silver World Medal (Television—Craft: Program): *Australia: The Time Traveller's Guide*, "The Big Island"

Bronze World Medal (Television—Regularly Scheduled Entertainment Program): *Lowdown*

Bronze World Medal (Television—Children/Youth Programs): *Dance Academy*, Season 2

2013 PROMAXBDA Promotion, Marketing and Design Awards—Global Excellence

Set Design: *Giggle and Hoot*

Design On-Air Illustration: *My World of Animals*

2013 Rose d'Or Awards

Entertainment: *Gruen Sweat*

Appendix 14—ABC Awards 2012–13 *continued*

2012 SICAF Animation Festival (Korea)

Best Television Film: *The Dukes of Broxstonia*, Season 2

2012 Third Coast International Audio Festival (Chicago)

Director's Choice Award:

Natalie Kestecher and Timothy Nicastrì, Radio National, *360Documentaries*, "String"

2013 White House News Photographers' Association Eyes of History

Video Editing—Magazine Feature (2nd Place): Dan Sweetapple, "The Bill"

Video Photography—Magazine Feature (2nd Place): Louie Eroglu, *Foreign Correspondent*, "USA - Revenge of the Nerds"

Video Photography—Magazine Feature (3rd Place): Dan Sweetapple, "The Bill"

Video Photography—Feature (Award of Excellence): Dan Sweetapple, "The Bill"

Video Photography—Documentary (1st Place): Dan Sweetapple, *Foreign Correspondent*, "USA - Meet the Frackers"

National Awards

2013 Andrew Olle Scholarship

James Glenday

45th Annual Australian Writers Guild Awards (The AWGIES)

Children's Television (C Classification): *Dance Academy*, Series 2, "The Second"

Original Telemovie: Susan Smith, *Mabo*

Television Mini-series Adaptation: *The Slap*

Comedy—Situation or Narrative: *Lowdown: One Fine Gay*

Documentary—Public Broadcast: *The Curse of the Gothic Symphony*

Children's Television (P Classification): *Guess How Much I Love You: Follow Me*, David Evans

3rd Annual Equity Ensemble Awards

Outstanding Performance by an Ensemble in a Drama Series: *Redfern Now*

Outstanding Performance by an Ensemble in a Telemovie or Miniseries: *Devil's Dust*

Outstanding Performance by an Ensemble in a Comedy Series: *A Moody Christmas*

2012 Australasian Performing Rights Association (APRA) Screen Music Awards

Best Original Song Composed for the Screen: Lior, ABC Music, Publishing/Mushroom Music Pty Ltd, *Hey Hootabelle* from *Giggle and Hoot*

2013 Australasian Reporting Awards

Gold: ABC Annual Report 2011–12

2013 Australia Day Honours List

Member of the Order of Australia (AM): Jim Maxwell, ABC *Grandstand* (Sydney), Significant service to sport, particularly cricket, as a commentator, and to the community

Medal of the Order of Australia (OAM): Peter Goers, 891 ABC Adelaide, Services to the community through broadcasting

2013 Australian Academy Cinema Television Arts (AACTA) Awards

Best Light Entertainment Television Series: *Agony Aunts*

Best Television Comedy Series: *Lowdown*, Series 2

Best Children's Television Series: *The Adventures of Figaro Pho*

Best Direction in Television: *Jack Irish*, "Bad Debts"

Best Screenplay in Television: Steven McGregor, *Redfern Now*, Episode 6 "Pretty Boy Blue"

Best Lead Actor in a Television Drama: Richard Roxburgh, *Rake*, Season 2

Best Lead Actress in a Television Drama: Leah Purcell, *Redfern Now*

Best Performance in a Television Comedy: Patrick Brammall, *A Moody Christmas*

Best Documentary Under One Hour: *Then The Wind Changed*

Best Sound in a Documentary: *Dr Samarat's Music School*

Best Visual Effects: *Utopia Girls: How Women Won the Vote*

2013 Australian Book Industry Awards

Illustrated Book of the Year: *Lake Eyre* by Paul Lockyer

2012 Australian Cinematography Society Awards

Hall of Fame: Peter Donnelly (Ret)

ACS Lifetime Membership: Peter Curtis

2012 Australian Council for International Development's Media Award

Sean Dorney

2013 Australian Council for Agricultural Journalists Awards

Rabobank Australian Star Prize for Broadcasting: Sean Murphy, *Landline*, "Freedom of Choice"

Rabobank Australian Star Prize for Broadcasting—Online: Larissa Romensky (ABC Open) and Lucy Barbour (ABC Rural), "Trappin' bitches like a lady"

Rabobank Australian Star Prize for Broadcasting—Radio: Nikolai Bellharz, *Country Hour*, "Australia's Wild Rice May Help Feed the World"

2013 Australian Directors Guild Awards

Best Direction in a TV Drama Series: Rachel Perkins, *Redfern Now*, "Pretty Boy Blue"

Best Direction in a TV Mini Series: Jessica Hobbs, *Devil's Dust* (Parts 1 and 2)

Best Direction in a Children's TV Program: Daniel Nettheim, *Dance Academy* Season 2, Episode 25 "The Second"

Appendix 14—ABC Awards 2012–13 *continued*

2012 Australian Football Media Association Awards

2012 Most Outstanding Caller–Radio: Drew Morphett, ABC *Grandstand* (Vic)

2012 Australian Golf Media Awards

Electronic Media, Radio–Best Feature or Report: ABC *Grandstand*

Television–Best Feature Story/Report: Steve Pearce, ABC *Grandstand* (Vic)

19th Australian Interactive Media Industry Association Awards

Best Entertainment: iview

Best Application on Mobile: iview

2012 Australian Museum Eureka Prizes

Best Science Film: *Project Manta*

2012 Australian Netball Awards

Tanya Denver Media Award: ABC *Grandstand*

2012 Australian Recording Industry Association Awards (The ARIAs)

Best Australian Jazz Album: Sarah McKenzie, *Close Your Eyes*

Best Blues and Roots Album: Jeff Lang, *Carried in Mind*

Best Children’s Album: *The Wiggles—Surfer Jeff*

Best Classical Album: William Barton, *Kalkadungu*

Best Comedy Release: Buddy Goode, *Unappropriate*

Best Original Soundtrack/Cast/Show Album: triple j, *Straight to You—triple j’s Tribute to Nick Cave*

Best World Music Album: Joseph Tawadros, *Concerto of the Greater Sea*

2013 Australian Red Cross Awards

Humanitarian Partner Award: 666 ABC Canberra

2012 Australian Screen Editors Guild Awards

TwoDogs.TV Award for Best Editing in a Documentary Series: Steve Baras-Miller, *Australian Story*, “Streets with No Names”

Digital Pictures Award for Best Editing in Television Drama: Mark Atkin ASE, *The Slap*, Episode 1 “Hector”

2012 Australian Sports Commission Media Awards

Lifetime Achievement Award: Peter Wilkins

2012 Australian Teachers of Media Awards (The ATOMs)

Best Children’s Factual Series: *Dancing Down Under*

Best Children’s Television Program: *My Place*, Season 2

2013 Australian Toy, Hobby and Nursery Fair Awards

Pre-School Licensed Product of the Year: ABC Licensing/Jasnor, Talking Hootabelle Interactive Plush

2013 Children’s Book Council of Australia Book of the Year Awards

Younger Readers Notable Book: Katrina Nannestad, Harper Collins, *Red Dirt Diary 2: Blue About Love*

2012 CSIRO Scinema International Festival of Science Film

Best Television Series: *Australia: The Time Traveller’s Guide*

2013 Donald McDonald Reuters Foundation Scholarship

Kellie Mayo

2013 Elizabeth O’Neill Journalism Award

Amy Bainbridge

2013 EVA Media Awards (Eliminating Violence Against Women)

Best Radio Feature/Current Affairs (Highly Commended): Keiren McLeonard and Cameron Wilson, Radio National, *Bush Telegraph*, “Natural Disasters Increase Violence Against Women”

Best Television Current Affairs/Feature (less than 15 minutes): Guy Stayner, 7.30, “Restraining Orders”

Best Television Current Affairs/Feature (more than 15 minutes): Peter Cronau, Quentin McDermott and Mario Christodoulou, *Four Corners*, “A Matter of Life and Death”

2013 Football Fans Down Under Awards

Football Radio Station: ABC *Grandstand*

2013 Logie Awards

Most Outstanding Actor: Anthony Hayes, *Devil’s Dust*

Most Outstanding Actress: Deborah Mailman, *Mabo*

Most Outstanding Children’s Television Program: *Dance Academy*

Most Outstanding Drama Series, Miniseries or Telemovie: *Redfern Now*

Most Outstanding News Coverage: *Lateline*, “Catholic Church Allegedly Hid Crimes of Paedophile Priests”

Most Outstanding Public Affairs Report: *Four Corners*, “Captain Emad: Smugglers’ Paradise—Australia”

Graham Kennedy Award for Most Outstanding New Talent: Shari Rebbens, *Redfern Now*

2013 Microsoft IT Journalism Awards (The Lizzies)

Best Audio Program: Marc Fennell, Radio National, “Download This Show”

2012/13 National Basketball League and Women’s National Basketball League Media Awards

Best Radio Story, NBL: Debbie Spillane, ABC *Grandstand* (NSW), “Grandstand Reflections—Glen Saville”

Best Television Story, WNBL: Tim Gavel, ABC *Grandstand* (ACT), “Lauren Jackson’s Return to WNBL”

Best Radio Story, WNBL: Peter Walsh, ABC *Grandstand* (SA), “State of Play in the WNBL—Adelaide Lightning”

Best Radio Coverage, WNBL: Peter Walsh, ABC *Grandstand* (SA)

Appendix 14—ABC Awards 2012–13 *continued*

2012 National Press Club of Australia Journalism Awards

Excellence in Financial Journalism: Peter Ryan (Joint Winner)

Documentary on Health, Health Science or Innovation (Commendation): Maryanne Demasi, *Catalyst*, “Orgasm: The Trouble with Sex”

German Grant for Journalism: Michael Shirrefs, Radio National, *Instinct*, “Who is Germany”

European Union and Qantas Journalism Award: Jake Sturmer, “Moving Through The Fog: Innovating A Way Out Of Europe’s Congestion Crisis.”

