



Australian  
Broadcasting  
Corporation

VOLUME II

*Yours. Now  
& into  
the Future*

ANNUAL REPORT 2018



**Image:** Tom Gleeson, Charlie Pickering, Adam Briggs and Kitty Flanagan in *The Weekly with Charlie Pickering*



**“As the national broadcaster, we are uniquely positioned to tell Australian stories and bring people together to explore and understand issues that matter to them, and to reflect Australia’s culture and diversity.**

**There is something for everyone at the ABC.”**

David Anderson, Director ABC Entertainment & Specialist



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## In Volume I you will find:

Welcome

The ABC is *Yours*

*Yours* for quality, distinctive content

Purpose and vision

*Yours* into the Future

Snapshot of 2017–18

Highlights 2017–18:

- Extraordinary, relevant and valued content

- An outstanding audience experience

- Reaching more people

- Building a great place to work

The ABC Leadership Team

The ABC Board

Image: Aaliyah, Jaral  
and Sharmika in *Shame*



**Quality, distinctive  
content in 2017–18**



# Genre Teams

## Content team redesign

The Investing in Audiences strategy is all about creating extraordinary content that is relevant and valued by all Australians. To this end, and to better equip ABC content teams to address fast-moving audience trends, improve collaboration and speed decision-making, new content teams were consolidated in February 2018 – arranged around content and audiences rather than broadcast platforms.

Content-makers with different skills were brought together to collaborate around a common area, and were structured into three content teams and a smaller, newly-created team:

- Entertainment & Specialist
- Regional & Local
- News, Analysis & Investigations
- Content Ideas Lab

Maintaining the quality and integrity of ABC content is key to this change, which seeks to deepen connections with all of the ABC's Australian and overseas audiences.

## Entertainment & Specialist

The Entertainment & Specialist (E&S) team brought together the genres of drama, comedy, Indigenous, music, children's, entertainment and factual content across television, radio and digital products and services such as iview, ABC listen and associated websites, apps and podcasts. The E&S team also includes the specialist genres of arts, science, education, society & culture, religion & ethics and ABC Audio Studios podcasts.

E&S develops, produces, acquires and distributes Australian stories across ABC TV, ABC KIDS, ABC ME, ABC COMEDY, the national networks of ABC Radio, ABC online, and audio and video apps.

The redesign of the team has led to the production of more innovative, distinctive and engaging content, and has improved efficiency and flexibility, enabling E&S to better meet audience expectations for multiplatform content on-demand.

Within E&S, the Specialist and Distribution teams have promoted greater integration across radio, television and digital content. Further collaborative opportunities have been explored between the Music and Entertainment teams across television and radio, and ABC Audio Studios is working with all teams on returning and original podcasts.



Above: Todd Sampson, Wil Anderson and Russel Howcroft in *Gruen*





### **Regional & Local**

The formation of the Regional & Local (R&L) team enabled content-makers with a common purpose – to connect with local communities and tell the stories of real Australians and their day-to-day lives – to collaborate more closely and share ideas and skills across all platforms.

Almost 800 staff from the former Regional, Radio and Television teams were brought together to form the new content team, and the grouping of skills and knowledge around content interests has resulted in more effective content collaboration and distribution of content across multiple platforms. The team is better able to respond to the changing preferences of ABC audiences, ensuring content is available wherever and whenever they want it.

The R&L team's coverage of Anzac Day 2018 illustrated the benefits of the new approach, with teams working together to produce quality content for radio, television, digital and social media, covering local and national commemorations, as well as international events including the Gallipoli Dawn Service and the Villers-Bretonneux Centenary Commemoration.

Similarly, ABC Grandstand and ABC Radio's Gold Coast team collaborated to produce outstanding coverage of the Commonwealth Games – one of the largest sporting-event broadcasts the ABC has undertaken since the Sydney Olympics. Local knowledge greatly enriched quality sporting coverage, with Local Radio audiences also benefiting from additional sports coverage integrated into programming. Local programming reached a national audience through Grandstand's digital channel and the ABC listen app.

### **News, Analysis & Investigations**

The News, Analysis & Investigations (NA&I) team is made up of content-makers long practiced in a genre approach to content creation and distribution, with multiplatform reporting by news journalists established for many years, well ahead of other media players.

Implementation of the restructure included a drive for more effective collaboration with teams across the ABC, which resulted in greater diversity of content from a wider range of sources. NA&I is continuing to work with colleagues in R&L and E&S to streamline knowledge sharing and specialist skills, and to standardise work practices and quality benchmarks.



**Above:** Sabra Lane presents AM

Collaborations included the seamless coverage of Anzac Day 2018 across Australia and the world; the collaboration between Audio Studios, *Australian Story* and News Online on 'Blood on the Tracks'; the cricket ball tampering television and digital special *Caught Out; Stargazing Live*; Royal Wedding and Federal Budget coverage; and *Four Corners*' 'Mind the Gap' collaboration with RN's *Health Report*.

At the local level, capital city newsrooms now work more closely with R&L colleagues in Local Radio, and NA&I is seeking to extend the opportunities offered by the Connecting Communities plan (see page 35). The result will be more diverse stories on local news programs, national broadcast bulletins and digital platforms.

Some physical and organisational constraints have hampered collaboration in some areas, and the team's capacity to capture performance data and convert insights into improvements faces challenges in both the scale of NA&I output and access to expertise and resources.

Nonetheless, in accordance with the trust audiences place in the ABC, NA&I is continuing to ensure that high-quality journalism is given

the best chance to reach all Australians. The Equal Digital Life project is nearing the end of its second year, and new teams have been established to drive specialist investigative and innovative output across all distribution platforms, driven by a passion for high impact storytelling and the delivery of extraordinary, relevant content to all Australians.

# Content Ideas Lab

The Content Ideas Lab, a new team formed in early 2018, focuses on content innovation by identifying and incubating new and distinctive ideas specifically aimed at the 30% of Australians who don't consume ABC content on a weekly basis. It works collaboratively with other parts of the organisation.

The purpose of the Content Ideas Lab is strongly aligned to ABC's strategic priorities:

- To create extraordinary content
- To deliver an outstanding audience experience
- To reach more Australians
- To build a great place to work

The Content Ideas Lab team oversee four streams:

- The Great Ideas Grant (GIG)
- ABC Life
- Content Innovation
- International Strategy.

## Great Ideas Grant (GIG)

The Great Ideas Grant (GIG) was funded from efficiencies as part of the Investing in Audiences strategy. The content fund was available to issue grants to the best ideas pitched from employees across the organisation.

GIG sought big content ideas and fresh creative thinking in response to shifting audience trends. The project encouraged collaboration with colleagues, and transparency in pitching and judging new ideas. Employees were asked to choose their favourite of the 212 pitches proffered and more than 7,600 votes were recorded in response. Nine projects were incubated in 2017–18 as a result:

- ABC Life
- ABC KIDS listen: A new DAB+ radio station and accompanying app, launched in February 2018, aimed at working families with 2–5-year-old children, tested with culturally and linguistically diverse (CALD) and outer suburban families who were less likely to regularly consume ABC content.



- *Unravel True Crime*: Compelling investigative true crime stories which work across podcast, video and online platforms.
- *RetroFocus*: Bringing ABC archives out of the vaults and onto Australia's screens.
- *Hey ABC*: Content experiments for Conversational User Interfaces (CUIs) such as Google Home, Amazon Alexa and Apple HomePod resulting in news, sport, finance, and *btn* bulletins delivered by voice command.
- *ABC Wild Oz*: Continuous livestream of four native animals in locations in Brisbane over two weeks in February 2018, as a proof-of-concept of livestreamed nature reality TV.

- TV-Like: A pilot series to produce compelling scripted vertical video content for digital audiences launching in 2018–19.
- ABC Parents: Research into a digital content offering that informs and entertains, building on existing ABC content for parents.
- Shape of the Nation: A pan-ABC content approach, aimed at leading a renewed national conversation around weight, wellness and body image.

## ABC Life

Lifestyle gaps in the ABC's digital content strategy saw 17 projects from ABC content-makers across Australia amalgamated under the umbrella of ABC Life. The project was started through GIG in 2017, with a vision to create 'your guide to a better life for you and those you love'. Topics to cover included work and career, sex and relationships, fashion and personal grooming, pets, travel and adventure, food and cooking, home and family.

The newly formed team looked at the ABC's output for these topics and at what was available more broadly. Qualitative research was undertaken with Australians of different ages and stages of life and various cultural, linguistic, social and economic backgrounds. The teams visited their homes to learn about the everyday challenges they faced and how they tackled them.

A paired quantitative study to learn more about people's lives was also completed in 2017–18 to feed into a distinctive commissioning framework, and a new website has been in development for launch in August 2018.

## Content Innovation

The Content Innovation stream draws upon techniques commonly used in digital product development where agile, cross-functional teams are empowered to work autonomously to solve a problem for a specific audience.

In 2018, the team worked on a six-week piece of discovery work with the International Strategy team, to refine the audience and content proposition for an International iview product. They tested concepts with Australians overseas and built a proof-of-concept video landing page to understand user behaviour and demand.

The team also collaborated with other ABC content teams to build ABC's first Augmented Reality (AR) experience, the *Space Discovery* app, to tie-in with the *Stargazing Live* television event. This content experiment tested audience demand and understanding of augmented reality, and provided an opportunity for content-makers to create a narrative for an emerging mixed media format.

## International Strategy

The International Strategy team seeks to meet ABC Charter obligations via the use of domestic content platforms and social channels to reach international and CALD audiences, and the creation and curation of content that is both inclusive and representative of the diverse communities in Australia.

International Strategy has evolved from a standalone team, to a lens through which all ABC content and products can be viewed. The strategy has strong alignment to the broader purpose of the Content Ideas Lab with audiences from a CALD background in Australia being less likely to be regular consumers of ABC content, and all audiences becoming more accustomed to a borderless media world.

The international program of work comprises five core project streams, with all activities designed to grow the ABC's reach with international audiences – be they Australians living and travelling abroad or in-country locals. Each of the five streams span different ABC platforms, to bridge audience gaps and reflect their preferred methods of content consumption:

- International iview
- Internationalising ABC Online
- ABC Australia re-brand
- Transforming broadcast activities
- Internationalising ABC content

### International iview

The ABC's strong product offering in iview creates opportunities to build and maintain connections with overseas audiences. As clearing rights for an international audience is complex, work is being done to provide international audiences with a modest content offering – with a view to gradual expansion over time.



Above: Allan Clarke, *Unravel*

### Internationalising ABC Online

In 2017–18, the ABC continued work to make its content and digital services accessible and relevant to audiences outside Australia and CALD communities living in Australia.

Key activities included:

- removal of the geoblock on the ABC NEWS livestream across web and YouTube platforms
- the release of the ABC flagship app in international app stores
- the creation of Chinese, Indonesian, and Pacific in-language news articles and channel pages, to be featured on both the ABC NEWS website and flagship app – both international and domestic versions
- the creation and deployment of a Chinese subtitled iview collection.

### ABC Australia

ABC Australia is set to replace Australia Plus on television, digital and social media channels as well as third-party platforms in July 2018. The international television channel will continue to offer Australian news, current affairs, entertainment and cultural enrichment programs, for audiences across 40 countries in the Asia-Pacific region.<sup>1</sup>

### Transforming broadcast activities

In 2017–18, ABC Radio Australia continued to deliver programs like *Pacific Beat* in the Pacific to keep audiences informed about important issues and breaking news. After the cessation of shortwave radio transmission, the ABC installed three new FM Transmitters in Papua New Guinea in Arawa, Goroka and Mount Hagen in 2018. Additionally, the FM transmitter in Dili, Timor-Leste, was reactivated in April 2018.

Activities also included the improvement of operational efficiencies via the migration of Australia Plus programming and scheduling workflows into alignment with those seen throughout the rest of the ABC.

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1. The full list of territories where ABC Australia is available can be viewed here: <http://www.abcaustralia.net.au/tuning>



### Internationalising ABC content

For the ABC to be truly global, and equipped to respond to a dynamic media landscape, it needs to produce content that resonates with audiences from around the world. Investing in new ways to engage with audiences outside Australia will help secure the ABC's future in this space.

Activities pursued as part of this objective included:

- the subtitling of ABC iView content in Chinese on selected main and children's iView channels – a collection released on 16 February 2018 during Lunar New Year, subtitled to create accessibility for Australia's growing population of people of Chinese heritage, included titles such as *You Can't Ask That*, *Australian Story*, *Catalyst*, *Four Corners*, *Back Roads*, *Student Life: Far from Home*, *Riot*, and *Mystery Road*
- the expansion of the Chinese collection on iView to include a multitude of programs, provided by the ABC's Chinese media partners and subtitled in English
- the showcasing of ABC-produced content on Chinese partner channels as part of the Window on Australia content exchange (five hours of ABC programming designed to showcase Australia is broadcast on Chinese television each year, with a reciprocal arrangement seeing five hours of partner content broadcast on Australia Plus television [ABC Australia after 1 July 2018]) – due to be extended to Indonesian and Indian television networks
- a collaboration with ABC Life to produce content for bespoke Chinese social channels (Weibo and WeChat)
- the expansion of current international content distribution models into the syndication of content through partnerships with Indonesian and Chinese media organisations
- the sharing of Australian stories, culture and conversations with international audiences via social media; ABC international social accounts were consolidated, and language and location settings successfully used to target key audience segments



Above: Seini F. Taumoepeau presents *Pacific Mornings*

- the hosting of guests from the ABC's international media partners and other organisations – in May 2018, the ABC hosted successful candidates for the Douglas Gabb Australia Pacific Journalism Internship and the John Doherty Asia Pacific Journalism Internship, both DFAT-funded internship programs for which the ABC develops tailored programs to meet the specific needs of the candidates.

### International strategy in content areas

ABC Children's consistently demonstrates the high export value distinctive local content has for overseas audiences. Across the year, ABC Children's commissioned 10 projects with international distribution and/or broadcasters, including critical funding partners such as Netflix (US), NBCUniversal (US), DHX Media (Canada), UYoung (China), and the Australian Children's Television Foundation.

ABC Education's primary platforms include Learn English, for audiences in Australia and overseas. The service is integral to the ABC's international strategy as it provides overseas audiences with unique Australian English language content.

Over the year, the Learn English Facebook page gained more than 300,000 likes and as at June 30 had a total of 4.97 million followers. Content highlights for Learn English included the production of *Everyday English*, a series of 20 lessons for English language learners, and *English on the Go*, a bespoke short form series for social media.

The R&L team shares real stories about the diverse experiences of Australians' everyday lives, helping its audiences connect with international communities and also with CALD communities within Australia.

In 2017–18, a partnership between the ABC and the Australian Centre for International Agricultural Research (ACIAR) enabled regional ABC journalists to travel to overseas locations where regional Australians and in-country team members are working together on research projects. Pairs of journalists completed successful trips to The Philippines and Indonesia, where they were supported by the ACIAR team.

Their reportage allowed the stories of this work to be distributed to a wide audience, with coverage across the ABC's television, radio, digital and social platforms. Further trips are planned for late 2018.

In 2018, ABC NEWS lifted the geoblock on its livestream, delivering international audiences access to Australian news equal to that of domestic audiences. The ABC's Asia Pacific Newsroom underwent major changes to bring together the former APNC and multilingual (Chinese, Indonesian and Tok Pisin) services together into one team and to grow audiences for this important area of difference for ABC News.

Digital output for the online World News pages improved dramatically across all measures, particularly via number of original stories and engagement time. It is expected this will be significantly enhanced by the new digital-first storytelling team. The *Pacific Beat* radio current affairs program was revitalised to provide more, higher quality, news-breaking stories, and *The World* program was enhanced to provide more original content.

In collaboration with ABC International, the NA&I team contributed to the rebranding of Australia Plus to ABC Australia, to be launched on 1 July 2018 (see page 13).