2012 Older People Speak Out Media National Awards

Special Award: Ian Henschke, 891 ABC Adelaide, *Mornings*, “Ita”

2012 Prime Minister’s Literary Awards

Children’s Fiction: *Goodnight, Mice!* Frances Watts, illustrated by Judy Watson

2012 Publishers Australia Excellence Awards

Relaunch of the Year: *Limelight*

2013 Randstad Award Australia

Most Attractive Employer Brand: Australian Broadcasting Corporation

2012 United Nations Association of Australia Media Peace Awards

Radio Documentary Award: Sharon Davis and Steven Tilley, Radio National, *360Documentaries*, “The Left to Die Boat”

Radio News: Jane Bardon, “Rage Against the Regime: Asylum Seekers Demand Justice”

Increasing Awareness and Understanding of Women’s Rights and Issues: Quentin McDermott, Peter Cronau and Mario Christodoulou, *Four Corners*, “A Matter of Life and Death”

2013 United Nations Association of Australia World Environment Day Awards

Media Award for Environmental Reporting: Sarah Clark, “Australia’s Changing Climate”

2012 Walkley Awards

Radio News and Current Affairs Reporting: Nance Haxton, “Justice System Fails Disabled Victims of Sexual Abuse”

Radio Feature, Documentary or Broadcast Special: Claudia Taranto, Amanda Gearing and Louis Mitchell, Radio National, *360Documentaries*, “The Day That Changed Grantham”

Business Journalism: Nick McKenzie and Richard Baker, *7.30*, with *The Age*, Fairfax, “RBA Faces Questions Over Bribery Connections”

International Journalism: Matthew Carney and Thom Cookes, *Four Corners*, “In Their Sights”

Broadcast and Online Interviewing: Leigh Sales, *7.30*, “Interviews with Tony Abbott, Scott Morrison and Christine Milne”.

Walkley Documentary Award: Celeste Geer, Rebel Films/ABC TV, “Then The Wind Changed”

Television Current Affairs, Feature or Special (More than 20 Minutes): Mary Ann Jolley, Geoff Thompson and Mary Fallon, *Four Corners*, “Unholy Silence”

Most Outstanding Contribution to Journalism: Peter Cave

2012 Yooralla Media Awards

Radio—more than 5 mins: Kate Walton, Claudia Taranto and Steven Tilley, Radio National, *360Documentaries*, “Trev’s World”

Best Online Feature Award: Colleen Hughson, “Harvey Shares the Stoke”

State and Territory Awards

Australian Capital Territory

2012 Chief Minister’s Community Media Award

Tim Gavel, 666 ABC Canberra, ABC *Grandstand* (ACT)

New South Wales

2012 Australian Cinematographers Society Awards (NSW/ACT)

Silver, Current Affairs: Wayne McAllister, “Toxic Trade”

Silver, Current Affairs: Geoffrey Lye “Kenya - A Place in the Sand”

2012 Kennedy Awards for Excellence in NSW Journalism

Outstanding Coverage of Indigenous Affairs: Caro Meldrum-Hanna, *7.30*

Outstanding Mentor: Claudia Taranto, Radio National, *360Documentaries*

Outstanding Radio Reporting: Catherine Clifford, ABC New England North West

Outstanding Sport Reporting and Outstanding Television Current Affairs: Quentin McDermott, *Four Corners*

2012 KOALA Awards

Best Picture Book: *Fearless in Love*, Colin Thompson and Sarah Davis

The Farm Writer’s Association of NSW

Star Prize for Rural Photography—People and Production: Kim Honan, ABC Rural (NSW)

2012 New South Wales Premier’s Awards

Multimedia History Prize: Catherine Freyne and Phillip Ulman, Radio National *Hindsight—Tit for Tat: The Story of Sandra Wilson*

2012 Northern NSW Journalism Awards (the PRODIS)

Best Use of the Medium: Catherine Marciniak, “Laid off: Time is on my Side”

Best Radio News and Current Affairs Report: Jill Emberson, Lucia Hill and Ben Millington, 1233 ABC Newcastle, *Mornings*, “Hooked on Heroin” Part 1, Part 2 and Part 3

Best Radio News/Current Affairs (Less than 20 minutes): Kathy Bedford, ABC Local Radio Ballarat, “Family Violence in Regional Victoria”

Appendix 14—ABC Awards 2012–13 *continued*

Best Investigative Journalism:
Giselle Wakatama, 1233 ABC
Newcastle, “The Baby Snatchers”

Northern Territory 2012 Northern Territory Media Awards

Best Current Affairs or Feature:
Jane Bardon, “Pitched Battles:
Territory Environmentalists and
Miners Clash”

Best Online Journalism: Clare
Rawlinson

Best Sports Journalism: James
Glenday, “Troubled Stars”

Queensland Bean Lockyer Ticehurst Award for Excellence in Regional Journalism

Charlie McKillop, “The Battle of the
Coral Sea”

2012 Cox Plate Carnival Media Awards

Best Radio Coverage: Quentin Hull,
Grandstand (QLD)

2012 Gold Coast Media Awards (The Maccas)

Best Radio Feature: Candice
Marshall, ABC Gold Coast,
“Tourettes Jokes—Not Funny”

2012 Queensland Clarion Awards

Best Online Journalism: Scott
Gamble, Miranda Grant, Michael
Bromage, Solua Middleton, Brad
Marsellos and Leandro Palacio,
“Aftermath: Stories of Disaster,
Resilience and Recovery”

Best All Media—Health and
Wellness: Ian Townsend,
Background Briefing, “Lead
Poisoning: A Silent Epidemic” and
“Water Bugs”

Best Rural Journalism: Kathy
McLeish, *Landline*, “Buying the
Farm”

Best Regional and Community
Broadcast Report: David Lewis,
AM/The World Today, “Stories
from the Outback”

Best Radio Current Affairs
Documentary or Feature:
Charlotte Glennie, “The Long War”

Best Television Current Affairs
Documentary or Feature: Caitlin
Shea and Roger Carter, *Australian
Story*, “Love and Other Drugs”

Best All-Media Broadcast
Interview: Bruce Atkinson,
“Western Queensland Floods”

2012 Queensland Multimedia Awards

Best Environmental Story: Brad
Ryan, ABC Far North Queensland,
“Rainforest Invaders”

Best General Story: Brad Ryan,
ABC Far North Queensland, “The
Parabelles”

2012 Queensland Premier's Literary Awards

Television Script Award: Sue Smith,
Mabo

2013 Queensland Rural Press Club Awards

Journalism—Broadcast Radio:
Nikolai Beilharz

Journalism—Television: Kathy
McLeish, 7.30

Photography—People Category:
Lisa Clarke

South Australia 2012 Australian Cinematographers' Society Awards (SA/WA)

News Directors Award: Brant
Cumming

Gold, Single Camera News—
Local/Regional: Brant Cumming,
“The Blind Mechanic”

Silver, Single Camera News—
Local/Regional: Brant Cumming,
“Mountain Mine”

Silver, Single Camera News—
Local/Regional: Brant Cumming,
“Wild Rivers”

Bronze, Neil Davis International
News: Brant Cumming, “Libya –
The Last Stand”

Gold, Current Affairs: Robert Hill,
“China – The Ka-Ching! Dynasty”

Silver, Current Affairs: Robert Hill,
“China – Beyond The Lost Horizon”

Gold, TV Magazine, Lifestyle and
Reality: Greg Ashman, *Poh's
Kitchen*, “Tastes of Thailand”

Bronze, TV Magazine, Lifestyle
and Reality: Greg Ashman, *Dream
Builds*, “Warburton”

Silver, TV Magazine, Lifestyle and
Reality: Andrew Burch, *Poh's
Kitchen*, “Sydney Outdoors”

Silver, TV Magazine, Lifestyle and
Reality: Andrew Burch, *Dream
Builds*, “House For A Car”

Silver, TV Magazine, Lifestyle and
Reality: Andrew Burch, *Dream
Builds*, “Smith House”

2013 Rotary Club Mt Gambier West Pride of Workmanship Award

Stan Thomson, ABC South East SA

2012 Rural Media South Australia Awards

Rural Journalist of the Year:
Michael Sexton

Best Rural Television Journalist:
Michael Sexton

Best Rural Online Journalist:
Eloise Fuss

Best Rural Radio Journalist:
James Hancock

2012 South Australian National Football League Media Awards

Best Radio Coverage: ABC
Grandstand (SA)

2012 South Australian Press Club Awards

Best Radio Current Affairs or
Feature: Nance Haxton, “Fight for
Justice”

Best Regional or Rural Report
in Any Medium: Kerry Straight,
Landline, “Gateway to a Farming
Empire”

Tasmania 2012 Tasmanian Media Awards

Journalist of the Year: Edith Bevan

Best New Journalist: Pat McGrath

Science, Environment and Health:
Linda Hunt

Best Sports Coverage:
Damian McIver

Appendix 14—ABC Awards 2012–13 *continued*

Victoria

2012 Australian Cinematographers Society Awards (Vic/Tas)

Silver, Single Camera News—Local/Regional: Peter Curtis, “Para Sailor”

Bronze, Single Camera News—Local/Regional: Mitchell Woolnough, “Lark Distillery”

Silver, TV Magazine—Lifestyle and Reality: Peter Curtis, “Bubble Behaviour”

Bronze, TV Magazine—Lifestyle and Reality: Cameron Atkins, *Collectors*, “Dairy Wares”

2012 Quill Awards for Excellence in Victorian Journalism

Best Feature: *Statewide Drive*, “Let’s Talk About it: Suicide and Mental Health Forum”

Gold Quill: Sarah Ferguson and Deb Masters, *Four Corners*

Best TV Current Affairs Report Over 10 Minutes: Sarah Ferguson and Deb Masters, *Four Corners*

Best TV Current Affairs Report Under 10 Minutes: Heather Ewart, 7.30

Best Radio Current Affairs Report: Charlotte King

Best Regional or Rural Affairs Report in any Medium: Anna MacDonald, 7.30

Best Columnist or Blogger: Barrie Cassidy, *The Drum*

2012 Rural Press Club of Victoria Awards

Best Feature—All Media: *Statewide Drive*, “Let’s Talk About it: Suicide and Mental Health Forum”

2013 Victoria Law Foundation Legal Reporting Awards

Columb Brennan Award for Excellence in Court Reporting: Sarah Farnsworth, “Trial of an Arsonist”

Best Report TV—Short Form: Sarah Farnsworth, “Black Saturday Arsonist Convicted”

Best Report TV—Long Form: Kirsten Veness, “Fire Power”

Best Report on Radio: Kirsten Veness, “Jill Meagher Court”

2012 Young Australians Best Book Awards (YABBA)

Best Picture Storybook: *Fearless in Love*, Colin Thompson and Sarah Davis

Western Australia

2012 Rural Media Association Awards

Best News Coverage (Broadcast): Belinda Varischetti

Best Online News Coverage: Belinda Varischetti

2013 Western Australian Consumer Protection Awards

Media Award: Louise Burke and 720 ABC Perth

2012 Western Australian Football Media Guild Awards

Best Radio Commentator: Corbin Middlemas, ABC *Grandstand* (WA)

2012 Western Australian Journalists’ Association Media Awards

Best Current Affairs or Feature: Jake Sturmer, 7.30, “Hotel Abuse”

Best News or Current Affairs Story or Series (Radio/Online): Meri Fatin, Nadia Mitsopoulos and Geoff Hutchison, 720 ABC Perth, *Mornings*, “When Will They Learn?”

2013 WACA Premier Cricket Awards

Media Award for Best Performer in Radio: Corbin Middlemas, ABC *Grandstand* (WA)

Appendix 15—Television Transmission Frequencies

Digital television

Australian Capital Territory

Canberra 9A
Tuggeranong 59
Weston Creek/
Woden 59

New South Wales

Albury North 31
Armidale 32
Armidale North 7
Ashford 59
Balranald 40
Batemans Bay/
Moruya 9A
Bathurst 7
Bega 35
Bombala 62
Bonalbo 53

Bouddi	37	Glen Innes	59	Lithgow East	56
Bowral/Mittagong	52	Gloucester	41	Manly/Mosman	30
Braidwood	56	Goodooga	7	Manning River	7
Broken Hill	10	Gosford	37	Menindee	41
Cassilis	30	Goulburn	56	Merewether	37
Central Tablelands	36	Grafton/Kempsey	36	Merriwa	48
Central Western		Hay	55	Mudgee	56
Slopes	12	Illawarra	51	Murrumbidgee	
Cobar	6	Inverell	59	Irrigation Area	28
Coffs Harbour	61	Ivanhoe	8	Murrundi	41
Condobolin	64	Jerilderie	55	Murwillumbah	29
Coolah	55	Jindabyne	59	Narooma	56
Cooma Town	55	Kandos	56	Newcastle	37
Cooma/Monaro	29	Khancoban	59	Nowra North	66
Cowra	62	Kings Cross	30	Nyngan	53
Crookwell	32	Kotara	37	Oberon	56
Deniliquin	55	Kyogle	58	Port Stephens	30
Dubbo	58	Laurieton	60	Portland/ Wallerawang	56
Dungog	59	Lightning Ridge	11	Richmond/Tweed	29
Eden	55	Lithgow	31		

Appendix 15—Television Transmission Frequencies *continued*

Stanwell Park	52	Collinsville	56	Roma	8	Waikerie	55
SW Slopes/ E Riverina	46	Cooktown	40	Shute Harbour	56	Wirrulla	9A
Sydney	12	Cunnamulla	11	Southern Downs	45	Woomera	6
Tamworth	54	Currumbin	62	Springsure	46	Wudinna	31
Tenterfield	58	Darling Downs	37	St George	12		
Thredbo	33	Dirranbandi	7	Stuart	54	Tasmania	
Tottenham	47	Dysart	55	Sunshine Coast		Acton Road	36
Tumut	53	Eidsvold	56	North	62	Barrington Valley	48
Ulladulla	28	Emerald	9	Surat	10	Bicheno	36
Upper Hunter	7	Esk	39	Tambo	7	Binalong bay	37
Upper Namoi	8	Gladstone East	33	Tara	56	Burnie	67
Vacy	32	Gladstone West	47	Taroom	10	Cygnets	44
Wagga Wagga	55	Gold Coast	62	Texas	56	Derby	47
Walcha	48	Gold Coast Southern		Theodore	53	Dover	58
Walgett	40	Hinterland	62	Thursday Island	9	Dover South	43
Wilcannia	9	Goondiwindi	56	Tieri	54	East Devonport	45
Wollongong	52	Gordonvale	42	Toowoomba	55	Geeveston	58
Wyong	37	Gympie	62	Townsville	31	Gladstone	65
Young	10	Gympie Town	62	Townsville North	54	Goshen/Goulds Country	65
		Herberton	67	Tully	56	Hillwood	47
Northern Territory		Hervey Bay	56	Wandoan	47	Hobart	8
Alice Springs	8	Hughenden	8	Wangetti	42	Hobart City	33
Borroloola	10	Injune	6	Warwick	56	Hobart NE Suburbs	56
Daly River	7	Longreach	10	Weipa	6	King Island	57
Darwin	30	Jericho	6	Wide Bay	9A	Launceston	65
Jabiru	7	Julia Creek	11	Winton	7	Lileah	9
Katherine	8	Karumba	7	Yeppoon	57	Lilydale	65
Pine Creek	10	Mackay	10			Meander	55
Tennant Creek	9A	Mareeba	42	South Australia		Montumana IBL	59
		Meandarra	47	Adelaide	12	NE Tasmania	41
Queensland		Middlemount	43	Adelaide Foothills	64	New Norfolk	57
Airlie Beach	50	Miles	63	Andamooka	7	Orford	36
Alpha	7	Miriam Vale/Bororen	56	Bordertown	42	Penguin	45
Aramac	8	Mission Beach	56	Burra	35	Port Sorell	53
Atherton	67	Mitchell	12	Caralue Bluff	60	Queenstown/Zeehan	47
Augathella	9A	Monto	57	Ceduna/Smoky Bay	39	Ringarooma	65
Ayr	62	Moranbah	48	Clare	47	Rosebery	32
Babinda	42	Moranbah Town	54	Coffin Bay	44	Savage River	39
Barcardine	7	Morven	8	Coober Pedy	7	Smithton	31
Bedourie	6	Mossman	40	Cowell	45	St Helens	37
Bell	55	Mount Isa	7	Craigmore/Hillbank	39	St Marys	53
Birdsville	7	Mount Molloy	42	Hawker	4	Strahan	41
Blackall	7	Moura	53	Keith	38	Swansea	47
Blackwater	47	Murgon	56	Kingston SE/Robe	38	Taroona	45
Boonah	42	Muttaburra	11	Lameroo	42	Ulverstone	45
Bowen Town	49	Nambour	62	Leigh Creek South	8	Waratah	54
Boyne Island	56	Nebo	54	Naracoorte	42	Wynyard	45
Brisbane	12	Nebo	54	Pinnaroo	38		
Cairns	8	Noosa/Tewantin	62	Port Lincoln	59		
Cairns East	42	Normanton	8	Quorn	47	Victoria	
Cairns North	42	Port Douglas	54	Renmark/Loxton	39	Alexandra	60
Camooweal	7	Proserpine	52	Roxby Downs	40	Alexandra Environs	32
Capella	31	Quilpie	9	South East	31	Apollo Bay	54
Charleville	11	Ravenshoe	42	Spencer Gulf North	38	Bairnsdale	56
Charters Towers	54	Redlynch	61	Streaky Bay	11	Ballarat	41
Clermont	54	Richmond	7	Tumby Bay	49	Bendigo	48
Cloncurry	6	Rockhampton	11	Victor Harbor	56	Bonnie Doon	32
		Rockhampton East	57			Bright	31

Appendix 15—Television Transmission Frequencies *continued*

Bruthen	38	Dalwallinu	49	Wyndham	12	Bedourie	7
Cann River	12	Dampier	28	Yalgoo	10	Blackall	9
Casterton	54	Denham	7			Boulia	8
Churchill	49	Derby	9	Analog television		Charleville	9
Cobden	59	Esperance	9A	Australian Capital Territory		Cloncurry	7
Colac	52	Exmouth	7	Canberra	9	Coen	8
Coleraine	42	Fitzroy Crossing	41	Fraser	56	Cooktown	67
Corryong	32	Geraldton	41	Tuggeranong	60	Corfield	10
Eildon	34	Halls Creek	9	Weston Creek	55	Croydon	8
Eildon Town	58	Hopetoun	40			Cunnamulla	10
Ferntree Gully	47	Jurien	56	New South Wales		Georgetown	7
Foster	56	Kalbarri	8	Araluen	56	Greenvale	8
Genoa	30	Kalgoorlie	9A	Bouddi	67	Hughenden	9
Goulburn Valley	37	Kambalda	40	Bourke	7	Injune	8
Halls Gap	54	Karratha	53	Collarenebri	30	Isisford	7
Hopetoun-Beulah	34	Katanning	45	Crookwell	45	Julia Creek	10
Horsham	55	Kojonup	50	Emmaville	55	Lakeland	69
Kiewa	41	Kununurra	8	Goodooga	8	Laura	8
Lakes Entrance	61	Kununurra East	40	Gosford	46	Longreach	6
Latrobe Valley	42	Lake Grace	34	Ivanhoe	6	Morven	7
Lorne	58	Laverton	11	Kings Cross	46	Mount Isa	6
Mallacoota	56	Leeman	6	Lightning Ridge	10	Pentland	8
Mansfield	60	Leinster	11	Manly/Mosman	42	Quilpie	8
Marysville	60	Leonora	10	Mungindi	10	Richmond	6
Melbourne	12	Mandurah/Waroona	41	Sydney	2	Roma	7
Mildura/Sunraysia	11	Manjimup	58	Walgett	69	Weipa	7
Murray Valley	58	Marble Bar	7	Wilcannia	8	Winton	8
Myrtleford	53	Margaret River	45	Wyong	42		
Nhill	66	Meekathurra	9			South Australia	
Nowa Nowa	51	Merredin	50			Caralue Bluff	59
Orbost	37	Mingenew	46	Northern Territory		Hawker	48
Portland	59	Moorabool	52	Adelaide River	11	Leigh Creek South	9
Rosebud	60	Morawa	7	Alice Springs	7	Marree	8
Safety Beach	60	Mount Magnet	9	Bathurst Island	11	Roxby Downs	56
Selby	47	Mullewa	46	Borroloola	6	Streaky Bay	10
Seymour	53	Nannup	31	Daly River	10	Wudinna	30
South Yarra	60	Narrembeen	50	Darwin	6		
Tawonga South	31	Narrogin	58	Darwin North	55	Victoria	
Upper Murray	9A	Newman	6	Galiwinku	8	Ferntree Gully	56
Upwey	47	Norseman	6	Groote Eylandt	7	Marysville	46
Warburton	60	Northam	57	Newcastle Waters	8	Melbourne	2
Warrnambool	50	Northampton	46	Nhulunbuy	11	Omeo	32
Warrnambool City	59	Onslow	7	Tennant Creek	9	Safety Beach	61
Western Victoria	6	Pannawonica	9			Selby	57
Yea	34	Paraburdoo	9A	Queensland		South Yarra	61
		Pemberton	32	Alpha	8	Swifts Creek	59
Western Australia		Perth	12	Augathella	11	Upwey	39
Albany	43	Port Hedland	8	Barcaldine	10	Warburton (Vic)	61
Augusta	55	Ravensthorpe	10				
Bridgetown	45	Roebourne	9A				
Broome	9	Roleystone	56				
Bunbury	36	Southern Agricultural	11				
Carnamah	46	Southern Cross	7				
Carnarvon	6	Tom Price	12				
Central Agricultural	45	Toodyay	56				
Cervantes	47	Wagin	38				
Cue	10	Wongan Hills	47				

Notes: This appendix lists only terrestrial transmission services for which an apparatus licence is held by the ABC. In previous reports, the ABC has reported services rebroadcast using transmission facilities provided under licence, such as the Self-Help Broadcasting Reception Scheme (SBRS) and the Broadcasting for Remote Aboriginal Communities Scheme (BRACS). The ABC does not control such services that are retransmitted under s.212 or s.212A of the *Broadcasting Services Act 1992*.