## Children's

ABC KIDS and ABC ME are Australia's two most-watched children's networks, reaching up to 94% of children under 15 each year. Australian children also enjoy the ABC's high quality, distinctive programs on demand, through ABC KIDS and ABC ME iView and associated apps.

ABC Children's offers bespoke audio and news services for young Australians: ABC KIDS listen for preschoolers and *btn* for primary-school-aged children. In 2018, *btn* celebrated 50 years of broadcasting news and current affairs programming to children (see Volume I, page 26 for more).

ABC KIDS offers dedicated, advertising-free space for children to watch, listen, learn, play and explore in a safe media environment. Preschoolers enjoy the highest quality children's entertainment throughout the day, from the iconic *Play School* to the world's biggest preschool brands of *Peppa Pig*, *Octonauts*, *PJ Masks* and *Hey Duggee*, right up to when the *Giggle and Hoot* lullaby signals time for bed.

*The Highway Rat* was the top ranked program on ABC KIDS in 2017–18, and *The Justine Clarke Show!* added a new musical dimension to its young audience's day. The most popular Australian program in 2017–18, *Play School Story Time*, celebrated the diversity of languages in Australian homes, with stories told in Mandarin, Cantonese, Japanese, Arabic and Italian. ABC KIDS continued to support children with disabilities by premiering *Sally and Possum*, and *Emma!* in Auslan.

World-class digital children's digital service ABC ME also reflected the diverse experiences of primary-school-aged children. At the 2018 Prix Jeunesse International, the most prestigious children's television awards in the world, ABC ME received the Gender Equity Prize for *First Day* – the story of Hannah, a transgender girl, starting

high school – and the International Youth Jury Award for *What It's Like to Experience a Disability* – an episode from the *What It's Like* series, a program that gave a wide-reaching platform to young people whose voices and perspectives are not often seen or heard.

ABC ME also inspired Australian boys and girls to celebrate the girls and women in their lives, via its #GirlsChangeTheWorld programming and associated public events on the UN's International Day of the Girl Child.

*Best Fest* was broadcast again, providing whole series of high-quality programs on demand throughout the school holidays, from the re-imagined cult classic *The New Legends of Monkey*, to *The Next Step*, *Nowhere Boys* and *Mustangs FC*, and animation favourites *The Deep* and *Miraculous: Tales of Ladybug & Cat Noir*.

Distinctive factual programs to entertain, inform and inspire young children included *My Year 7 Life*, which followed young Australians navigating their way through the first year of high school, and *Teenage Boss*, which gave teenagers from across Australia the opportunity to manage their family's budget for a month.

*Doctor Who: Twice Upon a Time* was the top program on ABC ME in 2017–18. Movies also performed well, with *The New Legends of Monkey: The Telemovie* and *Shaun the Sheep: Movie* highlights for ABC ME. Other Australian highlights included *New Year's Eve 2017: Family Fireworks*, and *New Year's Eve 2017: Family Spectacular*.<sup>2</sup>

GIG project ABC KIDS listen showed early signs of success. Between the February 2018 launch and 30 June 2018, the ABC KIDS listen app was downloaded 121,512 times. Through quantitative research completed by ABC Audience Insights, ABC KIDS listen received a Net Promoter Score (NPS) of 82, an extraordinarily high result which reaffirms ABC's strong and trusted position in radio and content for children.<sup>3</sup>

2. OzTAM & Regional TAM Consolidated 28 Data 2017–18.

3. see Glossary (Volume II, page 264) for an explanation of the Net Promoter Score (NPS).





Image: *The Justine Clarke Show!*



Above: Aaron Pedersen in *Mystery Road* Photo: John Platt

## Drama

The ABC is the home of distinctive Australian drama. With nine major dramas released in 2017–18, the ABC led the industry in producing compelling, original and distinctive programs that resonated with Australian audiences, received critical acclaim, and spoke to universal human experience – attracting international partners and bringing Australian stories to global audiences.

Landmark series *Mystery Road* was the highest-performing drama on television and the ABC's most popular drama to date on iView – with total audience views across broadcast and digital expected to top 1.5 million per episode. The program, shot entirely in the Kimberley region, featured powerhouse on- and off-screen Australian talent, including actors Judy Davis and Aaron Pedersen, and director Rachel Perkins.

Logie-nominated crime drama *Harrow* was the third most viewed (non-children's) program on iView and the leading program in its Friday night timeslot. The Brisbane-based program was confirmed for a second series, and will be broadcast outside Australia through an

arrangement with the Disney-owned ABC Studios International.

Series 2 of the multi-award-winning hi-concept genre series *Glitch* saw the program remain one of the ABC's most successful drama franchises, attracting a new global audience via Netflix. *Glitch* will return for its third and final season in 2019. Other returning dramas *The Doctor Blake Mysteries* and *Janet King* also maintained impressive audience reach and engagement, and award-winning medical drama *Pulse* enjoyed more than 1 million total audience views, receiving praise for its realism and diversity.

Miniseries and telemovies delivered quality Australian drama in 2017–18: The Easybeats two-part biopic *Friday On My Mind* attracted more than 1 million views across television and iView; *Riot* shone the spotlight on Australia's 1970s gay liberation movement, and was featured on the global film festival circuit; and *The Doctor Blake Mysteries* telemovie was one of the ABC's top performers for the year, with 1.8 million views across television and iView.



Above: *Rosehaven* stars Luke McGregor and Celia Pacquola

## Comedy

In late 2017, the launch of ABC COMEDY – formerly ABC2 – cemented the ABC’s reputation as the home of innovative Australian and international comedy. ABC COMEDY is devoted to providing Australian audiences with an unrivalled comedy offering via scripted and non-scripted content on long- and short-form TV programs, podcasts, and across key social media platforms.

ABC COMEDY broadcast six new television series in 2017–18 – the most aired by the ABC in a financial year to date. All enjoyed significant ratings success, particularly among audiences aged under 50. These were critically acclaimed, scored highly in the ABC’s Quality & Distinctiveness surveys, and achieved official plaudits via industry and audience-driven awards.

Included were the third season of the government spoof *Utopia*, which returned to its highest-ever ratings, and faux breakfast show *Get Krack!n*, featuring *The Katering Show*’s Kate McCartney and Kate McLennan. Series 2 of Celia Pacquola and Luke McGregor’s series *Rosehaven* returned to Tasmania, benefiting both eager fans of the

show and the production location’s economy, and the great John Clarke took on his final role in the second series of Shaun Micallef’s *The Ex-PM*. Distinctive car-commuter comedy *Squinters* featured an ensemble cast led by Oscar nominee Jacki Weaver and *Matilda the Musical* composer Tim Minchin.

ABC comedies also attracted unprecedented international co-financing, including for *Rosehaven* (Sundance TV), *Get Krack!n* (Seeso) and *Sando* (Acorn TV). The hit mothers’ group comedy *The Letdown* enjoyed international success after launching on Netflix in April 2018, attracting major press attention from *The New York Times* and *Vanity Fair*.

ABC Comedy and ABC Audio Studios enjoyed successful collaborations throughout 2017–18 on distinctive podcast series, including the chart-topping *Santo*, *Sam & Ed’s Total Football*, which was filmed live for broadcast on ABC iview.



Above: Corey White's *Roadmap to Paradise*

## Indigenous

ABC Indigenous is the champion of cutting-edge contemporary content told exclusively through an Indigenous lens. In 2017–18, the ABC Indigenous production slate spanned television drama, comedy, factual and short-form online content.

Highlights for the year included the broadcast of the second series of *Cleverman*, a Peabody Award-nominated dystopian drama based around ancient Aboriginal mythology. This internationally successful sci-fi series was a co-production with Sundance/AMC, was distributed by Red Arrow International and attracted an average Australian audience of 393,000 across television and iView. *Cleverman* also recorded extremely high audience scores for quality (92%) and distinctiveness (97%).

Digital-first iView series *Kiki & Kitty*, penned by the inimitable writer and actor Nakkiah Lui, led the innovative comedy slate for the year, attracting more than 120,000 online views. Audiences were also won over by the irreverent *A Very Sexy Christmas With Steven Oliver*, and *Aussie Rangers*.

In Factual content, the ABC unearthed a distinctive Indigenous voice through *Corey White's Roadmap to Paradise*, in which the eponymous 'under-qualified' comedian offered thought-provoking solutions to some of Australia's biggest problems. The series built a strong following among ABC audiences, recording an average Australian audience of 273,000 across television and iView.

ABC Indigenous continued to engage younger audiences online and through social media. The team's Facebook page has more than 220,000 followers and recorded 7 million views of video content across 2017–18.

The Indigenous Radio Unit performed strongly throughout the period. In addition to content delivered for the linear broadcast schedule, the unit provided engaging shareable content including ABC News feature stories, social media videos and a collaborative history project. The team have also maintained high-quality output on flagship programs *Away!* and *Speaking Out*. In 2017, the highly successful language revival project *Word Up* series of on-air segments was delivered to digital platforms as a separate podcast.



Above: *Hawke: The Larrikin & The Leader*

## Factual

ABC Factual programs provide a critical pathway for Australians to better understand themselves and the world around them, via local and international stories that are entertaining, thought-provoking, informative, and inspiring.

The ABC's first series of *War on Waste* continued to have extraordinary and wide-ranging impact across Australia in 2017–18, strongly contributing to the impetus for major retailers to announce bans on single-use plastic bags and the exponential growth of Foodbank's volunteer waiting lists. The series – which won the Gold Banksia Sustainability award and the 2018 Logie Award for Most Outstanding Factual or Documentary program – showed Australians the nature and scale of wastage across the country, provided information on reducing waste in daily life, and encouraged businesses and politicians to rethink waste practices. The highly anticipated second series of *War on Waste* goes to air in July 2018.

The ABC's community-building role was also on show during the second instalment of *Stargazing Live*. The series was broadcast from Siding Spring

Observatory NSW, and brought together tens of thousands of people across the country for *Stargazing Live* events in multiple sites, breaking a stargazing Guinness World Record in the process – for more on this, see Volume I, page 38.

*Employable Me* introduced Australians to some of the nation's most extraordinary job seekers. The series followed people with neurodiverse conditions such as autism and Tourette Syndrome as they searched for meaningful employment. This uplifting, warm and insightful series drew on experts to uncover people's hidden skills and match jobseekers to roles that would harness their strengths. The three-part factual series was commissioned by the ABC as part of its commitment to bring diverse stories into focus, including stories about people with disabilities.

Engaging biographical Australian stories produced by the Factual team included *General Monash and Me*, which demystified the life of war hero Sir John Monash, and *Hawke: The Larrikin & The Leader*. Audiences were treated to *Back in Time for Dinner*, hosted by Annabel Crabb and featuring an Australian family's journey through the decades; the program explored the way in which the food we eat has transformed the way we live and the nature of family life.

The affecting, ever-popular *Anh's Brush with Fame* was picked up for a third series and produced throughout the period – it will begin broadcast in July 2018 with subjects including Terri Irwin, Adam Goodes, John Williamson, Carrie Bickmore, peace campaigner Gill Hicks, and ground-breaking surgeon Munjed Al Muderis.



Above: Rebecca Gibney was a guest on Julia Zemiro's *Home Delivery*

## Entertainment

ABC Entertainment delivers compelling, accessible, authentic Australian content designed to entertain a broad audience. The team produces high quality and distinctive programs, from popular reach-driving brands that appeal to an under-50 audience to new and innovative content showcasing emerging talent and formats.

ABC Entertainment helped Australians see off 2017 in style with the Countdown Live NYE 2017 concert, which celebrated the songs of iconic ABC music program *Countdown* through performances by artists such as Jimmy Barnes, Marcia Hines and Montaigne. It was the ABC's best reviewed New Year's Eve concert to date and resonated strongly with audiences and social media followers.

In 2017–18, perennial favourite *Gruen* returned, attracting a weekly audience of 1.6 million across broadcast and digital formats. *Shaun Micallef's Mad as Hell* remained Australia's leading political satire, with *The Weekly with Charlie Pickering* also striking a fine balance between current affairs and comedy. *The Weekly* cast member Tom Gleeson was also in fine form as the host of *Hard Quiz*, which continued to draw a large, dedicated audience.

The rebrand of ABC2 as ABC COMEDY was led by the launch of *Tonightly with Tom Ballard*, an irreverent daily news and culture program. Other Entertainment highlights included *The House with Annabel Crabb*, filmed exclusively within Parliament House in Canberra, and *Julia Zemiro's Home Delivery*, which continued to engage broad audiences by taking prominent figures on an intimate journey down memory lane. Guests in the sixth series included Rebecca Gibney, Professor Brian Cox, Louis Theroux and Catherine McGregor.

ABC's heritage brand *Gardening Australia* was reshaped and reinvigorated in 2018, changing from a half-hour to an hour-long format, and attracting a new and larger audience.

The social experiment *Growing Up Gracefully* saw two 20-somethings explore the changing social rules for young women from the 1950s to today, with the series performing particularly well on social media. Original format *Everyone's a Critic* received international interest while highlighting the accessibility of some of Australia's most prominent art galleries, showing works of art through the eyes of everyday Australians.



Above: Myf Warhurst

## Music & Creative Development

The ABC's music networks continued to bring first-class artists and performances to Australians and the world.

In 2018, the date of triple j's *Hottest 100* was moved from Australia Day, in response to the results of an audience survey asking fans for their views on the matter. It was decided the *Hottest 100* would henceforth be held on the fourth weekend of January each year, ensuring the world's largest music poll was an event that everyone could enjoy. The 2018 countdown held on 27 January was the biggest *Hottest 100* on record – 2,386,133 votes were cast, and the broadcast reached 3.34 million Australians.

The next generation of young Australian music-makers were unveiled through the triple j's *Unearthed High* competition, with Arno Faraji, a rapper/producer from Shenton College in Perth, judged the best high school musical act in the country.

On ABC Classic FM, the *Classic 100 Dance Countdown* saw Tchaikovsky's *Swan Lake* voted Australia's favourite piece of classical dance music. More than half of the recordings featured in the countdown were from Australian performers, exemplifying the ABC's role in supporting local talent.

The ABC's digital-only music networks, Double J and ABC Jazz, continued to expand their audience reach and engagement over 2017–18, bolstering the ABC's digital radio offering which also includes triple j *Unearthed*, ABC Country, ABC Grandstand and ABC KIDS listen.

To celebrate International Women's Day on 8 March 2018, the ABC's Girls to the Front initiative saw the broadcast of 24 hours of songs, stories and discussions from female artists, music programmers and presenters. For the third year, triple j's Hack investigated the gender gap in the Australian music industry, examining female representation on triple j and broadening the investigation to include radio stations all around Australia. The project also expanded to include an investigation of the pay gap.

## Specialist

The newly-created ABC Specialist team creates rich and distinctive content for television, radio and digital platforms, across the genres of Arts, Science, Religion & Ethics, Education and Society & Culture. Specialist also includes ABC Audio Studios, a centre of innovative podcasting.

Highlights for 2017–18 included the podcast *Trace*, the ABC's first true-crime serial, which investigated the 1980 cold-case murder of Melbourne woman Maria James, and RN's innovative *Class Act* series, which examined Australia's class system and the effects of growing inequality. The latter had more than 300,000 broadcast and audio downloads, while an accompanying interactive quiz developed by ABC News attracted almost 1.2 million views.

The second series of *Stargazing Live* inspired more than 46,000 Australians to claim the Guinness World Record title for the most people simultaneously exploring the night sky, connecting communities in every corner of the country.

Audiences for the 18th series of flagship science show *Catalyst* peaked with the three-part special 'Gut Revolution', while a short video for the episode 'Can We Save The Reef?' had more than 6 million views on Facebook. Separately, the recruitment of new digital science reporters boosted reach and engagement.

In Arts, the two-part documentary *Hannah Gadsby's Naked Nudes* appealed to audiences by offering a fresh take on one of the great traditions of western art. Arts audiences welcomed the launch of *The Hub* – RN's new weekday line-up of arts programs and podcasts, spanning stage, screen, books, visual art and popular culture – and *The Bookshelf*, also on RN, which discusses the latest fiction releases.

In Religion, ABC TV's long-standing program *Compass* continued to draw a dedicated audience, while the special cut-down *Pocket Compass* study series for secondary school students increased the ABC's reach with younger viewers. A separate series of short social media videos on religion also did very well online, including an explainer on Zoroastrianism that to date has amassed more than 5.4 million views.



Above: Making *Oprah* podcast creator Jennifer White speaks at OzPod 2017

## Education

ABC Education, within ABC Specialist, is Australia's most trusted source of quality content for students, teachers and parents. The team produces appealing, curriculum-focused digital education resources that cater to the learning needs of today's students.

In line with the Investing in Audiences strategy, ABC Splash was relaunched as ABC Education – centralising all the ABC's education resources to make them accessible from one location. The ABC also launched a new website and Facebook Live series for Learn English, its English language learning service, along with the 20-part series *Everyday English* and the *English on the Go* series of short explainers on social media.

Highlights for the year included the launch of *Minibeast Heroes*, a multiplatform interactive series of animated videos and web-based learning tools, produced by ABC Education with ABC Research & Development. ABC Education also continued to collaborate with galleries, libraries and museums to enhance the depth and range of its teaching resources: included were partnerships with Sydney Living Museums, Sovereign Hill Museums, the Perth Mint, the





Above: *Minibeast Heroes*

Northern Territory Library and the University of Technology Sydney.

ABC Education is now home to more than 4,500 teaching and education resources mapped to the national curriculum.

### **Audio Studio**

ABC Audio Studios also works within the Specialist team, and is the centre of innovative podcasting in Australia. Across the year, Audio Studios commissioned 115 hours of content aimed at non-traditional ABC audiences, which led to a peak unique number of 920,000 digital-first downloads in May 2018 – more than double the monthly average in 2017.

Audio Studios continued to develop high-quality and distinctive content in collaboration with leading institutions. Conversations, the ABC's most popular podcast, had more than 15 million downloads between January and May of 2018. Audio Studios also collaborated with WNYC Studios in New York on the sixth series of *Short & Curly*, bringing the children's ethics podcast to an international audience.

Audio Studios worked with not-for-profit group Smiling Mind on the upcoming meditation series *Mindfully*, and internally with the ABC Sport team on the cricket series *The Unbelievable Ashes*. Collaborations with ABC Comedy produced the podcasts *Sam, Santo and Ed's Total Football*, *Troll Play*, *Positions Vacant* and *Burn Your Passport*. Other highlights for the year included distinctive series such as *How Do You Sleep At Night*, *Pineapple Project*, *Ladies We Need to Talk* and *Fierce Girls*.

In September 2017, the ABC's Ultimo office hosted more than 500 people for OzPod – Australia's annual podcast industry conference. The conference included a keynote address from Jenn White, host and co-creator of Chicago-based WBEZ's *Making Oprah* podcast, and was broadcast live on ABC listen, ABC Extra and [abc.net.au](http://abc.net.au).

## ABC Commercial

ABC Commercial was integrated into the ABC Finance Division in late November 2017, and is undergoing a process of restructuring, reorganising and refocusing the business to improve efficiency and profitability.

The team experienced a challenging year as it embarked on this major transition, incurring a net loss of \$2.1 million. This included a \$5.1 million write down of investments in content that Commercial determined it would not recoup within a commercially reasonable timeframe. Meanwhile, over \$9.5 million was delivered in royalties and advances to external creative industries for various productions and content.

## ABC Retail

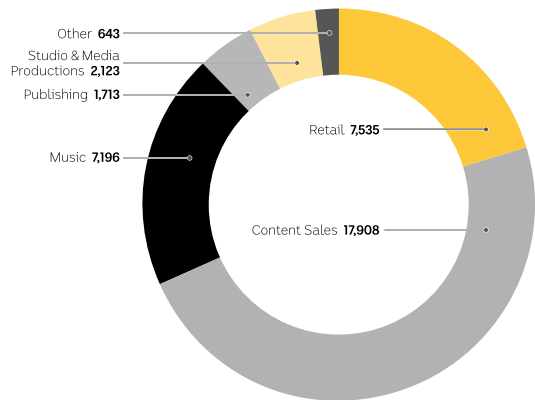
The performance of ABC Shop Online continued to experience the challenges of ongoing decline in sales of DVDs and CDs, as customers moved to digital distribution through streaming. ABC Retail is diversifying away from DVDs as its main product base, and has experienced strong growth across the toy, clothing and general merchandise categories. This was underpinned by strong traffic driven by The Wiggles Shop fulfilment affiliate agreement, under which The Wiggles redirect customers shopping on their home site to ABC Shop Online to purchase products.

ABC Centres are operated as franchises within existing retail outlets. As of 30 June 2018, there were 41 ABC Centres across Australia, many in rural and regional locations. This number had declined from the end of 2017, further indicative of the ongoing decrease in sales of DVDs and CDs.

## ABC Music and Events

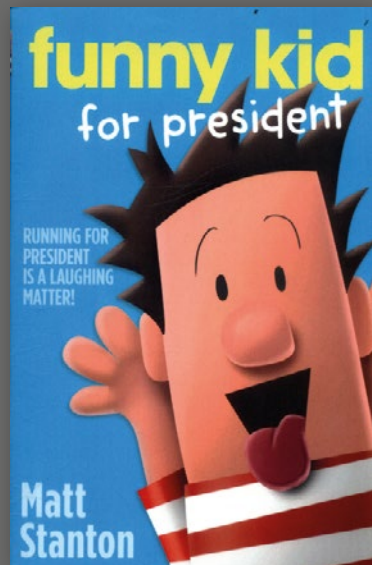
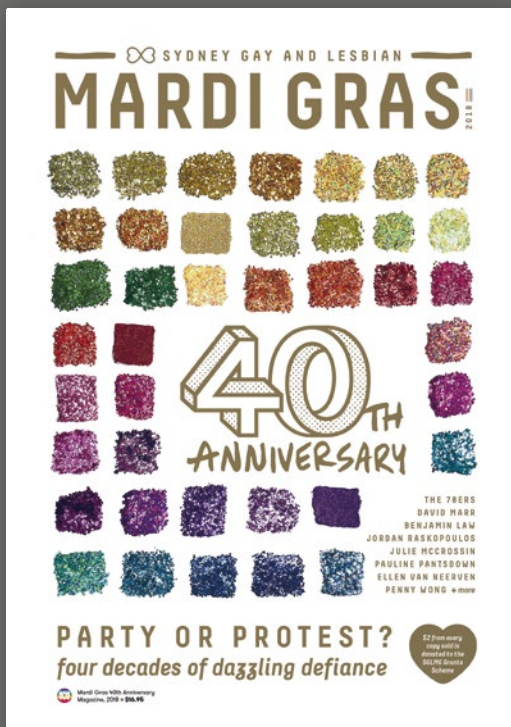
ABC Music is a leading independent record label in the Australian market. It releases music across a range of genres from children's, classics, jazz, and country, through to triple j. The label also represents leading classical music artists and Australian classical music organisations, including symphony orchestras and ensembles. ABC Music also contributes to the fulfilment of the ABC Charter obligation to encourage and promote the musical, dramatic and other performing arts in Australia. The ABC Music Publishing business represents writers and composers within the ABC and externally.

## ABC Commercial Gross Revenue by Activity \$'000



During the year, ABC Music released 212 titles – 98 titles for ABC Classics, and 114 titles for Contemporary (including 47 ABC KIDS titles). 201 albums were released digitally across a number of platforms. The business saw significant growth in revenues from streaming services within Australia and globally.

A number of ABC Music releases performed well in the industry over the reporting period. Of particular note, triple j's *Like a Version 13* and *Hottest 100 Volume 25* both reached the number one position on the ARIA chart, with *The Wiggles Nursery Rhymes 2* album coming in at number 3. In the 2017 Annual ARIA Charts, ABC Classics had six top 10 releases feature on the Core Classical chart and two top 10 releases on the Classical/ Crossover chart. ABC Music and ABC Classics collectively won six ARIA awards across multiple categories at the 2017 award ceremony.



## Publishing and licensing

### ABC Books

ABC Books publishes Australian non-fiction for adult readers and children's books for babies through to young adults in partnership with HarperCollins Australia. ABC Books fosters and develops Australia's best storytellers, publishing books relating to ABC programming, by ABC journalists and presenters, and featuring stories that matter to Australians.

In 2017–18, ABC Books released 65 titles – 34 for adult readers and 31 titles for children. Books included the bestselling *Saga Land* by Richard Fidler and *Kári Gíslason*, which was awarded Best Non-Fiction title in the 2018 Indie Book Awards, as well as Jamelle Wells' acclaimed account of life as an ABC journalist in *The Court Reporter*. The launch of a new ABC children's book series by Matt Stanton during this reporting period saw *Funny Kid for President* (book one in the series) debut as the #1 Australian kids' book in the market and *Funny Kid Stand Up* (book two) also becoming a bestseller.

### ABC Magazines

ABC Magazines produces the *Gardening Australia* and *Organic Gardener* magazines under a license agreement with leading Australian publisher nextmedia. In a challenging market, *Gardening Australia* magazine remains a solid performer with a circulation of 59,000 copies and readership of 549,000.<sup>4</sup>

In addition to its licensed titles, ABC Magazine also published a range of complimentary products during 2017–18, including gardening diaries and calendars, and number of one-off feature publications such as the *Mardi Gras 2018 40th Anniversary Edition* and the annual *ABC Cricket* magazine.

### Licensing

ABC Licensing extends ABC brands into a wide range of consumer products. ABC Licensing continued with successful product development for current and new brands, updated style guides, new retailers and new licensees coming on board throughout the reporting period.

4. Enhanced Media Metrics Australia (emma) – December 2017.



Above: *You Can't Ask That* Season 3

## Content sales and distribution

### Home Entertainment

The Home Entertainment business acquires and sells video content under the ABC DVD and ABC KIDS labels as physical DVD products in Australia and New Zealand, and through a range of digital and online partners within Australia and internationally.

While DVD and digital download consumption is in decline in Australia, the business saw strong results in key ABC dramas, comedies and preschool programming in 2017–18 (particularly in the new release window).

Internationally, key digital retailers such as iTunes and Google Play created opportunities for growth, with 39 ABC titles released across North America and UK on these platforms during the year.

### Content Sales

ABC Content Sales continued to extend the reach of ABC content internationally in 2017–18, reinforcing the quality and distinctiveness of the ABC brand around the globe.

Continuing to build a stronger catalogue offering, reflecting the depth and breadth of ABC content, the Content Sales team licensed ABC programs and program formats to a wide array of clients, including free and pay linear broadcasters, subscription, advertising supported and free digital video platforms, video content publishers, airlines and other transport modes, and global, regional and domestic production companies.

Premium drama, outstanding comedy, quality children's programs, distinctive documentaries and engaging arts and music programs led the way. *Redfern Now*, *Ronny Chieng: International Student*, *The Wiggles*, *You Can't Ask That* and the Operas on Sydney Harbour and Australian Ballet performances were all stand out successes. The Content Sales team once again hosted ABC Commercial stands to showcase and sell quality programs and content at markets including MIPCOM, MIPTV, NAPTE, ATF and APEX MMM, strengthening relationships with buyers and licensors, securing sales, and extending the ABC brand and content into the global marketplace.



## Syndication

The ABC Now news syndication platform is positioned as the ultimate online destination for organisations and content publishers wanting to source world-class video news, and potential partners trialling the service. In conjunction with ABC News, Commercial has partnered with four universities (UTS, QUT, Uni SA and Deacon) as a community dividend, to give journalism students free access to ABC Now for downloading vision from ABC, and to help them practise their skills in editing, voiceover and reporting.

The syndication of ABC News through text/image and video continues to be supplied to third-party platforms, increasing ABC News' reach to non-ABC audiences.

ABC's partnership with oOH!media continues to deliver ABC News text and video content across oOH!'s expansive network of out-of-home environments (airports, petrol stations, CBD office towers and retail), extending the value and visibility of the ABC.

## Commercial Development

Commercial's Development unit conducted a wide range of activities throughout the year, including digital production, infrastructure/capability development and transitioning out of legacy businesses. The team managed the successful deployment of a new Media Asset Management System that will deliver significant increases in efficiency and enable new capabilities for commercial content delivery. It is also acting as pilot for the wider ABC's future media management solution.

## Studios and Media Production

Studios and Media Production markets the ABC'S surplus production services to the wider production sector. This generates revenue for the ABC which goes back into supporting content.

Production services offered in 2017-18 included studio production, outside broadcast facilities, video and audio post production, podcasts and webisodes. Access was provided to the ABC's suite of rehearsal rooms, auditoriums, and radio recording and production recording studios across the country.

Clients included ABC TV co-production partners, commercial television networks, television production companies, film and theatre production companies, state symphony orchestras, podcast producers, independent production companies, sporting bodies and individual groups seeking specialist support from the ABC's services. The team supported many of the leading players in the television production sector as well as international clients.

## Rural & Regional

In 2017–18, the ABC’s 48 regional locations benefited from the Connecting Communities project (see page 35) which assisted in evolving ABC local radio stations into multiplatform content production hubs, producing distinctive content for local and national audiences.

The team worked to the strategy of producing ‘local for local’ content through their daily radio programming, local news bulletins and local Facebook pages. At the same time, new equipment and updated skills saw the ‘local for national’ strategy delivering audio, video, social and digital content to a wider audience, with employees enabled to deliver live-and-local radio while sharing stories nationally across programs, bulletins, platforms, and genres, championing rural content in particular.

Throughout 2017–18, ABC regional teams concentrated on greater collaboration, with a particular focus on daily news delivery. Regional journalists contributed stories to the *7pm News* bulletins, ABC NEWS on television, *Breakfast* and ABC News on radio every day, and regular stories to 7.30. They delivered distinctive daily stories to radio current affairs programs *AM*, *The World Today* and *PM*. Delivery was facilitated by ABC regional and state editors and capital city radio managers coming together to organise a range of measures to increase collaboration: daily meetings, shared planning, joint funding, and greater staff mobility.

There were a number of program changes during 2017–18. *Wollongong Drive* was created, hosted by former triple j presenter Lindsay ‘the Doctor’ McDougall. Queensland *Drive* programs were consolidated from four to three, and the eight *Country Hour* Facebook pages were consolidated into a single ABC Rural page which is expected to grow quickly from a base of 130,000 followers.<sup>5</sup> A dedicated regional current affairs program, *Australia Wide*, was introduced in 2018. Presented by Sinead Mangan from Perth, the program highlights stories from the across the ABC’s regional sites.



Top: *Australia Wide* presenter Sinead Mangan  
 Below: Lindsay McDougall hosts *Wollongong Drive*

<sup>5</sup> Facebook.



Above: Adam Shirley presents *Mornings* on ABC Radio Canberra

In 2017–18, greater emphasis was placed on *Breakfast* programming, with surveys across selected markets revealing this strategy delivered a 2% increase in audience.<sup>6</sup> Regular email newsletters were trialled by four bureaux – Newcastle, Illawarra, Albany and Wide Bay. The newsletters provide the best of local stories for the week and in six months built a subscriber base of 2000 in total across the four sites. Nineteen of the 20 most opened ABC newsletters in 2017–18 were produced by Regional teams.<sup>7</sup>

A bureaux rebrand project was begun, with the aim of creating consistency across broadcast, online and mobile, enabling audiences to navigate ABC content more easily and intuitively on the device of their choice. Naming conventions for bureaux – reflecting broadcast localities – and website upgrades are part of this process, which will make Rural & Regional easier to find on digital platforms.