Appendix 15—Television Transmission Frequencies continued

Television transmitter statistics

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
Digital	3	86	8	108	32	41	53	69	400
Analog	0	17	12	30	7	0	10	0	76
Total	3	103	20	138	39	41	63	69	476

Appendix 16—Radio Transmission Frequencies

Digital radio

	Lithgow	1395	Pine Creek	106.1	Moranbah	104.9	
Sydney	206.352MHz	Manning River	95.5	Tennant Creek	106.1	Mossman	639
Brisbane	206.352MHz	Menindee	97.3			Mount Garnet	95.7
Adelaide	206.352MHz	Merriwa	101.9	Queensland		Mount Isa	106.5
Melbourne	206.352MHz	Mudgee	99.5	Airlie Beach	89.9	Mount Molloy	95.7
Perth	206.352MHz	Murrumbidgee		Alpha	105.7	Moura	96.1
		Irrigation Area	100.5	Atherton	720	Nambour	90.3

Analog radio

ABC Local Radio

Australian Capital Territory

Canberra 666

New South Wales

Armidale 101.9

Ashford 107.9

Batemans Bay/
Moruya 103.5

Bega 810

Bombala 94.1

Bonalbo 91.3

Broken Hill 999

Byrock 657

Central Western
Slopes 107.1

Cobar 106.1

Cooma 1602

Corowa 675

Crookwell 106.9

Cumnock Central

NSW 549

Dubbo 95.9

Eden 106.3

Glen Innes 819

Gloucester 100.9

Goodooga 99.3

Gosford 92.5

Goulburn (Town) 90.3

Grafton 738

Grafton/Kempsey 92.3

Hay 88.1

Illawarra 97.3

Ivanhoe 106.1

Jindabyne 95.5

Kandos 96.3

Kempsey 684

Lightning Ridge 92.1

	Richmond/ Tweed	94.5	Cairns	106.7	Roma	105.7
	SW Slopes/ E Riverina	89.9	Cairns (AM)	801	Roma/St George	711
	Sydney	702	Cairns	106.7	Roma/St George	711
	Tamworth	648	Cairns North	95.5	Southern Downs	104.9
	Taree	756	Camooweal	106.1	Tambo	105.9
	Tenterfield	88.9	Charleville	603	Taroom	106.1
	Thredbo	88.9	Coen	105.9	Theodore	105.9
	Tottenham	99.3	Collinsville	106.1	Thursday Island	
	Tumut	97.9	Cooktown	105.7	(Torres Strait)	1062
	Upper Hunter	105.7	Croydon	105.9	Toowoomba	747
	Upper Namoi	99.1	Cunnamulla	106.1	Townsville	630
	Wagga Wagga	102.7	Dimbulah	91.7	Tully	95.5
	Walcha	88.5	Dysart	91.7	Wandoan	98.1
	Walgett	105.9	Eidsvold	855	Weipa	1044
	Wilcannia	1584	Emerald	1548	Wide Bay	100.1
	Young	96.3	Georgetown	106.1		

Northern Territory

	Adelaide River	98.9	Gladstone	99.1	South Australia	
	Alice Springs	783	Glenden	92.5	Adelaide	891
	Bathurst Island	91.3	Gold Coast	91.7	Andamooka	105.9
	Borrooloola	106.1	Goondiwindi	92.7	Coober Pedy	106.1
	Daly River	106.1	Greenvale	105.9	Leigh Creek South	1602
	Darwin	105.7	Gympie	95.3	Marree	105.7
	Galiwinku	105.9	Gympie	1566	Mount Gambier	1476
	Groote Eylandt	106.1	Hughenden	1485	Naracoorte	1161
	Jabiru	747	Injune	105.9	Port Lincoln	1485
	Katherine	106.1	Julia Creek	567	Port Pirie	639
	Mataranka	106.1	Karumba	106.1	Renmark/Loxton	1062
	Newcastle Waters	106.1	Lakeland	106.1	Roxby Downs	102.7
	Nhulunbuy	990	Laura	106.1	Streaky Bay	693
			Longreach	540	Woomera	1584
			Mackay	101.1		
			Middlemount	106.1	Tasmania	
			Miriam Vale	88.3	Bicheno	89.7
			Mission Beach	89.3	Burnie	102.5
			Mitchell	106.1	Devonport East	100.5
					Fingal	1161

Appendix 16—Radio Transmission Frequencies *continued*

Mitchell	107.7	Lileah	89.7	Kambalda	93.9	SW Slopes/ E Riverina	88.3
Monto	101.9	NE Tasmania	94.1	Karratha	100.9	Sydney	92.9
Moranbah	106.5	Orford	88.9	Kununurra	107.3	Tamworth	103.1
Morven	107.5	Queenstown	630	Laverton	107.7	Upper Namoi	96.7
Mossman	90.1	Rosebery	107.9	Leeman	107.3	Wagga Wagga	105.9
Mount Garnet	97.3	St Helens	96.1	Leonora	107.3		
Mount Isa	107.3	St Marys	101.1	Marble Bar	107.5		
Mount Molloy	97.3	Strahan	105.9	Meekatharra	107.9	Northern Territory	
Moura	96.9	Swansea	107.7	Menzies	107.7	Alice Springs	97.9
Muttaborra	107.7	Waratah	104.9	Merredin	107.3	Darwin	107.3
Normanton	107.3	Weldborough	98.9	Mount Magnet	107.3		
Pentland	107.7			Mullewa	107.5	Queensland	
Quilpie	107.7	Victoria		Nannup	98.9	Airlie Beach	95.5
Richmond	107.7	Albury/Wodonga	990	Narembeen	107.7	Brisbane	106.1
Rockhampton	103.1	Alexandra	104.5	Newman	93.7	Cairns	105.9
Roma	107.3	Bairnsdale	106.3	Norseman	107.3	Cairns North	94.7
Southern Downs	106.5	Bright	88.9	Onslow	107.5	Clermont	104.5
Springsure	100.9	Cann River	107.7	Pannawonica	107.7	Darling Downs	107.3
St George	107.7	Corryong	98.1	Paraburdoo	107.7	Emerald	90.7
Surat	107.5	Eildon	97.3	Perth	810	Gold Coast	88.5
Tambo	107.5	Hopetoun (Vic)	88.3	Port Hedland	95.7	Gympie	93.7
Taroom	107.7	Horsham	99.7	Ravensthorpe	107.5	Mackay	97.9
Theodore	107.5	Mallacoota	103.3	Roebourne	107.5	Mount Isa	101.7
Thursday Island	107.7	Mansfield	105.3	Salmon Gums	100.7	Nambour	88.7
Townsville	104.7	Melbourne	621	Southern		Rockhampton	106.3
Townsville North	96.7	Mildura/ Sunraysia	105.9	Agricultural	96.9	Roma	97.7
Tully	96.3	Nhill	95.7	Southern Cross	107.9	Southern Downs	101.7
Wandoan	98.9	Omeo	99.7	Tom Price	107.3	Townsville	101.5
Weipa	107.3	Orbost	98.7	Wagin	1296	Townsville North	95.9
Wide Bay	100.9	Portland	98.5	Wyndham	107.7	Wide Bay	98.5
Winton	107.9	Swifts Creek	103.5	Yalgoo	107.7		
		Wangaratta	756			South Australia	
South Australia		Warrnambool	101.7	ABC Classic FM		Adelaide	103.9
Adelaide	729	Western Victoria	92.5	Australian Capital Territory		Adelaide Foothills	97.5
Andamooka	107.5			Canberra	102.3	Mount Gambier	104.1
Ceduna/ Smoky Bay	107.7	Western Australia		Tuggeranong	99.1	Renmark/ Loxton	105.1
Cooper Pedy	107.7	Argyle	107.5			Roxby Downs	103.5
Hawker	107.5	Augusta	99.1	New South Wales		Spencer Gulf North	104.3
Keith	96.9	Broome	107.7	Armidale	103.5		
Leigh Creek South	106.1	Bunbury (Busselton)	1269	Batemans Bay/ Moruya	101.9	Tasmania	
Marree	107.3	Carnarvon	107.7	Bathurst (City)	97.5	Hobart	93.9
Mount Gambier	103.3	Cue	107.7	Bega/Cooma	99.3	NE Tasmania	93.3
Quorn	107.9	Dalwallinu	612	Broken Hill	103.7		
Renmark/Loxton	1305	Dampier	107.9	Central		Victoria	
Roxby Downs	101.9	Denham	107.5	Tablelands	102.7	Ballarat (Lookout Hill)	105.5
Spencer Gulf North	106.7	Derby	107.5	Central Western Slopes	105.5	Bendigo	92.7
Streaky Bay	100.9	Eneabba	107.7	Goulburn (Town)	89.5	Bright	88.1
Tumby Bay	101.9	Esperance	106.3	Grafton/Kempsey	97.9	Goulburn Valley	96.1
Wirrulla	107.3	Exmouth	107.7	Illawarra	95.7	Latrobe Valley	101.5
Woomera	105.7	Fitzroy Crossing	107.7	Manning River	98.7	Melbourne	105.9
Wudinna	107.7	Geraldton	99.7	Murrumbidgee Irrigation Area	97.3	Mildura/ Sunraysia	102.7
		Halls Creek	107.7	Newcastle	106.1	Murray Valley	103.7
Tasmania		Hopetoun (WA)	106.9	Richmond/Tweed	95.3	Upper Murray	104.1
Bicheno	91.3	Jurien	107.9			Warrnambool	92.1
Hobart	585	Kalbarri	107.7			Western Victoria	93.3
		Kalgoorlie	97.1				