### ABC Open

ABC Open was a key user generated content (UGC) platform for various ABC and partnership projects throughout 2017–18, including *Stargazing Live*, *War on Waste* and *The Little Things*. More than 1,700 contributions of *Stargazing* content were published on ABC Open for the 2018 series, some of which were broadcast on television. Contributors also helped with the world record attempt for the most people stargazing at once, and a display of audience images taken from Brisbane city landmarks opened the launch event in Brisbane.

Collaborating with the *War on Waste Action Toolkit*, ABC Open's Waste Warriors project gave contributors an opportunity to share stories of inspiring 'waste warriors' in their local community, while 'Pic of the Week' continued to provide opportunities for Australians to showcase 'their place'. Contributions generated more than 1.26 million gallery visits over 2017–18.<sup>8</sup>

6. ABC Audience Insights – estimated from surveys of selected markets. Not all markets are surveyed.

7. Analytics from Salesforce.

8. Webtrends.

## Capital City Radio Network

The eight metro stations in the Capital City Radio Network continued to focus on connecting audiences with the stories and events that shaped their cities in 2017–18.

Across the country, program teams attended big events, with outside broadcasts and special programming reflecting the evolution of contemporary city life and communities. Major events included Australia Day celebrations, Australian of the Year nominations, International Women's Day, Anzac Day, and NAIDOC Week. Capital City Radio covered major sporting events including the Gold Coast Commonwealth Games, AFL and NRL series, and international and domestic cricket series, and it strengthened its relationship with women's AFL (the AFLW).

Extensive community engagement was achieved through audience participation in initiatives such as *Stargazing Live* and *War on Waste*, and community partnerships, for example with Foodbank and Berry Street (via the ABC Giving Tree).

In 2018, the Capital City Network made significant changes to programming in a number of markets, to better align programming with dominant audience patterns and preferences in large cities. For example, the times of both the *Afternoon* and *Drive* programs were adjusted to reflect afternoon commute patterns, with a stronger emphasis on local and state news and current affairs during *Drive*. A mix of familiar voices and new presenters aimed to better reflect the diversity of our communities.

The network will ensure program teams continue to have strong relationships with local audiences through programming changes.

There was a focus on increasing Capital City Radio's digital content output over the period, including a strong commitment to online storytelling, with 1,244 articles published in 2017–18 recording more than 35 million page views.<sup>9</sup>



**Top:** Peter Bell presents *Breakfast* on ABC Radio Perth  
**Bottom:** *Conversations* with Richard Fidler and Sarah Kanowski

On social media, Facebook engagement increased by 45% in the first half of 2018 to 3.5 million users by June 2018.<sup>10</sup> This was assisted by a strategy of shared social desks with ABC News, where content-makers from each team have helped build performance on third-party platforms.

9. ABC News Digital statistics.

10. Facebook Insights.



## Regional, Local, Sport & Events

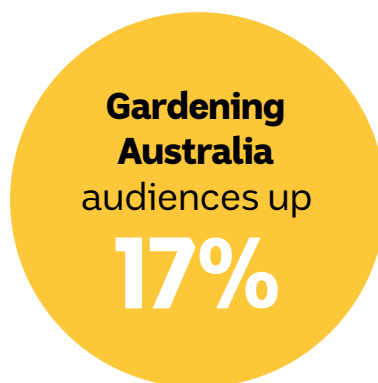
Continued demand for Regional and Local content was illustrated in 2017–18 by strong audience numbers for returning television series, events and sport.

### Returning television series

In 2018, *Gardening Australia* enjoyed a successful move from Saturday afternoon to a prime-time Friday night spot, with a new one-hour format. By 30 June 2018, audiences were up 17% on the 2017 series, with the program averaging a weekly metropolitan audience of 486,000.<sup>11</sup> Digital and social engagement also expanded rapidly, with an average of 25,000 iView downloads of the program per week,<sup>12</sup> 277,000 followers on the Facebook page, 64,000 followers on Instagram and more than 46,000 people on other platforms.<sup>13</sup> The refreshed website achieved more than 5.8 million visits in 2017–18, making it the most popular ABC TV website.<sup>14</sup>

*Back Roads* Series 3 was ranked among the top ABC TV programs for the period, with a consolidated average audience of 1.28 million,<sup>15</sup> and had one of the highest Quality & Distinctiveness scores for ABC programs, with a Quality score of 94% and Distinctiveness score of 91%.<sup>16</sup> *Back Roads* digital videos had 4.6 million views, with their top performing Facebook video receiving 1.4 million views.<sup>17</sup> The *Back Roads Kids* series was broadcast by ABC ME, on *btn* and on the ABC Education website.

In 2017 the *Landline* team produced 68 hours of television, including *Landline*, *A Taste of Landline*, *Saturday Landline* and special items for ABC News. As part of the ABC's new partnership with the Bureau of Meteorology, *Landline* also introduced a weekly weather report. The program's combined metropolitan and regional first-run audience was 412,000<sup>18</sup> and it had a Quality score of 97% and a Distinctiveness score



of 93%.<sup>19</sup> On Facebook, the *Landline* page had 8.18 million views of videos between January and June 2018. 52% of *Landline*'s Facebook audience is aged between 13 and 44.<sup>20</sup>

### Events

Events continue to bring large audiences to ABC television, radio and digital and the premier event in 2017–18 was the *New Year's Eve* broadcast.

In 2017, the program featured star-studded live concert featuring Jimmy Barnes, Casey Donovan, Colin Hay, Isaiah Firebrace, Montaigne and John Paul Young. ABC was the leading network on the night with a prime-time metropolitan share of 22.3% (up 3% on 2016).<sup>21</sup> Reaching 3.8 million viewers across metropolitan and regional markets, the ABC's coverage of the fireworks was the #1 show on ABC TV for both the over-50 and under-50 audience.<sup>22</sup> The coverage was livestreamed on ABC TV's Facebook page and YouTube channel, with the midnight fireworks also streamed on Periscope. The fireworks livestreams on Facebook had a reach of 2.5 million and 676,000 views.<sup>23</sup>

11. ABC Audience Insights Program Tracker (OzTAM and Webtrends).

12. ABC iView tracker.

13. Facebook, Instagram, iView, VPM, ABC website.

14. Webtrends.

15. OzTAM & Regional TAM.

16. ABC Q&D Survey, November 2017.

17. Facebook Insights.

18. OzTAM & Regional TAM.

19. ABC Q&D Survey, November 2017.

20. Facebook Insights.

21. OzTAM Consolidated 28 day data.

22. OzTAM.

23. Facebook Insights.



Above: ABC Radio Brisbane *Breakfast* presenters Craig Zonca and Rebecca Levingston broadcast live from South Bank

ABC TV's Anzac Day coverage reached 2.7 million people across metropolitan and regional markets, an increase from 2.5 million metro viewers in 2017.<sup>24</sup> Content was delivered across all key ABC platforms – TV, radio, iview, online, Facebook and YouTube livestream, and the ABC listen app – with a particular focus on the 100th anniversary of the Battle of Villers-Bretonneux.

The ABC's *Australian of the Year Awards* broadcasts, and *Paul Kelly Live at the Sydney Opera House* – co-produced with Double J and broadcast on ABC main channel, Double J and local radio as part of Ausmusic Month – were both popular events with audiences. Post-broadcast, Paul Kelly's album *Life Is Fine* jumped 16 spots to #8 on the ARIA chart and his collection *Songs from The South Volumes 1 and 2* re-entered the chart at #22.

## Sport

Reaching more than a million Australians every week, in 2017–18 ABC Sport broadcast more games of live sport on radio than ever before, produced new podcasts and programs, and brought new voices onto the radiowaves to produce a more inclusive sport offering. ABC Radio was the driving force for sport at the ABC, with live broadcast rights to international cricket played in Australia, AFL, NRL, A-League and Super Rugby.

The Ashes and Australia's tour of South Africa led the coverage during summer, and the signing of a new six-year rights deal strengthened the ABC's position with broadcast rights to international women's and men's cricket. The women's Big Bash (WBBL) games were broadcast on all radio platforms – including, for the first time, the ABC listen app.

In 2018, the 21st Commonwealth Games were held on the Gold Coast, with ABC Sport and ABC Gold Coast combining to deliver extensive coverage. Listeners could tune in on ABC Grandstand DAB+, the ABC listen App and ABC Gold Coast, plus local radio around the country.

New podcasts included cricket podcast *Howzat?!; Ladies Who Legspin*, which discussed the WBBL season; and *Ladies Who League*, a look at the NRL from a woman's perspective.

New linear radio programs in Sydney saw Tracey Holmes take on *Saturday Grandstand* and Nia Owens host *The Sunday Session*. In Melbourne, Anthony 'Lehmo' Lehman took over *Grandstand*, co-hosting with Angela Pippas on Saturday and Emma Race on Sunday. The *Outer Sanctum* podcast made a successful transition to live Saturday radio on ABC Radio Melbourne during the women's AFL (AFLW) season.

24. OzTAM & Regional TAM.



Above: Back Roads Photo: Larissa Romensky

### Connecting Communities

In March 2017, the ABC announced a significant additional investment in rural and regional Australia through the Connecting Communities package. Connecting Communities provided an extra \$15 million per annum for around 80 new jobs to support audience and content initiatives, and a one-off investment of \$4 million for tools and production equipment.

This investment aims to build the capability of regional teams and enhance the distinctiveness of ABC content, increasing its appeal to audiences, and ensuring the ABC reflects Australian life in all its cultural and geographic diversity. Eighty-one new positions were filled by the end of 2017–18. Sixty-one of those new roles were in local teams while 20 were in national reporting and production, with 37 regions now employing specialist video-focused news reporters where previously there were four.

The rollout of new equipment was also nearing completion by the close of 2017–18, facilitating increased volume, quality and diversity of regional stories. For example, 44 sites now have live-linking capability, with dedicated fibre

links rolled out to all offices to increase digital capacity.

A comprehensive training program was developed for new employees, and a team of ‘quality editors’ delivering ongoing coaching and training across all platforms for regional content-makers increased the quality of regional content.

The Connecting Communities package also enabled regional bureaux to move to a seven-day roster, ensuring regional stories can be covered any day of the week, and a three-person specialist weather team was created. A remote communities initiative allows journalists to spend time in rural communities rarely represented in the media, bringing their stories to local and national audiences.

The investment through Connecting Communities is already generating a positive audience response, with strong digital audience growth across bureaux, and the strategy of producing ‘local content for local audiences’ achieving growth on social media platforms.

## National News

During 2017–18, the National News team's domestic and international bureaux coordinated and led the coverage of significant events and issues in Australia and throughout the world.

On digital platforms, large audiences engaged with reporting of the Las Vegas shooting, the closing ceremony of the Commonwealth Games, and the same-sex marriage survey. Daily coverage of federal politics, business, sport and specialist reporting, combined with planning for both breaking and extended issues, delivered stories ranging from the Rohingya exodus and the US-North Korea leaders' meeting to the Winter Olympics, PNG elections and the overthrow of the Mugabe dictatorship. Domestically, coverage on long-running issues such as the housing boom and gas prices helped keep Australians informed and up to date on economic issues affecting their daily lives.

In 2018, the Specialist Reporting Team was established to deliver high-impact, original stories on issues that matter to broad audiences. Impactful stories delivered across digital, television and radio included exclusives on: incidences of spinal muscular atrophy in infants, which led to a multi-million-dollar Federal Government genetic screening program; welfare concerns in the exporting of live sheep, which sparked a rethink on the sustainability of the live sheep trade; and institutional issues in the medical system that meant Indigenous Australians had inadequate access to kidney transplants, which led to a \$47 million Government initiative to fund the improvement of renal care for Indigenous people.

In Canberra, the ABC's Parliament House bureau delivered original reporting on concerns about the influence of China in the Australian political system, and provided comprehensive coverage of the citizenship crisis.

## State Coverage

In April 2018, the State Coverage team launched the Local Journalism Initiative. The initiative recognised that audience habits are rapidly shifting to digital platforms, and the broadcast orientation of newsrooms was not keeping pace with this change. It prioritised the adoption of new skills, workflows, work practices and tools across the state and territory newsrooms with a focus on strong local leadership and team building.

During the initiative's planning phases state newsrooms continued their work serving local audiences. There were many significant stories uncovered by local teams in 2017–18. In South Australia, coverage of the Oakden Nursing Home's parlous standard of care led to its closure by the state government. In the Australian Capital Territory, in-depth reporting on the murder of Tara Costigan engaged audiences across the country through podcasts, digital and broadcast platforms. The Brisbane newsroom produced one of the most-read pieces of the year: the story of a blue heeler who stayed with a three-year-old lost in the bush overnight.

The ABC's local newsrooms generated more than 12,000 digital articles over 2017–18.

In January 2018, the State Coverage team launched a 12-minute 5pm bulletin for ABC TV audiences. Hosted by Ian Henderson, it blends national headlines with a showcase of regional content from across the nation. It is intentionally casual in tone and has increased audiences for that timeslot by 11%.<sup>25</sup>

## Investigative & In-Depth Journalism

ABC flagship programs continued to serve the public interest through the high quality, painstaking, work of its investigative journalists. In 2018, Australia's largest investigative team, ABC Investigations, was established to deliver high impact, news-breaking storytelling across

25. Nielsen TV Ratings.



Above: ABC London bureau chief Lisa Millar

all platforms. Further, the team's brief includes supporting the journalism of content teams across the ABC. To date, the team has been a significant contributor to 7.30 and ABC News. In particular, Australian audiences were highly engaged in the team's story of an Australian Naval Officer's involvement in a US Navy bribery and fraud conspiracy.

*Four Corners* remains the ABC's highest-profile producer of investigative journalism. It continues to attract substantial audiences to its Monday night broadcast, which have slightly increased over previous years. Stories like 'I Am That Girl' captured audience attention across multiple platforms, and motivated the NSW Attorney General to announce a review of sexual consent laws. The team's high standard of public interest journalism was rewarded with a quality score of 97%<sup>26</sup> – the highest of all ABC programs. The series 'Trump/Russia' provided an unprecedented in-depth analysis of President Trump's Russian connections, and "Mongrel Bunch of Bastards" led the federal government to launch an investigation into the ATO.

Likewise, *Australian Story* increased its quality score to 96%,<sup>27</sup> a credit to the renewed focus on positive storytelling and investigative journalism. In particular, 'Blood On The Tracks' provided audiences with high-quality multi-part storytelling across broadcast, podcast, radio and online platforms.