Appendix 16—Radio Transmission Frequencies *continued*

Western Australia	Townsville North	97.5	Inverell	93.5	Bendigo	89.5	
Bunbury	93.3	Wide Bay	99.3	Lithgow	91.3	Colac	104.7
Central				Manning River	94.7	Horsham	893
Agricultural	98.9	South Australia		Mudgee	101.1	Latrobe Valley	95.1
Esperance	104.7	Adelaide	105.5	Murrumbidgee		Melbourne	1026
Geraldton	94.9	Adelaide Foothills	95.9	Irrigation Area	98.1	Mildura/ Sunraysia	100.3
Kalgoorlie	95.5	Mount Gambier	102.5	Newcastle	1458	Murray Valley	95.9
Narrogin	92.5	Renmark/Loxton	101.9	Port Stephens	95.1	Portland	97.7
Perth	97.7	Spencer Gulf North	103.5	Richmond/Tweed	98.5	Upper Murray	100.9
Southern				SW Slopes/ E Riverina	91.5	Warrnambool	91.3
Agricultural	94.5	Tasmania		Sydney	630	Western Victoria	91.7
triple j		Hobart	92.9	Tamworth	91.7		
Australian Capital Territory		NE Tasmania	90.9	Upper Hunter	104.9		
Canberra	101.5	Victoria		Upper Namoi	101.5	Western Australia	
Tuggeranong	95.9	Ballarat		Wagga Wagga	105.1	Broome	106.9
		(Lookout Hill)	107.1			Bunbury (Busselton)	1152
New South Wales		Bendigo	90.3	Northern Territory		Carnarvon	106.1
Armidale	101.1	Goulburn Valley	94.5	Alice Springs	104.1	Central	
Bathurst (City)	95.9	Latrobe Valley	96.7	Darwin	102.5	Agricultural	99.7
Bega/Cooma	100.1	Melbourne	107.5	Katherine	105.3	Esperance	103.1
Broken Hill	102.1	Mildura/ Sunraysia	101.1	Queensland		Geraldton	101.3
Central		Murray Valley	105.3	Airlie Beach	93.9	Kalgoorlie	100.3
Tablelands	101.9	Upper Murray	103.3	Bowen	96.7	Karratha	104.1
Central Western Slopes	102.3	Warrnambool	89.7	Brisbane	936	Perth	585
Goulburn (Town)	88.7	Western Victoria	94.9	Cairns	101.1	Port Hedland	94.9
Grafton/Kempsey	91.5	Western Australia		Cairns North	96.3	Southern	
Illawarra	98.9	Bunbury	94.1	Emerald	89.1	Agricultural	92.1
Manning River	96.3	Central Agricultural	98.1	Gladstone	96.7	Wagin	96.3
Murrumbidgee Irrigation Area	96.5	Geraldton	98.9	Gold Coast	95.7	Domestic Shortwave	
Newcastle	102.1	Kalgoorlie	98.7	Gympie	94.5	The frequencies used	
Richmond/Tweed	96.1	Perth	99.3	Mackay	104.3	by shortwave stations	
SW Slopes /E Riverina	90.7	Southern		Mount Isa	104.9	to transmit are varied to	
Sydney	105.7	Agricultural	92.9	Rockhampton	105.5	obtain optimum results.	
Tamworth	94.7	NewsRadio		Sunshine Coast	94.5		
Upper Namoi	99.9	Australian Capital Territory		Toowoomba	96.7		
Wagga Wagga	101.1	Canberra	103.9	Townsville	94.3	Northern Territory	
		Tuggeranong	99.9	Townsville North	93.5	Alice Springs	4835
Northern Territory				Warwick	96.3	Katherine	5025
Alice Springs	94.9	New South Wales		Wide Bay	97.7	Tennant Creek	4910
Darwin	103.3	Armidale	102.7	South Australia			
Queensland		Batemans Bay/ Moruya	100.5	Adelaide	972	Notes: This appendix lists	
Brisbane	107.7	Bathurst	98.3	Mount Gambier	105.7	only terrestrial transmission	
Cairns	107.5	Bega/Cooma	89.7	Renmark/Loxton	93.9	services for which an apparatus	
Cairns North	97.1	Broken Hill	104.5	Spencer Gulf		licence is held by the ABC. In	
Darling Downs	104.1	Central		North	102.7	previous reports, the ABC has	
Gold Coast	97.7	Tablelands	91.9	Tumby Bay	91.5	reported services rebroadcast	
Mackay	99.5	Central Western				using transmission facilities	
Mount Isa	104.1	Slopes	106.3	Tasmania		provided under licence, such	
Nambour	89.5	Deniliquin	100.9	Burnie	90.5	as the Self-Help Broadcasting	
Rockhampton	104.7	Gosford	98.1	East Devonport	102.1	Reception Scheme (SBRS) and	
Southern Downs	103.3	Goulburn	99.9	Hobart	747	the Broadcasting for Remote	
Townsville	105.5	Grafton/Kempsey	90.7	NE Tasmania	92.5	Aboriginal Communities Scheme	
						(BRACS). The ABC does not	
				Victoria		control such services that are	
				Bairnsdale	107.9	retransmitted under s.212 or	
				Ballarat	94.3	s.212A of the <i>Broadcasting</i>	
						<i>Services Act 1992.</i>	

Appendix 16—Radio Transmission Frequencies *continued*

Radio Transmitter Statistics

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
Digital Radio	0	1	0	1	1	0	1	1	5
ABC Local Radio	1	59	15	68	13	19	24	41	240
ABC Radio National	1	52	15	87	18	13	21	50	257
ABC Classic FM	2	19	2	18	6	2	11	8	68
triple j	2	18	2	13	5	2	10	6	58
NewsRadio	2	25	3	18	5	4	13	12	82
Domestic Shortwave	0	0	3	0	0	0	0	0	3
Total	8	174	40	205	48	40	80	118	713

Appendix 17—Radio Australia and Australia Network Transmission and Distribution

Radio Australia Frequencies

English—24 hours

Tonga	Nuku'alofa	103 FM
Cook Islands	Rarotonga	93 FM
Kiribati	Tarawa	90 FM
Fiji	Nadi	106.6 FM
	Suva	106.6 FM
	Ba	106.4 FM
	Labassa	106.6 FM
Vanuatu	Port Vila	103 FM
	Santo	103 FM
Solomon Islands	Honiara	107 FM
Papua New Guinea	Port Moresby	101.9 FM
	Lae	102.1 FM
East Timor	Dili	106.4 FM
Cambodia	Phnom Penh	101.5 FM
	Siem Reap	101.5 FM
	Sihanoukville	101.5 FM
Laos	Vientiane	96 FM
Samoa	Apia	102 FM
Palau	Koror	91.5 FM
Federated States of Micronesia	Pohnpei	88.1 FM
Marshall Islands	Majuro	98.5 FM

English—part rebroadcast

Nauru	Nauru	88.8 FM
Norfolk Island		1566 AM
Vanuatu	Port Vila	98 FM
Papua New Guinea	NBC network	1 national station and 19 provincial
Papua New Guinea	Lae	100.3 FM
	Kimbe	100.8 FM
	Kavieng	100.3 FM
	Goroka	100.2 FM
	Buka	100.8 FM
	Boregoro	107.7 FM
	Dimodimo	107.1 FM

Solomon Islands	Honiara	1035 AM
Tuvalu	Funafuti	100.1 FM
Canada	CBC Network	
Taiwan	PCJ Taipei	95.5 FM
	PCJ Kaoshaung	107.2 FM
	CBS Taiwan	

Languages other than English—rebroadcast partner stations

French

New Caledonia	Noumea	90.0 FM
	Port Boise	88.0 FM
	Mare	88.5 FM
	L'Illes des Pins	89.0 FM
	L'Illes des Pins	89.5 FM
	Lifou	90.5 FM
	Lifou	91.5 FM
	Koumac	91.0 FM
	Thio	91.0 FM
Vanuatu	Port Vila	98.0 FM
	Port Vila	1125 AM
	Santo	1179 AM
Wallis and Futuna	Hinifo	101.0 FM
	Mua/Hahake	100.0 FM
	Sigave	89.0 FM
	Sigave	90.0 FM
	Alo	91.0 FM
French Polynesia	Tahiti	88.2–99.4 FM
	Tahiti	738 AM

Indonesian

Indonesia	Bandah Aceh	90.2 FM
	Bandah Aceh	104.0 FM
	Dharmasraya	93.6 FM
	Padang	106.85 FM
	Padang	92 FM
	Pangkalpinang	94.4 FM
	Jakarta	105.8 FM

Appendix 17 – Radio Australia and Australia Network Transmission and Distribution *continued*

Radio Australia Frequencies *continued*

Bandung	106.7 FM
Sumedang	99.4 FM
Bandung	106.7 FM
Tasikmalaya	107.3 FM
Yogyakarta	104.5 FM
Pati	101 FM
Kediri	105.1 FM
Makassar	104.3 FM
Kendari	92.4 FM
North Maluku	101 FM
Sorong	97.5 FM

Khmer

Cambodia	Phnom Penh	102 FM
	Siem Reap	102.9 FM
	Battambang	92.7 FM
	Baanteay Meanchey	96.5 FM
	Kratie	98.5 FM
	Koh Kong	99.5 FM
	Kampot	99.7 FM
	Pailin	90.5 FM
	Rattanakiri	89.5 FM
Kampong Cham	92.5 FM	

Mandarin

China	Beijing	774 AM
	Tianjin	92.1 FM
	Liaoning	95.9 FM
	Zhejiang	810 AM

Radio Australia shortwave transmitters

Operated by Broadcast Australia:

Shepparton (Victoria)	6
Brandon (Queensland)	2

In addition, the ABC leases capacity on shortwave transmitters in Palau, the United Arab Emirates and Singapore. The ABC uses these transmission facilities on a commercial basis for several hours each day to broadcast Radio Australia to selected areas in Asia.

Satellite distribution – Australia Network and Radio Australia

Australia Network and Radio Australia are distributed together across the Pacific, south-east Asia, north Asia and south Asia on the Intelsat 18, Intelsat 19 and Intelsat 20 satellites. This makes the two networks available to rebroadcasters and direct-to-home (DTH) across the region.

Australia Network – rebroadcasts and free-to-air transmitters

Australia Network has approximately 660 rebroadcast partners, mainly cable operators, across the Asia-Pacific region. A full list of rebroadcast partners can be found at Australia Network’s website: http://australianetwork.com/tuning/an_rebroadcasters.htm

In addition, Australia Network operates a 24-hour free-to-air transmitter in Vanuatu (Channel 12) and accesses a 24-hour free-to-air transmitter in Solomon Islands (UHF Channel 28 and VHF Channel 9a) operated under agreement with the local telecom.