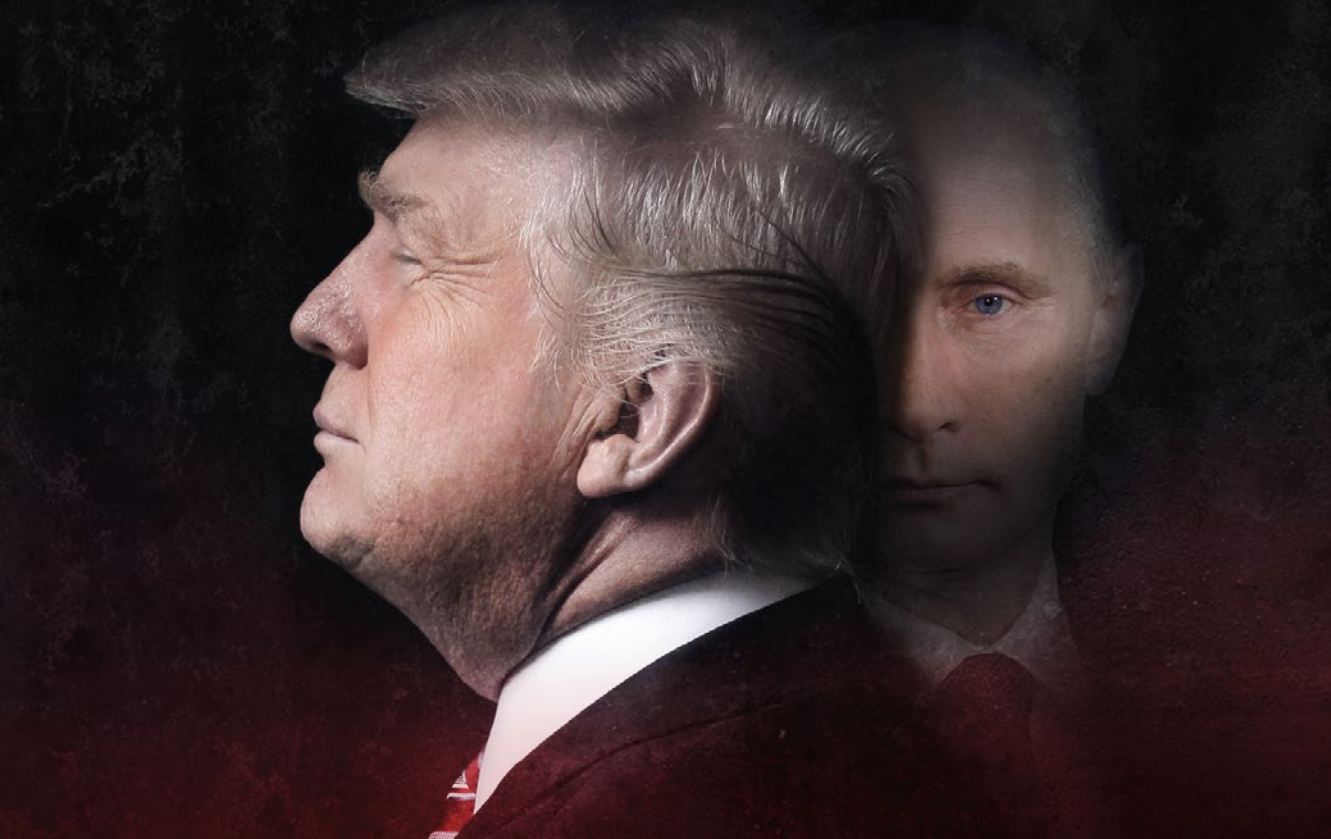
The two-part series was the first television component of GIG project *Unravel True Crime* and drew a total audience of 1.25 million over the two episodes.<sup>28</sup> The associated *Unravel True Crime: 'Blood on the Tracks'* podcast was one of ABC's fastest growing podcasts with total downloads of 436,000 for five episodes between 18 May and 30 June 2018. This single story successfully told across multiple platforms exposed News digital audiences to podcasts, and podcast audiences to *Australian Story*.

The News Analysis & Investigations team paid particular attention to reinvigorating 7.30 to address declining audiences. With the additional resources of ABC Investigations and the Specialist Reporting Team at their disposal,

26. ABC Quality and Distinctiveness Research; Wave 5 (March 2018). N=415 YourSpace members who had watched *Four Corners* in the previous week.

27. ABC Quality and Distinctiveness Research; Wave 5 (March 2018). N=357 YourSpace members who had watched *Australian Story* in the previous week.

28. OzTAM & Regional TAM Consolidated 28 data, May–June 2018; OzTAM VPM.



Above: 'Trump/Russia' on *Four Corners*

7.30 is delivering sharper, more distinctive, storytelling to its audience.

During the period, 7.30 delivered a number of high-profile investigations, while continuing to provide Australia's most significant political interviews and analysis. Highlights included Australian exclusive interviews with Hillary Clinton and former FBI Director James Comey.

## Discussion & Debate

ABC News introduced two new programs to the broadcast schedule in 2017–18 – *Matter of Fact* hosted each weeknight by Stan Grant, and *National Wrap* presented each Sunday by Patricia Karvelas. Daily discussion program *The Drum* continued to provide background and discussion on the day's events and issues on both the main channel and ABC NEWS channel.

Q&A built on its dominant position as Australia's premier discussion and debate forum on Australian television, providing citizens the opportunity to put questions directly to prominent decision makers and opinion leaders.

## Audio Current Affairs

Following a review of audio current affairs workflows, reporting teams from ABC News and RN were combined under the leadership of a single Managing Editor. This removed duplication of effort and provided a collaborative framework to streamline research, production and distribution. In response to shifts in audience demand, *AM*, *The World Today* and *PM* were each reduced from one-hour programs to 30 minutes. Likewise, in recognition of growing audience consumption of news by podcast, the ABC launched the daily current affairs podcast *The Signal* and a weekly recap of American politics in *Russia, If You're Listening*. *The Signal* made a promising start, approaching 300,000 downloads since its launch in April 2018.

## News Online

In 2017–18, news on mobile devices continued to see strong audience growth. In addition to its operations on mobile web, app and tablet, News Digital saw growth on third-party platforms, including YouTube, Messenger and Apple News. After launching on Messenger ahead of the US

election in 2016, the ABC News audience had grown to 860,000 reachable users by July 2018 and 211,000 weekly active users.<sup>29</sup> The ABC News audience on Apple News grew rapidly reaching 2.4 million users a month by July 2018.<sup>30</sup>

News Digital developed new ways of telling stories on digital platforms. Templates made high-end digital storytelling techniques available to reporters across the ABC, with the team responsible for the templates, the Interactive Digital Storytelling team, winning a Silver Medal and seven Awards of Excellence in the Society for News Design's prestigious 2017 Best of Digital Design awards.

Throughout 2017–18 News Digital staff played a central role in spreading digital skills throughout the ABC, with 40 staff from different teams spending time with core digital teams.

News Digital reviewed and strengthened editorial processes following publication of an analysis piece on corporate tax laws which contained inaccuracies. Stronger processes are now in place around commissioning and sign-off of analysis pieces from ABC employees.

## Digital Storytelling Innovation

The Digital Storytelling Innovation team was established in late 2017 and brought together a blend of employees with specialist skills, with a mandate to innovate digital storytelling content and form. The team creates its own original features and works with existing content teams to improve the quality and value of digital storytelling on high-impact journalism.

The team produced interactive You Decide pieces: audience members were provided with data-supported outcomes determined by their responses to questions under broader headings such as 'Should you send your children to public or private school?'. In April, 'Good Taste, Bad Taste?: What your habits reveal about social class', an online survey and supporting data journalism, attracted well over a million readers, driving conversation about national culture and identity. The team also collaborated with *btn* to produce an analysis of 10,000 survey responses

to the Kids' Happiness Survey 2017, a joint effort between *btn* and the University of Melbourne.

## Impact

News, Analysis and Investigations assesses impact of reporting with three key indicators:

- Government or commercial action motivated by the team's reporting
- incidence of ABC stories leading public discourse and media reporting
- total Engagement Minutes of a digital publication.

In 2017–18, multiple ABC reports prompted changes in government policy or initiated further investigations into matters by relevant organisations, including parliamentary inquiries. For example, in Queensland alone over the reporting period, ABC reporting resulted in the Crime and Corruption Commission launching an investigation into the Gold Coast Council, and the Queensland State Government banning developer donations to state and local MPs, mayors, councillors and all candidate.

The ABC's investigation of allegations against celebrity gardener Don Burke led to widespread media attribution; as did ABC coverage of allegations against actor Craig McLachlan. The latter triggered police investigations in four states and the suspension of the drama series McLachlan was starring in at the time.

On digital, an innovative demonstration of North Korea's nuclear reach garnered 4.8 million engagement minutes.<sup>31</sup> Average engagement time across the ABC's top 250 digital publications was 346,383 minutes, down from 472,813 for the previous period when the US election dominated the media landscape.<sup>32</sup>

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29. Chatfuel on behalf of Facebook.

30. Apple News data.

31. Webtrends.

32. Webtrends.

# *Yours* in the community







Image: *Stargazing Live*  
Star Party in Brisbane

# ABC Advisory Council

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 broadcast programs.

The Board appoints the 12 members of the Advisory Council. Applications to join the Council are invited through promotions on ABC services.

In 2017–18, the Advisory Council welcomed five new members. The members of this year's Advisory Council represent a wide range of backgrounds, experiences and perspectives, and have deep connections to the communities they represent. The Council is made up of:

## **Professor Andrea Hull AO**

### **Chair (Albert Park, Vic)**

Professor Hull has had a distinguished career in the arts, arts education and cultural policy, and was Director/CEO of the Victorian College of the Arts from 1995 to 2009. Previously, she was CEO of the WA Department for the Arts and a Director of the Australia Council. She is Chair of Melbourne Forum, a Board member of the Florey Institute of Neuroscience and Mental Health and its Foundation, a Board member of the Melbourne Prize Trust, and recently retired as Deputy Chair of both the National Museum of Australia and the Breast Cancer Network of Australia. She is a fellow of the Australian Institute of Company Directors and is on the Advisory Panel for Lirrwi Tourism. Andrea currently has a consultancy practice and is an executive coach.

## **Adjunct Professor Peter Norden AO**

### **(Bentleigh, Vic)**

Mr Norden is a Fellow of the Australian and New Zealand Society of criminology and Honorary Fellow in the School of Humanities and Social Sciences at Deakin University. He has long involvement with faith-based communities and the non-government community services sector. Peter has acted as a policy advisor at federal, state and local Government level. He regularly consults on issues of disability, education, criminal justice and mental health, and is currently a member of the Red Cross community services advisory council.

## **Wade Dabinett**

### **(Parilla, SA)**

Mr Dabinett is a farmer and Chair of Grain Producers South Australia. He returned to his family farm at Parilla in the Southern Mallee of South Australia in 2011 to help run and grow the family cropping and livestock business. He is also a Director of Duxton Broadacre Farms Ltd, an ASX-listed farming business in Forbes NSW, and is involved in local cricket and football clubs.

## **Michelle McDonagh**

### **(Junction Hill, NSW)**

Ms McDonagh is a Special Education Teacher and Deputy Principal of Grafton Public School. She is involved in numerous education committees and is passionate about mental health and disability advocacy within the Clarence region. She has previously served on many local sporting committees.



**Above Standing, L-R:** Linda Cho (Manoora, Qld), Jacob Matysek (Cairns, Qld), Amara Barnes (Horningssea Park, NSW), Nkosana Mafico (Sinnamon Park, Qld), Wade Dabinett (Parilla, SA), Michelle McDonagh (Junction Hill, NSW), Sam Almaliki (South Melbourne, Vic), Fiona Duggan (Tamar Valley, Tas) **Sitting, L-R:** James Curtis (Inglewood, Perth), Professor Andrea Hull AO Chair (Albert Park, Vic), Sarah Burr (Forrest, ACT), Adjunct Professor Peter Norden AO (Bentleigh, Vic)

### **Fiona Duggan**

(Tamar Valley, Tas)

Ms Duggan is a veterinary surgeon and President of the Tasmanian Division of the Australian Veterinary Association. She lives in Tasmania's Tamar Valley and is actively involved in local school and sporting groups.

### **Sam Almaliki**

(South Melbourne, Vic)

Mr Almaliki is Managing Director of consultancy Activate Global and a business leader with expertise in sporting, corporate, not-for-profit, and NGO sectors. He was previously the Head of Community Engagement at Cricket Australia. A refugee from his native Iraq, he is a Commissioner on the Victorian Multicultural Commission and Chairperson of the Loddon Mallee Regional Advisory Council.

### **Linda Cho**

(Manoora, Qld)

Ms Cho is a criminal defence lawyer with Legal Aid Queensland. She was born in South Korea and migrated to Australia with her family in 1996. She graduated from the University of Queensland with a Bachelor of Laws (Hons) and a Bachelor of Arts (Political Science and International Relations). She volunteers for the Cairns Community Legal Centre and Calvary Christian Church.

### **Nkosana Mafico**

(Sinnamon Park, Qld)

Mr Mafico is a social entrepreneur. Born in Harare, Zimbabwe, he moved to Australia with his family when he was 10 years old. He is founder of the Council for Young Africans Living Abroad and curator of the World Economic Forum Global Shapers Community, Brisbane Hub. He graduated with First Class Honours in Business Management and as Valedictorian of the Business School at the University of Queensland, where he is currently a research student.

## **James Curtis**

(Inglewood, Perth)

Mr Curtis is CEO of Football West. He was previously Executive Director for Community Development in the WA Department of Aboriginal Affairs and a senior management consultant providing advice to state and commonwealth government agencies. He is a member of the University of Western Australia's Sports Advisory Board.

## **Sarah Burr**

(Forrest, ACT)

Ms Burr works in Indigenous affairs in Canberra. She has experience in Indigenous and land management policy, holds a Bachelor of Environmental Management in Sustainable Development (Hons) from the University of Queensland, a graduate certificate in Public Administration from the University of Canberra, and a Masters of Agribusiness from the University of Melbourne. She is Vice President of the YWCA Canberra and a member of the University of Canberra's Indigenous Advisory Group.

## **Jacob Matysek**

(Cairns, Qld)

Mr Matysek is of Maori and Torres Strait Islander descent and has close family connections with both Erub (Darnley Island) and Ugar (Stephens Island) in the eastern Torres Strait. He holds a Bachelor of Laws and Diploma of Information Technology from James Cook University. He is a member of the Australian Army Reserves and serves on the management committee of the Far North Medico Legal Society. He works with the Victims Legal Service Queensland and is completing postgraduate studies at the College of Law.

## **Amara Barnes**

(Horningsea Park, NSW)

Ms Barnes is a proud Wiradjuri woman from central west NSW. She currently works at the University of Wollongong where she is responsible for the university's inaugural Reconciliation Action Plan. Previously the Executive Manager of Indigenous Careers at Westpac Group and Emerging Leader on the Westpac Indigenous Advisory Committee, Ms Barnes now sits on the St George Illawarra Dragons Reconciliation Action Plan Advisory Group and volunteers with Tribal Warrior Aboriginal Corporation. Amara holds a Bachelor of Communication and Media Studies from UOW.

The roles of members and functions of the ABC Advisory Council are 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
- at its discretion, hold interest group meetings from time to time.

The Council met four times during the year: July 2017, November 2017, February 2018, and June 2018, in Sydney. It provided feedback to the ABC Board and Leadership Team 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. Team Directors also met with the Council to discuss key areas of interest including radio, television, and online programming, and audience research. In 2017, Council members undertook detailed consultations with their communities on International audiences, and culturally and linguistically diverse (CALD) audiences. The focus of this work was to understand:

- how the ABC should connect and engage with international audiences
- how the ABC could connect and engage with culturally and linguistically diverse audiences in Australia
- what similarities and dissimilarities in audience consumption patterns exist between local CALD communities and international audiences
- what opportunities exist to create content, services and experiences which serve international audiences as well as Australian audiences.

Throughout 2017–18, the Council worked closely with the ABC's Community Engagement team. Council members played a key role in representing and facilitating discussion between the ABC and the community at a number of events including Stargazing Live, the ABC's inaugural Annual Public Meeting, the ABC Education Forum, and the ABC Community Forums in Wagga Wagga and Alice Springs.

The Council explored new ways of working more closely with content areas, which led to the development of an immersive problem-based workshop model, to be incorporated into each of the Council's face-to-face meetings. The first workshop, held with ABC News in June 2018, saw Council members provide advice on the reach and impact of ABC News coverage. A particular focus was on how the ABC can connect with different audience demographics across a range of platforms and services. A recommendation to the Board from this workshop is forthcoming.



Above: Audience members at the inaugural ABC Annual Public Meeting (Ultimo, New South Wales event)

## Annual Public Meeting

Initiated to increase transparency and accountability in the style of public companies at annual meetings, the ABC's inaugural Annual Public Meeting (APM) was held in Sydney on 9 February 2018. The main event linked via video feed throughout to two smaller events occurring in regional satellite locations Launceston and Rockhampton and was livestreamed.

The APM provided audiences across the country with the opportunity to engage with the ABC Board and Leadership Team on their strategy to deliver value for audiences into the future. More than 400 people attended the live events in Sydney, Rockhampton and Launceston, while others watched via the livestream. The meeting featured presentations from the ABC Chairman Justin Milne, Managing Director Michelle Guthrie and Chief Financial & Strategy Officer Louise Higgins.

## ABC On the Road

ABC On the Road is an initiative that creates and shares ABC content directly into communities around Australia via a readymade kit of assets showcasing key ABC content. The kit is also designed with internal engagement in mind, being both transportable and easily accessible by local ABC managers and employees. Included in the kit are an ABC photobooth, *Play School* characters, showreels, photography and audio-visual content. In 2017–18 On the Road toured both metropolitan and regional locations, including the Sydney Royal Easter Show, Sydney and Brisbane Open House events, the Collector Village Pumpkin Festival, Rockhampton's Beef Australia and other regional events.

## The Community in ABC Content

During 2017–18, ABC Newsrooms in capital cities produced a range of ‘Curious’ reports based on questions submitted by, and voted upon, audiences. Subjects ranging from politics and transport to culture broadened the ABC News offering and consistently captured audience attention. The ‘Curious’ approach was also used effectively on election night in South Australia, providing a platform for audience questions to be answered live to air during the television broadcast.

All state newsrooms mounted outside broadcasts of the *7pm News* bulletin at various community events across the year. Similarly, all newsrooms enjoy close working relationships with local universities, providing regular talks to students and paid internships for future journalists. The newsrooms are also actively involved in local Women in Media events. In 2018, on the 50th anniversary of *btn*, state newsrooms organised a local school student to be a ‘rookie reporter’ and present a story on the *7pm News* bulletin.

The *Four Corners/Health Report* ‘Mind the Gap’ initiative relied on input from citizens willing to share their medical bills as evidence for an investigation into the extent and root cause of medical insurance gap payments. More than 700 contributions were received, enabling the program to cover diverse issues.

Q&A continued to give the audience access to airtime to directly question decision makers and opinion leaders. In 2018, and on the 10th anniversary of the program’s beginning, this was extended to the program hosting its first ‘People’s Panel’. The panel itself was made up of a diverse group of Australian citizens, selected from the many 1-minute ‘audition’ videos sent in from across the country. The panel answered questions from the audience about the state of Australian politics and society.

*Hear Me Out* – a series of short films for the ABC News website, Facebook, YouTube and iView – asked what national conversations would look like conducted around the kitchen table. In the series, a gay son asked his dad why he wouldn’t support same-sex marriage, and two women, one Muslim and one non-Muslim, discussed Islam in Australia. The results were raw, honest, at times awkward, and always thoughtful.

Digital articles such as ‘Good Taste Bad Taste’, ‘You decide Australia’s population, we’ll show you how it looks’, and ‘Should you send your kids to public or private school?’ encouraged Australians to explore their cultural identity through interactive surveys. The iView series ‘Women’s Work’ paid tribute to some extraordinary women from around the country who are making a difference to the lives of others.

ABC reporters explored the diversity of regional Australia while travelling from Melbourne to Brisbane via inland rail. ‘Tension on the Track’ questioned the nation-building potential of a multi-billion-dollar inland rail project, while exploring the challenges of regional life and rewards of small communities working together. ‘The photo rich stories of Tasmania’s north-west’ reported on problems caused to a small fishing community by relocated seals from southern Tasmania.

This year, the ABC’s Regional & Local team focused on increasing digital skills to enable the wider distribution of community news, events and stories, and provide more opportunities for locals to engage with the ABC and each other on social media.

Talk back continued to be an important part of local radio, providing a platform for audiences to be heard, to engage with the issues that are important to them, and to share their ideas and stories. Television programs such as *Landline*, *Back Roads* and *Gardening Australia* engage with a diverse range of people from communities throughout Australia every week. Community is also at the heart of the ABC’s coverage of significant Australian events. In 2017, a focus on the national same-sex marriage survey saw local radio feature Heywire stories about growing up LGBTQI in rural and regional Australia, ABC Kimberley reporting on Broome’s annual Mardi Gras, an ABC Alice Springs discussion with a local group who attended the 1988 Sydney Mardi Gras, and ABC Riverina reporting on Hay’s inaugural Rainbow on the Plains festival.

The Invisible Farmer research project seeks to reveal the hidden stories of Australian women farmers. The ABC is just one partner in this three-year, nationwide partnership between rural communities, academics, government and cultural organisations – the largest ever study

of Australian women on the land. ABC's regional teams piloted 'Meet Your Neighbour' which saw local stations connecting with members of their communities who come from diverse backgrounds. Teams created content that reflected the nationalities in their communities throughout the week, and, supported by the Department of Social Services, local stations held activities such as outside broadcasts, BBQs and morning teas. In total, ABC Regional bureaux celebrated over 50 cultures and nationalities, and 11 community events were held by local teams.

Program teams joined communities to celebrate festivals and events throughout the year. A small sample of this year's outside broadcasts included: ABC New England from the Tamworth Country Music Festival; ABC Melbourne *Evenings* and ABC Central Victoria from the Bendigo Writers Festival; ABC Darwin from the Teddy Bear's Picnic at the Darwin Festival; ABC South West Victoria and Saturday Night Country from the Port Fairy Folk Festival; ABC Northern Tasmania at Blooming Tasmania in Launceston; ABC Sydney from the Granny Smith and Cherry Blossom festivals; ABC Perth from the Perth Fringe Festival; and ABC Adelaide from the Adelaide Festival.

Local Radio teams also engaged local audiences in discussions about topics such as the future of work, severe weather seasons, and other political, social and environmental issues. The Community Correspondent initiative provided coverage of the Katherine Show in the Northern Territory, contributed to fire awareness and mental health days in Hobart, and in Melbourne, listeners chose a member of ABC Melbourne's audience to provide on-air reviews from the Melbourne International Film Festival.

The second series of *Stargazing Live* inspired 46,345 Australian 'amateur astronomers' to claim the Guinness World Record title for the most people simultaneously observing the moon through a telescope for 10 minutes – eclipsing the previous mark of 7,960 people, set by the Australian National University (ANU) in 2015. The community initiative, in partnership with the ANU, brought together more than 62,000 people at almost 300 'star parties' hosted by ABC volunteers with community groups and organisations across the country. *Stargazing Live* was broadcast live for the first time on ABC

TV and ABC ME, as well as being streamed live on ABC iView and the ABC TV YouTube channel and Facebook page.

The ABC Children's and Engagement Teams hosted sold-out events around the country to celebrate and bring focus to the #GirlsChangeTheWorld campaign, for the United Nations' International Day of the Girl Child. In Sydney, local high schools were invited to the ABC for an entertaining Q&A with ABC Managing Director Michelle Guthrie and a panel of 12-year-old girls. In Melbourne, the ABC worked with the Victorian Football Federation on an outdoor public event featuring the launch of *Mustangs FC*, and introduced Australia's young female entrant to Junior Eurovision 2017. The ABC worked with the Adelaide International Film Festival to premiere the locally-made *A Field Guide to Being a 12-Year-Old Girl*, and in Brisbane, ABC audiences were invited to the ABC Brisbane studio for screenings and a meet-and-greet with some of the ABC's female hosts.

The ABC Indigenous radio program *Speaking Out* produced a series of social media videos featuring original music and animation as well as podcast-style audio packages, in a successful collaboration with historians Professor John Maynard and Dr Victoria Haskins from the University of Newcastle. These videos explored the untold stories of convicts, runaways and shipwreck survivors who lived among Aboriginal and Torres Strait Islanders during the colonial period. The consistent high quality of guests for regular panel discussions demonstrated the strong community support for *Speaking Out* as a trusted and valued source of Indigenous news and current affairs.

Over the past decade, triple j's annual *Unearthed* High competition has discovered the next generation of young Australian music-makers at high schools across the country. In 2017, Arno Faraji, a rapper/producer from Shenton College in Perth, was judged the best high school musical act in the country. His win was revealed during a surprise visit to his school by triple j presenters Ben & Liam.

ABC's Music Networks hosted the annual Classic Flow yoga and classical music event at the Parramasala Cultural Festival in Parramatta, and ABC Classic Kids: Sounds Like Australia at the Sydney Opera House.





Image: Celebrating the International Day of the Girl (IDOG), #girlschangetheworld events were held in Melbourne, Sydney, Brisbane, Adelaide and Perth in October 2017



Above: ABC Community Forum, MacDonnell Ranges, Alice Springs

## Community Forums

In response to a 2017 request from the Minister for Communications, the ABC Board hosted three community forums over the reporting period – in Wagga Wagga, Alice Springs and Sydney. The forums engaged key industry stakeholders and community members in a dialogue where participants could provide feedback to the ABC on its contributions to education, broadcast services, science, and local and regional content services.

### Alice Springs

The Alice Springs forum brought together more than 120 members from the local community, along with the ABC Board and seniors leaders, to share their views on the role and activities of the ABC in regional Australia. Topics discussed included the future of ABC broadcast services in Central Australia, the ABC's announcement of a \$15 million investment into ABC Regional and the creation of 80 new roles, the closure of shortwave services, and the ABC's commitment to science broadcasting and specialised genres.

### Wagga Wagga

The Wagga Wagga forum was attended by more than 90 people and provided the community with an opportunity to meet with members of the ABC Board and to share their feedback with the national broadcaster. Guests spoke about a range of topics including the trustworthiness and independence of the ABC, the value of localism and the need to balance regional and national content, and the importance of emergency broadcasting and the role the ABC plays in informing communities during those events.

### Sydney (Education Forum)

Guests at the Sydney forum were carefully selected from distinct and diverse educational groups and organisations, and included school students, pre-service teachers, practicing teachers, journalism/media students, parents and guardians, and departmental and NGO representatives. Participants voiced suggestions for improvement in educational content, and highlighted specific opportunities to develop more of what the education sector identified as key educational content. More than 180 guests were in attendance, with their views and feedback helping to shape and inform the ABC's

Education strategy for the future. The forum was an invaluable process for the ABC, allowing it to hear directly from the education community to inform its education priorities in 2018 and beyond.

## Heywire – 20 Years

In 2018, the ABC's Heywire program celebrated 20 years of providing a powerful platform for the stories and ideas of young regional Australians.

To better understand the impact of Heywire since 1998, the ABC commissioned the Australian National University's (ANU) School of Management to evaluate the program. ANU found that 96% of Heywire alumni's lives were significantly enhanced by the program. Reported key findings were:

- Participants are attracted to Heywire to celebrate regional Australia and make a difference in their communities.
- Being heard nationally is empowering.
- Participants are highly satisfied with Heywire.
- Heywire builds the capacity of regional youth.
- Heywire has long-term positive impacts on participants and regional Australian communities.

In its 20th year, Heywire continued to grow, with youth stories broadcast across the ABC's television and radio networks receiving more than a million views on social media. Fifty-four young people attended the Heywire Regional Youth Summit and presented their ideas for strengthening their communities at Parliament House. The Foundation for Rural and Regional Renewal, which partners with Heywire, provided \$152,000 in funding to support Heywire participants in turning their ideas into reality.

Trailblazers, introduced in February 2017, continued to provide mentoring and support to young regional changemakers, as well as an opportunity to present their work at Parliament House and on the ABC. Trailblazer presentations at Heywire in 2018 demonstrated the innovative work already happening in regional Australia.

## Community Engagement

The ABC's Community Engagement team build connections with local communities through community engagement events focusing on key content events such as *Stargazing Live*, *War on Waste*, and the International Day of the Girl.

They also develop and manage community partnerships with schools, universities and community media, and support the ABC in meeting its Indigenous and diversity goals.

## Emergency Broadcasting

The ABC cares deeply about its role as an emergency broadcaster, and delivers updates, emergency information and warnings to communities experiencing extreme weather and other crisis events. In 2017–18, broadcasts were provided on television, social media, via online streaming, and through the ABC Emergency website.

The ABC's emergency broadcast work extends beyond times of disaster. Throughout 2017–18, managers at national, state, metropolitan and regional levels met with their local emergency representatives to plan how best to work together when disaster strikes. These stakeholder meetings were essential to building up the strong trust the sector has in the ABC and its role as an emergency broadcaster.

Details of ABC emergency broadcasting work throughout 2017–18 are provided below.

- Winter fires swept through the New South Wales mid-north coast and around Queensland's Sunshine Coast in August 2017, and there were 32 different events in New South Wales, Tasmania, Queensland, South Australia, Western Australia and Victoria from September to October – most were related to bushfires, although ABC emergency broadcasting work included providing information on an e-coli outbreak in southern Queensland and storms with flash flooding around Bundaberg.
- September and October 2017 were again challenging months for ABC Local Radio teams handling emergencies – with some relief provided by the additional support they received from the annual commencement of the ABC's Emergency team in late October.

- Bushfires and severe storms across the eastern states in November 2017 were mostly at Watch & Act level. The ABC also worked with emergency authorities in Victoria to provide coverage of thunderstorm asthma outbreaks triggered by high pollen and storm cells.
- In late November and early December, ABC Local Radio teams in the Riverina, Victoria and Melbourne kept audiences informed throughout an extreme rain event. The Sunshine Coast coped with its own extreme storm, with ABC teams in Brisbane, Maroochydore and Bundaberg providing coverage throughout the event.
- Emergency agencies request the ABC broadcasts the Standard Emergency Warning Signal (SEWS) for hazards posing an immediate threat to life and property. SEWS were requested for a fire in Melbourne late in 2017, and later for fires burning between the Victoria/South Australia border and near Lake Corangamite. Bushfires and severe storms prompted emergency broadcasting in most states during January 2018. Warnings were incorporated into cricket broadcasts and networked programs during the summer break.
- Further Emergency level warnings were handled in January and February of 2018 by ABC Radio Sydney (Royal National Park fire), ABC South West WA (Augusta fire), ABC Great Southern (Albany fire), ABC North and West SA (Clare/Emu Flat fire), ABC South East SA (The Gap fire), ABC Radio Perth (Gidgegannup fire and Kalamunda fire), ABC Goulburn-Murray (Whitfield fire), ABC Central West (Mt Canobolas fire) and ABC Riverina (Mulwala fire).
- During the same period ‘very dangerous’ thunderstorms were forecast for Darwin and a tropical low caused flooding in areas around the Kimberley in Western Australia. A major flood and evacuation warning was issued for Daly River in the Northern Territory, after a monsoonal trough brought significant rain. In mid-February, Tropical Cyclone Kelvin crossed the Western Australia coast between Broome and Port Hedland, with floods causing the major highway to be cut and food having to be brought into Broome by barge. ABC Local Radio kept communities informed throughout these events.
- Record rainfall around Townsville caused major flooding on several rivers early in March 2018, with a further low weather system dumping significant rain around Cloncurry. During this period severe storms from the Sunshine Coast to Brisbane kept the Emergency team busy, providing warnings and broadcasting the SEWS. The ABC North Queensland and ABC Far North teams provided emergency broadcasts as severe rain caused major flooding around Tully.
- March continued to require significant emergency broadcasting work, with two cyclones (in Western Australia and the Northern Territory), fires in Queensland, New South Wales, Victoria, South Australia, Western Australia and Australian Capital Territory, and severe storms in Newcastle and the Gold Coast.
- Two of the most challenging events of the season occurred on the weekend of 17–18 March. Fires in south-west Victoria occurred late on the Saturday evening, with emergency broadcast teams working through the night to provide updates well into Sunday afternoon. Then fires flared up quickly in Tathra, New South Wales, leading to the loss of nearly 80 properties. Coverage of the Tathra fires proved particularly challenging and resulted in the ABC reviewing its emergency broadcast procedures in order to strengthen its preparation for the 2018–19 emergency season.
- In late March, Cyclone Nora brought major flooding to Far North Queensland, and the effects of Cyclone Iris were experienced down the east coast of Queensland. A chemical spill at a factory in North Bendigo also prompted emergency broadcasting, and there were Watch & Act or Emergency fire warnings issued and broadcast variously in New South Wales, South Australia or Victoria throughout most of April.
- A major bushfire in April 2018 threatened homes at Holsworthy in Sydney, forcing the evacuation of several areas and the closure of major streets. ABC Radio Sydney went into rolling coverage, broadcasting information throughout the night and across the weekend.