Appendix 18—ABC Offices

Australian Broadcasting Corporation

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 5344
Managing Director: Mark Scott

Corporate

Corporate Affairs

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 2311
Fax (02) 8333 5305
Director: Michael Millett

ABC International

ABC Southbank Centre
120 Southbank Boulevard
Southbank VIC 3006;
GPO Box 9994
Melbourne VIC 3001;
Phone (03) 9626 1416
Fax (03) 9626 1552
CEO: Lynley Marshall

ABC Commercial

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 4630
Fax (02) 8333 3989
Director: Robert Patterson

Innovation

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 5226
Fax (02) 8333 1558
Director: Angela Clark

Legal and Business Affairs

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 5849
Fax (02) 8333 5860
Director: Rob Simpson

News

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 4551
Director: Kate Torney

Operations

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 1777
Chief Operating Officer:
David Pendleton

ABC Resources

ABC Southbank Centre
120 Southbank Boulevard
Southbank VIC 3006;
GPO Box 9994
Melbourne VIC 3001;
Phone (03) 9626 1594
Fax (03) 9626 1601
Director: David Cruttenden

Business Services

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 5552
Director: Brian Jackson

Technology

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 3168
Director: Ken Gallacher

Communication Networks

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 4570
Director: Adrian Potter

People and Learning

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 5108
Director: Samantha Liston

Radio

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 2603
Director: Kate Dundas

Television

ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007;
GPO Box 9994
Sydney NSW 2001;
Phone (02) 8333 1500
Fax (02) 8333 3055
Director: Richard Finlayson

Appendix 18—ABC Offices *continued*

State Offices

Australian Capital Territory

Canberra

Cnr Northbourne and Wakefield Avenues
Dickson ACT 2602;
GPO Box 9994
Canberra ACT 2601;
Phone (02) 6275 4555
Fax (02) 6275 4538
(Local Radio station:
666 ABC Canberra)
Territory Director:
Elizabeth McGrath
Local Content Manager ACT:
Andrea Ho

New South Wales

Sydney

ABC Ultimo Centre
700 Harris Street
Ultimo 2007;
GPO Box 9994
Sydney NSW 2001;
Phone 02 8333 1234
Fax 02 8333 1203
(Local Radio station:
702 ABC Sydney)
State Director: Peter Longman
Local Content Manager NSW:
Andy Henley

Bega

Unit 1, First Floor
The Roy Howard Building
Ayers Walkway
231 Carp Street
(PO Box 336)
Bega NSW 2550;
Phone 02 6491 6011
Fax 02 6491 6099
(Local Radio station:
ABC South East)
RCM: Ian Campbell

Coffs Harbour

24 Gordon Street
Coffs Harbour NSW 2450;
Phone 02 6650 3611
Fax 02 6650 3699
(Local Radio station:
ABC Mid North Coast)
RCM: Cameron Marshall

Dubbo

45 Wingewarra Street
(PO Box 985)
Dubbo NSW 2830;
Phone 02 6881 1811
Fax 02 6881 1899
(Local Radio station:
ABC Western Plains)
RCM: Andrew Dunkley

Erina

T252, The Parallel Mall
Erina Fair Shopping Centre
Terrigal Drive
Erina NSW 2250;
Phone 02 4367 1911
Fax 02 4367 1999
(Local Radio stations:
92.5 ABC Central Coast
702 ABC Sydney)
Local Content Manager NSW:
Andy Henley

Lismore

61 High Street
(PO Box 908)
Lismore NSW 2480;
Phone 02 6627 2011
Fax 02 6627 2099
(Local Radio station:
ABC North Coast)
RCM: Justine Frazier

Muswellbrook

36A Brook Street
Muswellbrook NSW 2333;
Phone 02 6542 2811
Fax 02 6542 2899
(Local Radio station:
ABC Upper Hunter)
Local Content Manager
Newcastle: Philip Ashley-Brown

Newcastle

Cnr Wood and Parry Streets
Newcastle West NSW 2302;
PO Box 2205
Dangar NSW 2309;
Phone 02 4922 1200
Fax 02 4922 1222
(Local Radio station:
1233 ABC Newcastle)
Local Content Manager
Newcastle: Philip Ashley-Brown

Nowra

64 Bridge Road
(PO Box 1071)
Nowra NSW 2541;
Phone 02 4428 4511
Fax 02 4228 4599
(Local Radio station:
97.3 ABC Illawarra)
RCM: Peter Riley

Orange

46 Bathurst Road
(PO Box 8549)
East Orange NSW 2800;
Phone 02 6393 2511
Fax 02 6393 2599
(Local Radio station:
ABC Central West)
RCM: Brooke Daniels

Port Macquarie

51 Lord Street
(PO Box 42)
Port Macquarie NSW 2444;
Phone 02 6588 1211
Fax 02 6588 1299
(Local Radio station:
ABC Mid North Coast)
RCM: Cameron Marshall

Tamworth

Parry Shire Building
470 Peel Street
(PO Box 558)
Tamworth NSW 2340;
Phone 02 6760 2411
Fax 02 6760 2499
(Local Radio station:
ABC New England North West)
RCM: Jennifer Ingall

Wagga Wagga

100 Fitzmaurice Street
Wagga Wagga NSW 2650;
Phone 02 6923 4811
Fax 02 6923 4899
(Local Radio station:
ABC Riverina)
RCM: Chris Coleman

Wollongong

13 Victoria St
Wollongong, NSW, 2500
(PO Box 973)
Wollongong NSW 2520;
Phone 02 4224 5011
Fax 02 4224 5099
(Local Radio station:
97.3 ABC Illawarra)
RCM: Peter Riley

Appendix 18—ABC Offices continued

Northern Territory

Darwin

1 Cavenagh Street
Darwin NT 0800;
GPO Box 9994
Darwin NT 0801;
Phone 08 8943 3222
Fax 08 8943 3235
(Local Radio station:
105.7 ABC Darwin)
Territory Director:
Christopher Smyth
Local Content Manager NT:
Simon Scoble

Alice Springs

Cnr Gap Road and Speed Street
Alice Springs NT 0870;
PO Box 1144
Alice Springs NT 0871;
Phone 08 8950 4711
Fax 08 8950 4799
(Local Radio station:
783 ABC Alice Springs)
RCM: Stewart Brash

Katherine

Stuart Highway
Katherine NT 0850;
PO Box 1240
Katherine NT 0851;
Phone 08 8972 5711
Fax 08 8972 5799
(Local Radio station:
106.1 ABC Katherine)
Local Content Manager NT:
Simon Scoble

Queensland

Brisbane

114 Grey Street
South Brisbane QLD 4101;
GPO Box 9994
Brisbane QLD 4001;
Phone 07 3377 5227
Fax 07 3377 5265
(Local Radio station:
612 ABC Brisbane)
State Director: Mark Bowling
Local Content Manager QLD:
Jenny Brennan

Bundaberg

58 Woongarra Street
(PO Box 1152)
Bundaberg Qld 4670;
Phone 07 4155 4911
Fax 07 4155 4999
(Local Radio station:
ABC Wide Bay)
RCM: Ross Peddlesden

Cairns

Cnr Sheridan and Upward Streets
(PO Box 932)
Cairns Qld 4870;
Phone 07 4044 2011
Fax 07 4044 2099
(Local Radio station:
ABC Far North)
RCM: Debbie Kalik

Gladstone

Dahl's Building
43 Tank Street
Gladstone Qld 4680;
Phone 07 4976 4111
Fax 07 4976 4199
(Local Radio station:
ABC Capricornia)
RCM: Bridget Smith

Gold Coast

Cnr Gold Coast Highway and
Francis Street
(PO Box 217)
Mermaid Beach Qld 4218;
Phone 07 5595 2917
Fax 07 5595 2999
(Local Radio station:
91.7 Coast FM)
Content Director: Trevor Jackson

Longreach

Duck Street
(PO Box 318)
Longreach Qld 4730;
Phone 07 4658 4011
Fax 07 4658 4099
(Local Radio station:
ABC Western Queensland)
RCM: Nicole Bond

Mackay

2 Wellington Street
(PO Box 127)
Mackay QLD 4740;
Phone 07 4957 1111
Fax 07 4957 1199
(Local Radio station:
ABC Tropical North)
RCM: Craig Widdowson

Mt Isa

114 Camooweal Street
Mt Isa QLD 4825;
Phone 07 4744 1311
Fax 07 4744 1399
(Local Radio station:
ABC North West Queensland)
RCM: Andrew Saunders

Rockhampton

236 Quay Street
(PO Box 911)
Rockhampton QLD 4700;
Phone 07 4924 5111
Fax 07 4924 5199
(Local Radio station:
ABC Capricornia)
RCM: Bridget Smith

Sunshine Coast

Level 1
15 Carnaby Street
(PO Box 1212)
Maroochydore QLD 4558;
Phone 07 5475 5000
Fax 07 5475 5099
(Local Radio station:
90.3 Coast FM)
RCM: John Caruso

Toowoomba

297 Margaret Street
(PO Box 358)
Toowoomba QLD 4350;
Phone 07 4631 3811
Fax 07 4631 3899
(Local Radio station:
ABC Southern Queensland)
RCM: Vicki Thompson

Appendix 18—ABC Offices *continued*

Townsville

8–10 Wickham Street
(PO Box 694)
Townsville QLD 4810;
Phone 07 4722 3011
Fax 07 4722 3099
(Local Radio station:
630 ABC North Queensland)
RCM: Cameron Burgess

South Australia

Adelaide

85 North East Road
Collinswood SA 5081;
GPO Box 9994
Adelaide SA 5001;
Phone 08 8343 4881
Fax 08 8343 4402
Public Fax 08 8343 4896
(Local Radio station:
891 Adelaide)
State Director:
Sandra Winter-Dewhirst
Local Content Manager SA:
Graeme Bennett

Broken Hill

(administered by ABC South
Australia)
454 Argent Street
(PO Box 315)
Broken Hill NSW 2880;
Phone 08 8082 4011
Fax 08 8082 4099
(Local Radio station:
999 ABC Broken Hill)
RCM: Andrew Schmidt

Mount Gambier

Penola Road
(PO Box 1448)
Mt Gambier SA 5290;
Phone 08 8724 1011
Fax 08 8724 1099
(Local Radio station:
ABC South East)
RCM: Stuart Stansfield

Port Augusta

6 Church Street
(PO Box 2149)
Port Augusta SA 5700;
Phone 08 8641 5511
Fax 08 8641 5599
(Local Radio station:
1485 Eyre Peninsula and
West Coast)
RCM: Petria Ladgrove (Acting)

Port Lincoln

1/60 Tasman Tce
(PO Box 679)
Port Lincoln SA 5606;
Phone 08 8683 2611
Fax 08 8683 2699
(Local Radio station:
1485 Eyre Peninsula and
West Coast)
RCM: Petria Ladgrove (Acting)

Port Pirie

85 Grey Terrace
(PO Box 289)
Port Pirie SA 5540;
Phone 08 8638 4811
Fax 08 8638 4899
(Local Radio station:
639 ABC North and West)
RCM: Petria Ladgrove (Acting)

Renmark

Ral Ral Avenue
(PO Box 20)
Renmark SA 5341;
Phone 08 8586 1300
Fax 08 8586 1399
(Local Radio station:
1062 ABC Riverland)
RCM: Bruce Mellett

Tasmania

Hobart

ABC Centre
1–7 Liverpool Street
(GPO Box 9994)
Hobart TAS 7001;
Phone 03 6235 3217
Fax 03 6235 3220
(Local Radio station:
936 ABC Hobart)
State Director:
Andrew Fisher (Acting)
Local Content Manager Tasmania:
Jocelyn Nettlefold

Burnie

81 Mount Street
(PO Box 533)
Burnie TAS 7320;
Phone 03 6430 1211
Fax 03 6430 1299
(Local Radio station:
ABC Northern Tasmania)
Local Content Manager Tasmania:
Jocelyn Nettlefold