- The final hazard of 2017–18 saw five Emergency level fires burning throughout the night near Albany in Western Australia. The extent of the blaze saw ABC teams return to work in the early hours of the morning in Albany, Bunbury, Perth and Sydney, to work on extended coverage.

Throughout the period, ABC employees were reminded of the counselling and support services available to them. All emergency broadcast related training included details of both the Employee Assistance Program (EAP) and the ABC's Peer Support program, considered a world-leader in the media sector. The ABC Emergency team also received specific training from the ABC Trauma Lead, to better prepare them for the stresses of their roles.

## International Development

ABC International Development (ABCID) is the international development branch of the ABC and sits within the Engagement team. ABCID enables partner organisations in the Asia-Pacific region to pursue quality journalism, engaging storytelling and building strong connections with their communities. The principal role of ABCID is to support media and communications, in the public interest, with a focus on development outcomes.

The ABCID team utilises the Corporation's strengths in organisational management and public broadcasting to improve audience experience. It provides expertise, training, technical and program support to partners including local organisations, regional bodies, development assistance bodies and international donors.

ABCID supports improved skills and abilities, content production and research through all its programs. Projects for 2017-18 included:

- the Cambodia Communications Assistance Project (CCAP), which supports provincial radio stations to produce robust talkback discussions inspired by ABC regional and local programs, creating a platform for citizens' voices and participation and promoting greater accountability and transparency among local authorities
- the Media Development Initiative (MDI), which supports Papua New Guinea (PNG) media to generate content that promotes greater citizen voice and increased accountability of decision makers to promote better governance – through training in content-making, research techniques and social media, MDI enables PNG media to meet the changing needs of audiences – the most recent phase widened the project's scope to support the PNG media sector, not just the national public broadcaster as before
- the Pacific Media Assistance Scheme (PACMAS) which supports the facilitation of independent and balanced discourse across Pacific government, business and civil society – with a focus on journalism education, PACMAS delivers training and development activities in partnership with media organisations, media associations, civil society groups and key regional bodies
- the Pacific Sports Partnerships (PSP) program which uses the enormous popularity of sport in the region to focus on women, disability inclusion and health issues – PSPs provide a vehicle for the exploration of complex development issues through human interest feature stories, and the program works closely with content teams across the ABC providing employees with opportunities to share their skills and improve their understanding of the region



**Image:** In April 2018, ABC Managing Director Michelle Guthrie met with female sports broadcasters from India, Fiji, Papua New Guinea, Vietnam, Indonesia, Vanuatu and Samoa at a Women in News and Sport (WINS) initiative breakfast in Sydney. Pictured with Michelle is Fijian broadcaster Alisi Vucago.

- the Women in News and Sports (WINS) program – WINS utilises the ABC’s expertise in sports broadcasting and gender empowerment to help women journalists join the traditionally male-dominated world of sports media – Asia-Pacific women journalists trained as part of WINS are also given opportunities to cover major regional sporting events
- the ABCID team’s provision of technical input into communication, media-management and community-engagement activities, implemented as part of the Vanuatu Education Support Program to improve primary schooling – this included the design and implementation of formative audience research, media campaign development (to increase parents’ understanding of school enrolment at the right age), campaign evaluation, and training for community engagement activities.

# Audience engagement







Image: Good Game Spawn Point  
hosts Goose, Gem and Rad

# Quality, distinctiveness and trust

The ABC Corporate Tracking Program consists of a series of online surveys conducted three times per year requesting information from a nationally representative sample of people aged 18 to 75. The program provides insights into community perceptions and beliefs about the value of the ABC's contribution to Australian society.

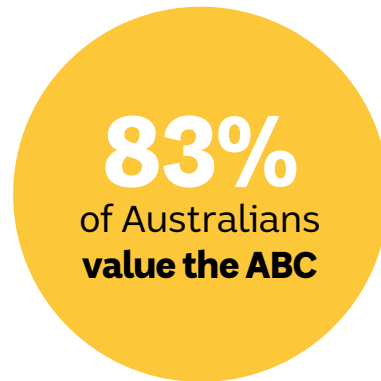
Overall community sentiment towards the ABC in 2017–18 remained unchanged from 2016–17. A large majority of Australians (83%) believe the ABC performs a valuable role in the Australian community, with 37% rating the role the ABC plays as 'very valuable'.

Respondents were asked about their views on the quality of ABC television. Consistent with previous surveys, the majority of Australians (81%) remained of the view that the ABC provides good quality television programming, and 71% felt it does a 'good job' in terms of the number of shows it provides that they personally like to watch. By contrast, 70% of respondents described the quality of commercial television as 'good'.

With regard to ABC radio, 65% of Australians believed the quality of programming on ABC radio stations was 'good' while 63% of the population believed that commercial radio offered good quality programming.

Respondents were asked about their usage of the ABC website and other online services. Among those who had used the ABC website, the vast majority, 88%, believed the quality of content was 'good', with 36% of ABC online users rating the quality as 'very good'. 83% of users also felt that ABC Online does a 'good job' on the amount of relevant content it provides.

The ABC Corporate Tracking Program also explores public perceptions about the ABC's performance in relation to specific aspects of the Corporation's Charter.



In 2017–18, the majority of Australians remained of the view that the ABC is doing 'a good job' fulfilling its various Charter obligations. 80% of respondents believed the ABC does a 'good job' of being Distinctively Australian, and 75% believed the ABC does a 'good job' of being accurate and impartial when reporting news and current affairs.

The ABC continued to outperform commercial media in the provision of news and information in regional and rural Australia among both city-based (79%) and country/regional (78%) audiences. Overall, 79% of Australians believed the ABC does a 'good job' covering country and regional issues, compared with 63% for commercial media.

In 2017, a new measurement – Trust in Australian media – was included in the Corporate Tracking Program. In 2017–18 it was found that 82% of Australian adults aged 18 to 75 years trust the information that the ABC provides; significantly higher than the levels of trust recorded for internet search engines (74%), commercial radio (60%), commercial television (58%), newspaper publishers (56%) and Facebook (37%).

## Measures of community satisfaction

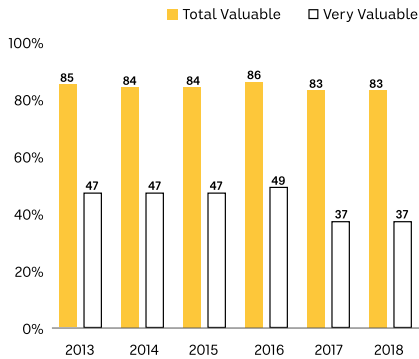
Providing a quality service:		2018	2017	2016	2015	2014
% of people who believe the ABC provides quality programming	Television	81	78	78	78	78
	Radio	65	63	62	61	64
	Online (among ABC Online users)	88	91	89	90	86
% of people who believe the ABC is accurate and impartial when reporting news and current affairs		75	74	77	77	77
Providing a valuable service:		2018	2017	2016	2015	2014
% of people who value the ABC and its services to the community		83	83	86	84	84
Meeting the ABC's Charter obligations		2018	2017	2016	2015	2014
% of people who regard the ABC to be distinctively Australian and contributing to Australia's national identity		80	78	81	82	82
% of people who believe the ABC reflects the cultural diversity of the Australian community		80	78	79	80	80
% of people who consider the ABC:						
• encourages and promotes Australian performing arts such as music and drama		78	76	77	77	80
• provides programs of an educational nature		82	82	82	84	83
• achieves a good balance between programs of wide appeal and specialised interest		77	75	80	82	80
% of people who perceive the ABC to be innovative		72	69	73	74	71
Providing an efficient service:		2018	2017	2016	2015	2014
% of people who believe the ABC is efficient and well managed		68	65	69	69	68

**2014–2016 Source:** Based on those aged 14 years and over who ever visit the website. Does not include "Don't Know" or "Poor" responses. Newspan, ABC Appreciation Survey 2012–2015; OmniPoll, ABC Appreciation Survey 2016.

**2017 Source:** ABC Corporate Tracking Program, December 2016 Wave (n=1,016) and April 2017 Wave (n=1,530), online methodology, people aged 18–75 years.

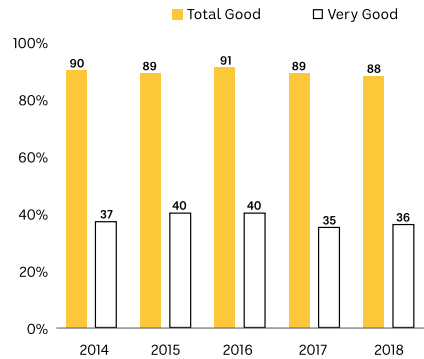
**2018 Source:** ABC Corporate Tracking Program, August 2017 Wave (n=1,522), December 2017 Wave (n=1,530) and April 2018 Wave (n=1,512), online methodology, people 18–75 years.

## Overall value of the ABC



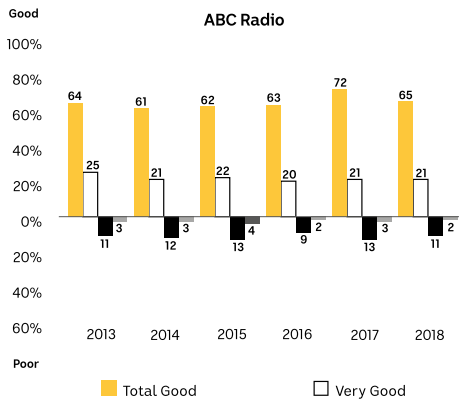
**2013–2016 Source:** Based on those aged 14 years and over who ever visit the website. Does not include "Don't Know" or "Poor" responses. Newspoll, ABC Appreciation Survey 2013–2015; OmniPoll, ABC Appreciation Survey 2016.  
**2017 Source:** ABC Corporate Tracking Program, December 2016 Wave (n=1,016) and April 2017 Wave (n=1,530), online methodology, people aged 18–75 years.  
**2018 Source:** ABC Corporate Tracking Program, August 2017 Wave (n=1,522), December 2017 Wave (n=1,530) and April 2018 Wave (n=1,512), online methodology, people 18–75 years.

## ABC Online: Quality of content

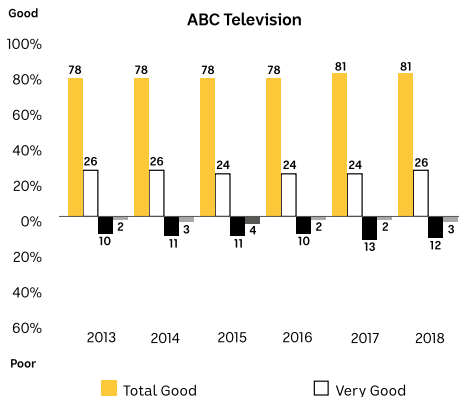


**2014–2016 Source:** Based on those aged 14 years and over who ever visit the website. Does not include "Don't Know" or "Poor" responses. Newspoll, ABC Appreciation Survey 2014–2015; OmniPoll, ABC Appreciation Survey 2016.  
**2017 Source:** ABC Corporate Tracking Program, December 2016 Wave (n=1,016) and April 2017 Wave (n=1,530), online methodology, people aged 18–75 years.  
**2018 Source:** ABC Corporate Tracking Program, August 2017 Wave (n=1,522), December 2017 Wave (n=1,530) and April 2018 Wave (n=1,512), online methodology, people 18–75 years.

## ABC Radio: Quality of programming

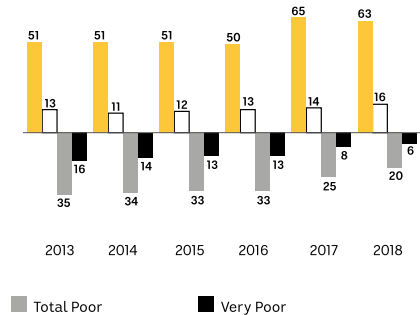


## ABC Television: Quality of programming

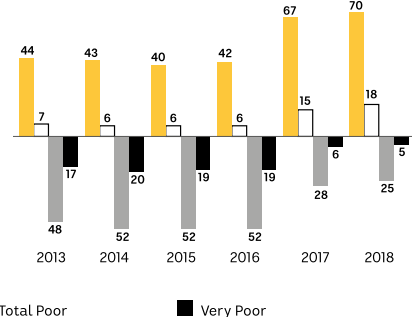


**For both ABC Radio and ABC Television (quality of programming): 2013–2016 Source:** Based on those aged 14 years and over who ever visit the website. Does not include "Don't Know" or "Poor" responses. Newspoll, ABC Appreciation Survey 2013–2015; OmniPoll, ABC Appreciation Survey 2016.  
**2017 Source:** ABC Corporate Tracking Program, December 2016 Wave (n=1,016) and April 2017 Wave (n=1,530), online methodology, people aged 18–75 years.  
**2018 Source:** ABC Corporate Tracking Program, August 2017 Wave (n=1,522), December 2017 Wave (n=1,530) and April 2018 Wave (n=1,512), online methodology, people 18–75 years.

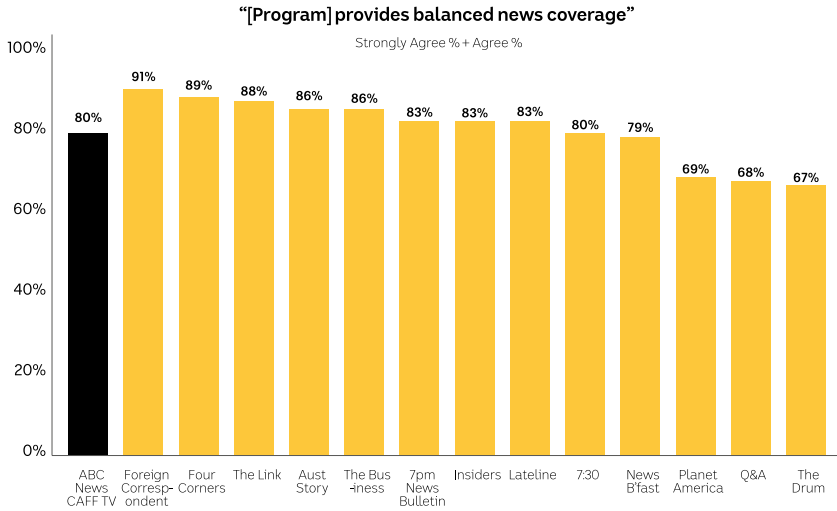
## Commercial Radio



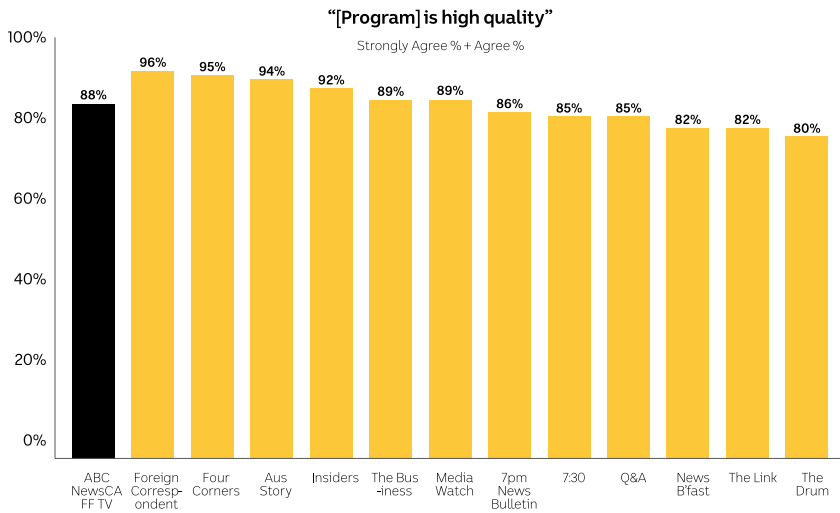
## Commercial Television



**ABC news and current affairs:  
belief that coverage is fair and balanced**



**ABC news and current affairs:  
belief that programming is high quality**



For both charts above: Source: ABC Quality and Distinctiveness studies. Base sizes below:

ABC NewsCAFF TV	Foreign Correspondent	Four Corners	Australian Story	Insiders	The Business	Media Watch	7PM News	7:30	Q&A	News Breakfast	The Link	The Drum
11826	627	1410	1117	754	125	775	2054	1652	947	970	288	1107

# Reach and share

## Combined reach

The ABC's combined national audience reach across television, radio and online was estimated to be 70.2% over the period of one week in 2018,<sup>1</sup> an increase of 0.7 of a percentage point compared to the ABC's net reach in 2017 (69.5%).<sup>2</sup> This small increase reflects an increase in the ABC's digital audience (iView/ABC Listen) and an extension of third-party reach delivered through platforms like Apple News and Facebook, counteracting the decline in reach for broadcast television.