Launceston

45 Ann Street
(PO Box 201)
Launceston TAS 7250;
Phone 03 6323 1011
Fax 03 6323 1099
(Local Radio station:
ABC Northern Tasmania)
Local Content Manager Tasmania:
Jocelyn Nettlefold

Victoria

Melbourne

ABC Southbank Centre
120 Southbank Boulevard
Southbank VIC 3006;
GPO Box 9994
Melbourne VIC 3001;
Phone 03 9626 1600
Fax 03 9626 1774
(Local Radio station:
774 ABC Melbourne)
State Director: Randal Mathieson
Local Content Manager:
Cath Hurley

Ballarat

5 Dawson Street South
Ballarat VIC 3350;
PO Box 7
Ballarat VIC 3353;
Phone 03 5320 1011
Fax 03 5320 1099
(Local Radio station:
107.9 ABC Ballarat)
RCM: Dominic Brine

Bendigo

278 Napier Street
(PO Box 637)
Bendigo VIC 3550;
Phone 03 5440 1711
Fax 03 5440 1799
(Local Radio station:
ABC Central Victoria)
RCM: Jonathan Ridnell

Horsham

Shop 3
148 Baillie Street
(PO Box 506)
Horsham VIC 3400;
Phone 03 5381 5311
Fax 03 5381 5399
(Local Radio station:
ABC Western Victoria)
RCM: Jonathan Ridnell

Appendix 18—ABC Offices continued

Mildura

73 Pine Ave
(PO Box 10083)
Mildura VIC 3502;
Phone 03 5022 4511
Fax 03 5022 4599
(Local Radio station:
ABC Mildura–Swan Hill)
RCM: Anthony Gerace

Morwell

20 George St
(PO Box 1109)
Morwell VIC 3840;
Phone 03 5135 2111
Fax 03 5135 2199
(Local Radio station:
ABC Gippsland)
RCM: Gerard Callinan

Sale

340 York Street
(PO Box 330)
Sale VIC 3850;
Phone 03 5143 5511
Fax 03 5143 5599
(Local Radio station: ABC
Gippsland)
RCM: Gerard Callinan

Shepparton

50A Wyndham Street
(PO Box 1922)
Shepparton VIC 3630;
Phone 03 5820 4011
Fax 03 5820 4099
(Local Radio Station:
ABC Goulburn Murray)
RCM: Gaye Pattison

Warrnambool

166B Koroit Street
(PO Box 310)
Warrnambool VIC 3280;
Phone 03 5560 3111
Fax 03 5560 3199
(Local Radio station:
ABC South Western Victoria)
RCM: Dominic Brine

Wodonga

1 High Street
(PO Box 1063)
Wodonga VIC 3690;
Phone 02 6049 2011
Fax 02 6049 2099
(Local Radio station:
ABC Goulburn Murray)
RCM: Gaye Pattison
Western Australia

Perth

30 Fielder Street
East Perth WA 6000;
GPO Box 9994
Perth WA 6848;
Phone 08 9220 2700
Fax 08 9220 2727
(Local Radio station:
720 ABC Perth)
State Director: Geoff Duncan
Local Content Manager WA:
Deborah Leavitt

Albany

2 St Emilie Way
(PO Box 489)
Albany WA 6330;
Phone 08 9842 4011
Fax 08 9842 4099
(Local Radio Station:
ABC South Coast)
RCM: Andrew Collins

Broome

23 Hamersley Street
(PO Box 217)
Broome WA 6725;
Phone 08 9191 3011
Fax 08 9191 3099
(Local Radio station:
ABC Kimberley)
RCM: Robert Mailer

Bunbury

72 Wittenoom Street
(PO Box 242)
Bunbury WA 6230;
Phone 08 9792 2711
Fax 08 9792 2799
(Local Radio station:
ABC South West)
RCM: Tom Coull

Esperance

80b Windich St
(PO Box 230)
Esperance WA 6450;
Phone 08 9083 2011
Fax 08 9083 2099
(Local Radio station:
ABC Goldfields–Esperance)
RCM: John Wibberley

Geraldton

245 Marine Terrace
(PO Box 211)
Geraldton WA 6531;
Phone 08 9923 4111
Fax 08 9923 4199
(Local Radio station:
ABC Midwest and Wheatbelt)
RCM: Arthur Muhl

Kalgoorlie

Unit 3, Quartz Centre
353 Hannan Street
(PO Box 125)
Kalgoorlie WA 6430;
Phone 08 9093 7011
Fax 08 9093 7099
(Local Radio station:
ABC Goldfields–Esperance)
RCM: John Wibberley

Karratha

DeGrey Place
(PO Box 994)
Karratha WA 6714;
Phone 08 9183 5011
Fax 08 9183 5099
(Local Radio station:
ABC North West)
RCM: Alex Hyman

Kununurra

114b Collibah Drive
(PO Box 984)
Kununurra WA 6743;
Phone 08 9168 4311
Fax 08 9168 4399
(Local Radio station:
ABC Kimberley)
RCM: Robert Mailer

Wagin

58 Tudhoe Street
Wagin WA 6315;
Phone 08 9861 3311
Fax 08 9861 3399
(Local Radio Station:
558 ABC Great Southern)
RCM: Andrew Collins
Overseas Offices

Auckland

Level 3
TVNZ Centre
100 Victoria St. West
Auckland New Zealand;
Phone +64 9 916 7928
Fax +64 9 309 3248

Appendix 18—ABC Offices continued

Bangkok

518/5 Maneeya Centre
Penthouse–17th floor
Ploenchit Road
Pathumwan District
Bangkok 10330 Thailand;
Phone +66 2 652 0595
Fax +66 2 254 8336

Beijing

8-121 Qi Jia Yuan Diplomatic
Compound
Chaoyang District
Beijing 100600 China;
Phone +86 10 6532 6819
Fax +86 10 6532 2514

Jakarta

Level 16 Deutsche Bank
Jn Iman Bonjol 80
Jakarta 10310 Indonesia;
Phone +62 21 390 8123
Fax +62 21 390 8124

Jerusalem

5th Floor
J.C.S. Building
206 Jaffa Road
Jerusalem 91343 Israel;
Phone +972 2 537 3557
Fax +972 2 537 3306

London

2nd floor
4 Millbank
Westminster S W1P 3JA
London
United Kingdom;
Phone +44 20 7808 1360
Fax +44 20 7799 5482

Moscow

Kutuzovsky Prospekt
Building 13, Apartment 113
Moscow 121248 Russia;
Phone +7 495 974 8182
Fax +7 495 974 8186

Nairobi

Apartment 4,
Suswa Block
Longonot Place Apartments
Harry Thuku Road
Nairobi, Kenya
Phone +254 715 715 716

New Delhi

B3/24 Vasant Vihar
New Delhi 110057 India;
Phone +91 11 2615 4307
Fax +91 11 2614 2847
Port Moresby
Airvos Avenue

GPO Box 779

Port Moresby

Papua New Guinea;
Phone +675 321 2666 (321 2503)
Fax +675 321 2131

Tokyo

NHK Hoso Centre
2-2-1 Jinnan
Shibuya-ku Tokyo
150-8001 Japan;
Phone +81 3 3469 8089
Fax +81 3 3468 8445

Washington

Suite 660
2000 M Street NW
Washington DC 20036 USA;
Phone +1 202 466 8575
Fax +1 202 626 5188

Appendix 19—ABC Shops

Australian Capital Territory

Canberra

Shop CF12
Canberra Centre
Canberra ACT 2600
Ph: (02) 6247 2941
Fax: (02) 6230 6478

Woden

Shop G47B
Westfield Shopping Centre
Woden ACT 2606
Ph: (02) 6282 0746
Fax: (02) 6282 3508

New South Wales

Bondi

Shop 1003 Level 1
Westfield
Bondi Junction NSW 2022
Ph: (02) 9386 5582

Brookvale

Shop 110 Level 1
Warringah Mall Shopping Centre
Brookvale NSW 2100
Ph: (02) 9905 3758
Fax: (02) 9939 7834

Burwood

Shop 204 Level 1
Westfield Shoppingtown
Burwood NSW 2134
Ph: (02) 9744 5172
Fax: (02) 9715 2845

Campbelltown

Shop C029 Level 1
Macarthur Square
Campbelltown NSW 2560
Ph: (02) 4626 8624
Fax: (02) 4620 5007

Castle Hill

Shop 28
Castle Towers Shopping Centre
Castle Hill NSW 2154
Ph: (02) 9899 3273
Fax: (02) 9894 5425

East Gardens

Shop 325
Westfield Shoppingtown
East Gardens
152 Bunnerong Road
East Gardens NSW 2035
Ph: (02) 9349 3695
Fax: (02) 9349 7169

Erina

Shop T253 The Parallel Mall
Erina Fair
Erina NSW 2250
Ph: (02) 4367 6892
Fax: (02) 4367 0617

Hornsby

Shop 3033/34
Westfield Shoppingtown
Hornsby NSW 2077
Ph: (02) 9482 3671
Fax: (02) 9476 0098

Macquarie

Shop 417
Macquarie Shopping Centre
North Ryde NSW 2113
Ph: (02) 9878 4253
Fax: (02) 9878 8027

Miranda

Shop 1087/88 Level 1
Westfield Shoppingtown
Miranda NSW 2228
Ph: (02) 9524 4289
Fax: (02) 9542 8573

Newcastle

Shop 205 Upper Level
Charlestown Shopping Square
Charlestown NSW 2290
Ph: (02) 4943 9763
Fax: (02) 4920 9526

Penrith

Shop 150 Ground Level
Westfield Penrith Plaza
Penrith NSW 2750
Ph: (02) 4721 8299
Fax: (02) 4721 3613

Port Macquarie

Shop T07A
Settlement City
Port Macquarie NSW 2444
Ph: (02) 6583 6085
Fax: (02) 6583 8134

Sydney

Shop 48 The Albert Walk
Queen Victoria Building
Sydney NSW 2000
Ph: 02 9286 3726
Fax: 02 9262 7690

Tuggerah

Shop 2043a
Westfield Shoppingtown
Cnr Wyong and Gavenlock
Roads
Tuggerah NSW 2259
Ph: (02) 4353 9305
Fax: (02) 4353 9475

Ultimo

The Foyer
ABC Ultimo Centre
700 Harris Street
Ultimo NSW 2007
Ph: (02) 8333 2055
Fax: (02) 9333 1240

Wollongong

Shop 215/216
Wollongong Central Shopping
Centre
Wollongong NSW 2500
Ph: (02) 4227 6750
Fax: (02) 4227 6759

Queensland

Brisbane

Shop 240 Level 2
The Myer Centre
Brisbane QLD 4000
Ph: (07) 3003 1321
Fax: (07) 3211 1453

Cairns

Shop L01 153
Cairns Central Shopping Centre
Cnr McLeod and Spence
Streets
Cairns QLD 4870
Ph: (07) 4041 5392
Fax: (07) 4041 2046

Carindale

Shop 2063
Carindale Shopping Centre
Carindale QLD 4152
Ph: (07) 3398 1606
Fax: (07) 3324 9681

Chermside

Shop 253
Westfield Shoppingtown
Chermside QLD 4032
Ph: (07) 3359 1378
Fax: (07) 3359 1407

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Helensvale

Shop 1055
Westfield Helensvale
Helensvale QLD 4212
Ph: (07) 5502 7936
Fax: (07) 5502 7583

Indooroopilly

Shop 3017
Indooroopilly Shopping Centre
Indooroopilly QLD 4068
Ph: (07) 3878 9923
Fax: (07) 3878 3126

Mackay

Shop GD 2422
Caneland Central
Cnr Victoria and Mangrove Roads
Mackay QLD 4740
Ph: (07) 4951 4004
Fax: (07) 4957 3853

Mt Gravatt

Shop 210A
Garden City Shopping Centre
Mt Gravatt QLD 4122
Ph: (07) 3420 6928
Fax: (07) 3420 6894

North Lakes

Shop 1108
Westfield North Lakes
North Lakes QLD 4509
Ph: (07) 3491 6283
Fax: (07) 3491 6968

Robina

Shop 2047A
Robina Town Centre
Robina QLD 4226
Ph: (07) 5575 7260
Fax (07) 5578 9236

Toombul

Shop 115/116
Centro Toombul
Toombul QLD 4012
Ph: (07) 3256 9592
Fax (07) 3266 3060

Toowoomba

Shop GC0114
Grand Central Shopping Centre
Toowoomba QLD 4350
Ph: (07) 4638 1768
Fax (07) 4638 2842

Townsville

Shop 132
Castletown Shoppingworld
Townsville QLD 4810
Ph: (07) 4724 0710
Fax (07) 4724 0997

South Australia

Adelaide

Shop T027
The Myer Centre
Adelaide SA 5000
Ph: (08) 8410 0567
Fax: (08) 8231 7539

Modbury

Shop 200
Westfield Shoppingtown
Tea Tree Plaza
Modbury SA 5092
Ph: (08) 8396 0000
Fax: (08) 8395 6645

Oaklands Park

Shop 2047 Level 2
Westfield Shoppingtown Marion
297 Diagonal Road
Oaklands Park SA 5046
Ph: (08) 8298 6350
Fax: (08) 8377 5253

Tasmania

Hobart

Shop 209B
Centrepoint
70 Murray Street
Hobart TAS 7000
Ph: (03) 6236 9972
Fax: (03) 6234 1734

Rosny Park

Shop GO38
Eastlands Shopping Centre
Rosny Park TAS 7018
Ph: (03) 6245 0933

Victoria

Chadstone

Shop B186 The West Mall
Chadstone Shopping Centre
Chadstone VIC 3148
Ph: (03) 9568 8245
Fax: (03) 9563 4802

Cheltenham

Shop 3026
Westfield Shoppingtown
Southlands
Cheltenham VIC 3192
Ph: (03) 9583 5589
Fax: (03) 9585 4601

Doncaster

Shop 1127
Westfield Doncaster
619 Doncaster Road
Doncaster VIC 3108
Ph: (03) 9840 6727
Fax: (03) 9840 7820

Forest Hill

Shop 132
Forest Hill Chase Shopping Centre
270 Canterbury Road
Forest Hill VIC 3131
Ph: (03) 9894 7582
Fax: (03) 9878 6652

Fountain Gate

Shop 208/2
Westfield Fountain Gate
Fountain Gate VIC 3805
Ph: (03) 8794 8438
Fax: (03) 8794 9146

Geelong

Shop 137
Geelong Westfield Shopping
Centre
Geelong VIC 3220
Ph: (03) 5221 3785
Fax: (03) 5222 8591

Knox

Shop 3115
Knox Shopping Centre
425 Burwood Highway
Wantirna South VIC 3152
Ph: (03) 9800 4965
Fax: (03) 9837 5319

Maribyrnong

Shop 2072
Highpoint Shopping Centre
Maribyrnong VIC 3032
Ph: (03) 9317 4652
Fax: (03) 9317 5290

Appendix 19—ABC Shops *continued*

Preston

Shop K28 Level 1
 Northland Shopping Centre
 50 Murray Road
 East Preston VIC 3072
 Ph: (03) 9471 4863
 Fax: (03) 9470 5672

Ringwood

Shop L60
 Eastland Shopping Centre
 171-175 Maroondah Highway
 Ringwood VIC 3134
 Ph: (03) 9879 5094
 Fax: (03) 9847 0956

Western Australia

Booragoon

Shop 75
 Garden City Shopping Centre
 Booragoon WA 6154
 Ph: (08) 9315 9289
 Fax: (08) 9315 2763

Cannington

Shop 1016
 Westfield Shoppingtown Carousel
 Cannington WA 6107
 Ph: (08) 9451 6352
 Fax: (08) 9451 7849

Karrinyup

Shop F124 Level 1
 Karrinyup Shopping Centre
 200 Karrinyup Road
 Karrinyup WA 6018
 Ph: (08) 9445 9233
 Fax: (08) 9276 3086

Morley

Shop 173 Level 1
 The Galleria Morley
 Walter Road
 Morley WA 6062
 Ph: (08) 9276 7673
 Fax: (08) 9276 3088
 Perth

Shop 60 Gallery Level
 Carillon City Arcade
 Perth WA 6000
 Ph: (08) 9321 6852
 Fax: (08) 9481 3123

Glossary

app or application—short for “application software”, particularly in the context of mobile devices. An app is a computer program designed to perform a particular task or function, and may be custom-built to meet a specific need.

android—an operating system designed primarily for touch-screen mobile devices such as smartphones and tablets, developed by Google.

audio-description—an additional narration track intended primarily for blind and visually impaired people in which the narrator describes what is happening on the screen.

broadband—fast internet service that allows rapid access to large audio and video files.

catch-up—media content which is made available on an on-demand basis (for example, through podcasts or online streaming) following the scheduled broadcast of the content on traditional platforms.

Charter—the fundamental operating responsibilities of the ABC, as set out in Section 6 of the *Australian Broadcasting Corporation Act 1983*.

companion app—applications for smart phones and tablet which supplement television programs with extra content relevant to what’s occurring on the television screen. These apps frequently include social networking and sharing components.

convergence—major communications platforms coming together so that their once separate functions overlap. For example, video content that used to be available only on television can now be viewed easily over the internet.

co-production—a program produced through an agreement between the ABC and an outside producer, and potentially others, to jointly contribute money, facilities and/or staff.

cross-media/cross-platform—content produced for and delivered on more than one media platform.

digital media services—media services delivered online and delivered to internet-connected computers and devices.

digital radio—the transmission of a broadcast radio signal in digital form, allowing more channels and additional data to be carried in the same spectrum as analog radio.

digital television—the transmission of a broadcast television signal in digital form. This allows more channels or higher-definition channels to be carried in the same spectrum as analog television services, as well as interactive content.

download—the transfer of data, including audio and video files, across the internet to the user’s computer for later use. Unlike streamed files, downloaded files reside on the recipient’s computer.

first release—the first time a program has been broadcast in Australia.

five-city reach—the combined audience reach of a television service in the five cities of Adelaide, Brisbane, Melbourne, Perth and Sydney.

interstitial—content that is not a television program and is put to air between programs. Interstitials include station identification, program promotions, cross-promotions for radio or new media programming, ABC Commercial merchandising and community service announcements.

iOs—an operating system designed primarily for touch-screen mobile devices such as smart phones and tablets, developed by Apple.

personal video recorder—a consumer electronics product with a facility for recording television programs on an internal hard disk.

platform—a medium or technology for content distribution. The ABC’s primary platforms are radio, television and the internet. It also uses mobile telephone-based platforms, such as SMS and WAP.

podcasting—the provision of downloadable audio files so that the user is able to “subscribe” to a program and have their computer automatically retrieve new files as they become available. The files are then able to be transferred to a portable music player.

portal—an online or mobile website which aggregates content into a single destination.

reach—the total number of people who have viewed, listened or visited a service over a given time frame.

share—the percentage of the listening/viewing audience tuned to a particular service.

simulcast—simultaneous broadcast of the same content in multiple formats, such as analog and digital television, as required by the *Broadcasting Services Act 1992*.

smart phone—an advanced mobile telephone device that allows the user to install and run application software in order to expand its capabilities.

social media—the generic term for a diverse collection of online technologies that allow users to create, publish and share content with one another, including blogs, wikis (e.g. Wikipedia), “micro-blogs” (e.g. Twitter), social networking (e.g. Facebook) and photo and video sharing (sites e.g. YouTube).

streaming—“real time” audio- or video-on-demand that is synchronised with a radio or television broadcast.

user-generated content—media content created by audience members and published online or broadcast on radio or television.

video-on-demand—the provision of video content over the Internet so that it begins playing shortly after the user requests it. Generally, the content does not remain on the user’s computer after it has been played.

vodcasting—downloadable video files so that the user is able to “subscribe” to a program and have their computer automatically retrieve new content as it becomes available

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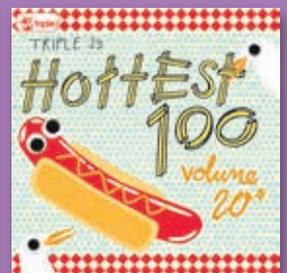
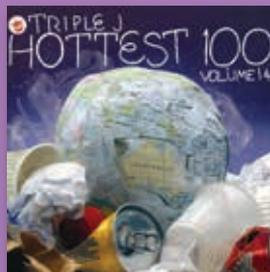
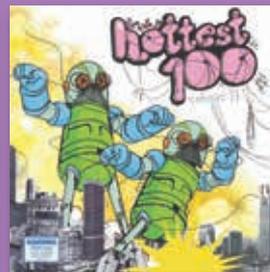
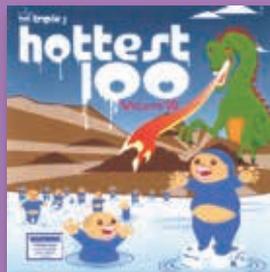
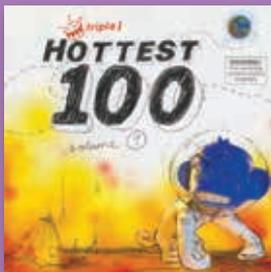
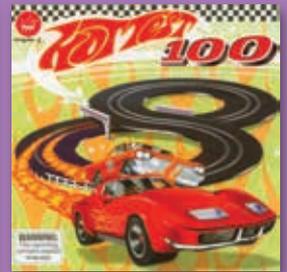
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work health and safety (WHS)—21, **92–95**, 97, 103, 130, 142, 219

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