## Radio

### Advance in methodology – radio

From Survey 1 2017 (the fifth of eight surveys in the 2016–17 period), GfK began reporting DAB+ digital radio for digital-only stations. As such, reporting for Total ABC Radio has been adjusted accordingly to more accurately represent the breadth of ABC Radio listening over the past two reporting periods and moving forward.

Total ABC Radio includes DAB+ for the last four surveys in 2016–17 (surveys 1-4, 2017) and the entire 2017–18 period (surveys 5-8 2017, surveys 1-4 2018).

### Total ABC Radio

Average weekly reach in the five-city metropolitan markets for ABC Radio (including DAB+) was 4.79 million people aged 10+ in 2017–18, down 42,000 listeners on the 2016–17 result. Audience share was down 0.3 of a percentage point on 2016–17 to 22.7%.<sup>3</sup>

The majority of Australians considered the quality of programming on ABC Radio was 'good'.<sup>4</sup>

### DAB+

2017–18 represents GfK's first full reporting year for DAB+ digital stations. ABC's DAB+ stations include Double J, ABC Jazz, triple j Unearthed, ABC Grandstand, ABC Country and ABC KIDS Listen which replaced Extra in February 2018. Average weekly reach in the five-city metropolitan markets for ABC DAB+ stations was 684,000 in 2017–18, up 2% from 2016–17. Audience share was 5.0%, unchanged from 2016–17.

### Local Radio

ABC local radio's five-city metropolitan average weekly reach was 1.95 million, down 7% from 2.1 million in 2016–17. Audience share was 8.7%, down slightly from 2016–17 (9.4%).<sup>5</sup> There were 47 million unique podcast downloads of capital cities content in 2017–18. ABC Regional podcasts recorded an additional 5.4 million unique downloads.<sup>6</sup>

### triple j

ABC's national youth network triple j saw slight declines in broadcast audiences in 2017–18. Five-city metropolitan average weekly reach among people aged 10 and over was 1.82 million in 2017–18, slightly down from 2016–17 (1.91 million). Audience share was 6.0%, down marginally from 6.2% in 2016–17.<sup>7</sup> triple j had 16 million unique podcast downloads in 2017–18.<sup>8</sup>

### RN

RN's five-city metropolitan average weekly reach was 611,000 in 2017–18, down 6% on the 2016–17 result of 652,000. Audience share was largely steady at 2.4% in 2017–18, compared with 2.5% in 2016–17.<sup>9</sup> RN remains the ABC Radio's top podcast producer, with a total of 68 million unique downloads in 2017–18.<sup>10</sup>

1. ABC Corporate Tracking Program, August 2017 Wave (n=1,522), December 2017 Wave (n=1,530) and April 2018 Wave (n=1,512), online methodology, people 18–75 years.
2. ABC Corporate Tracking Program, December 2016 Wave (n=1,016) and April 2017 Wave (n=1,530), online methodology, people aged 18–75 years.
3. GfK, people aged 10+, five-city metropolitan data 5.30am–midnight.
4. ABC Corporate Tracking Program, August 2017 Wave (n=1,522), December 2017 Wave (n=1,530) and April 2018 Wave (n=1,512), online methodology, people 18–75 years.
5. GfK.
6. ABC Podsights (powered by ABC Audience Data & Insights); due to a change in podcast methodology in January 2017, comparative data not available.
7. GfK.
8. ABC Podsights (powered by ABC Audience Data & Insights).
9. GfK.
10. ABC Podsights (powered by ABC Audience Data & Insights).

## ABC Classic FM

ABC Classic FM's five-city metropolitan average weekly reach was 736,000 in 2017–18, up from 729,000 in 2016–17. Audience share was steady in 2017–18 at 2.8% compared with 2.7% in 2016–17.<sup>11</sup>

## ABC NEWS

ABC NEWS' five-city metropolitan average weekly reach was 690,000 in 2017–18, down 4% from 719,000 in 2016–17. Audience share remained steady at 1.5%.<sup>12</sup> There were 27 million unique downloads of ABC NEWS podcasts in 2017–18.<sup>13</sup>

## News and current affairs on radio

News and current affairs programs on Local Radio and RN reached on average, 1.65 million people aged 10+ each week in the five-city metropolitan market in 2017–18. This was down 8% on 2016–17. Program schedule changes introduced in early 2018 on ABC Local Radio reduced broadcast hours and may have impacted reach.<sup>14</sup>

## ABC listen

The new ABC listen app launched in September 2017, replacing the existing ABC Radio app. The listen app provides access to both live ABC Radio and ABC podcasts. Since its launch, it has reached 625,000 online Australians each month (September 2017 to June 2018).<sup>15</sup>

## Podcast methodology

In 2017, ABC Audience Data & Insights established a new podcast measurement, ABC Podsights. The ABC Annual Report 2017 used Podsights to measure downloads for January to June 2017, with no comparative data.

In January 2018, Podsights measurement was further refined and is based on a slightly different methodology.

As the new methodology was applied historically back to January 2017, data with the new methodology is able to be provided for the whole of 2017–18. However, it should be noted that as a result of this change, Podsights figures from the 2017 Annual Report won't match those presented in this year's Report.

## Podcasts

ABC recorded a total of 174 million unique podcast downloads in 2017–18, or a monthly average of 14.5 million.<sup>16</sup>

While the majority of podcast downloads are of programs originally broadcast on radio, the ABC has seen an increase in the volume of downloads from digital-first podcasts. This increase was most noticeable from September 2017 following the launch of ABC listen app and the formation of ABC Audio Studios, the ABC's digital-first podcast production house.

ABC Audio Studios recorded a total of 8 million unique podcast downloads in 2017–18<sup>17</sup> and produces some of the top-ranked podcast programs based on average downloads per episode. *Conversations with Richard Fidler*, broadcast on Local Radio and RN, consistently records the largest volume of unique podcast downloads.

Top-ranked digital-first podcasts cover a variety of genres and include: true crime podcasts *Trace* (RN), *Unravel True Crime* (Content Ideas Lab), women's health, sexuality and relationship podcast *Ladies We Need to Talk* (ABC Audio Studios); consumer finance podcast *Pineapple Project* (ABC Audio Studios); news and current affairs investigative podcast *Russia If You're Listening* (ABC News); and *How Do You Sleep At Night* (ABC Audio Studios).

11. GfK.

12. GfK.

13. ABC Podsights (powered by ABC Audience Data & Insights).

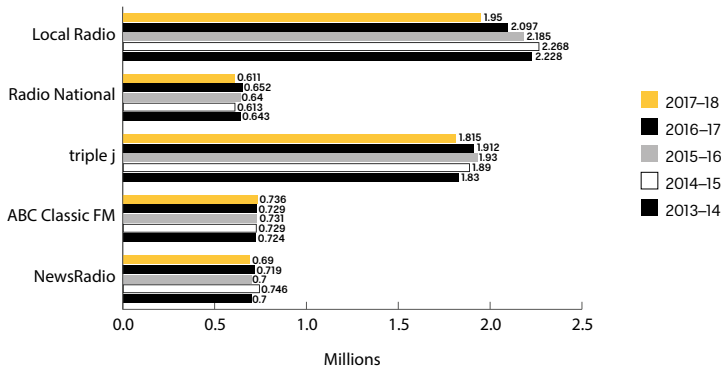
14. GfK from Survey 1, 2018. Includes Local Radio programs: early AM (Mon–Fri 6am–6.15am), 7am News (Mon–Sun 7am–7.15am), 7.45am News (Mon–Sun 7.45am–8am), AM (Mon–Sat 8am–8.30am), The World Today (Mon–Fri 12pm–12.30pm) and PM (Mon–Fri 6.30pm–7pm); and RN programs: AM (Mon–Sat 7am–7.30am), The World Today (Mon–Fri 12pm–1pm) and PM (Mon–Fri 5pm–5.30pm). Program changes starting from Survey 1, 2018: The World Today (from Mon–Fri 12pm–1pm to Mon–Fri 1pm–1.30pm), and PM (from Mon–Fri 6pm–7pm to Mon–Fri 6.30pm–7pm).

15. Nielsen Digital Panel; Desktop (Ppl 2+), Smartphone and Tablet (Ppl 18+).

16. ABC Podsights (powered by ABC Audience Data & Insights); due to a change in podcast methodology in January 2017, comparative data not available.

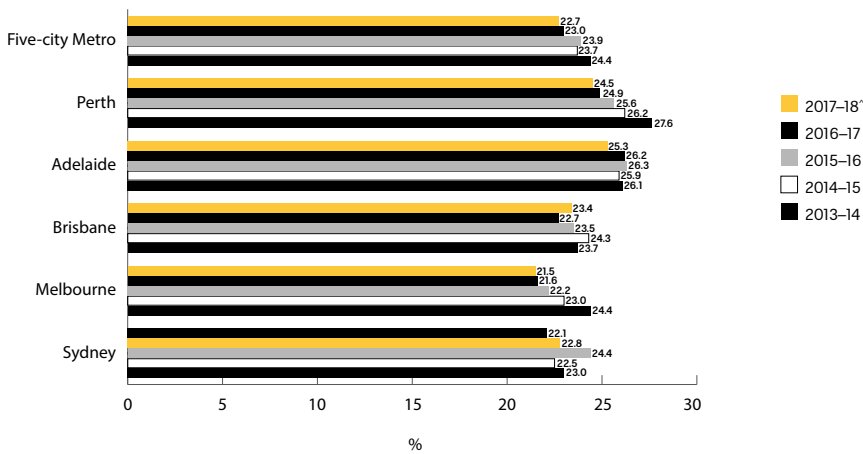
17. This network definition does not include all of ABC Audio Studio's podcasts. *Conversations*, *Earshot*, *The Real Thing* etc are captured within other Networks.

**ABC Radio: Average weekly reach (five-city metropolitan market)**



Source: Nielsen, GfK from Survey 1, 2014, Monday-Sunday 5.30am-midnight.

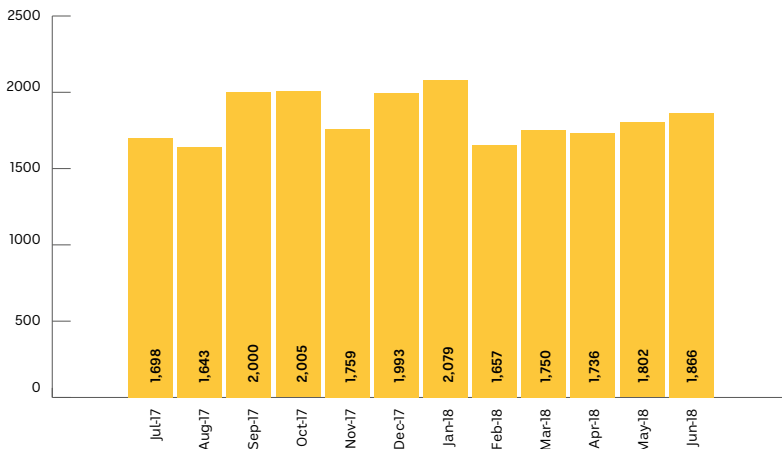
**ABC Radio: Aggregate audience share (five-city metropolitan market)**



\*Note: GfK began reporting DAB+ from Survey 1 2017. This report only includes DAB+ from 2017-18 onwards

Source: Nielsen, GfK from Survey 1, 2014, Monday-Sunday 5.30am-midnight.

**ABC Radio Websites & Apps: Unique Audience**



Source: Nielsen Digital Panel Australia, 2017-18, Desktop (Ppl 2+), Smartphone and Tablet (Ppl 18+) Includes ABC Radio websites, ABC Radio app & triple j app



# Television

## Television reach and share

Seismic shifts in the media landscape continued to impact ABC TV audiences in 2017–18, with the range of content and device options available to Australians ever increasing and diversifying, to the detriment of traditional broadcast viewing.

Nevertheless, broadcast television remained the most popular choice for viewing, despite declines in viewing levels year on year. In 2017, 19.6 million Australians watched some broadcast television on their sets each week.<sup>18</sup> While broadcast viewing declined across all age groups, people aged under 35 demonstrated the biggest shift from broadcast to online viewing.

Subscription video on demand (SVOD) services continued to increase in popularity in 2017–18, and in the home, internet-capable ‘smart’ televisions become multi-functional. Of the time Australians spend with the television set on during the day, 31% of that time is spent doing something other than broadcast viewing,<sup>19</sup> including watching video on demand, internet browsing, and gaming. This behaviour contributes to the progressive decline in live and playback television viewing.

In 2017, each Australian home had an average of 6.6 screens, with the majority being internet capable.<sup>20</sup> The availability of more screens creates more opportunities to view, with portable connected devices allowing consumers to enjoy content anywhere, anytime, inside or outside the home.

## Television Methodology

As viewing patterns change, the lifespan of content is now being extended well beyond the initial television broadcast schedule, and the way in which we measure content has also evolved. ‘Long-tail’ viewing measurement is now captured by 28-day time-shift TV ratings as well as Video Player Measurement (VPM), capturing on-demand viewing.

OzTAM VPM Data (launched in 2016), captures minute-by-minute viewing of online video across the five free-to-air broadcasters and Foxtel’s online video players. This methodology provides an ‘average audience’ figure for each program or episode, which can then be added to the TV broadcast figure, in order to reflect a more complete audience measure.

## Total ABC TV

Total TV reach is slightly down in 2017–18 compared to 2016–17, with free-to-air viewing also showing a small decline in overall reach.<sup>21</sup> Total ABC metropolitan average weekly reach in 2017–18 was 8.6 million people, or 49.7% of the five-city metropolitan population. This is down compared to 2016–17 (8.9 million or 52.5%).<sup>22</sup>

Total ABC metropolitan Total TV share during daytime decreased slightly in 2017–18. Across the four channels, ABC Television achieved a metropolitan daytime Total TV share of 18%, up from 17.8% in 2016–17.<sup>23</sup> Total ABC metropolitan share during prime time was slightly down in 2017–18. Total TV share for Total ABC across the five metropolitan cities was 13.6% in 2017–18 (13.8% in 2016–17).<sup>24</sup>

In the combined aggregated regional markets including Tasmania, Total ABC average weekly reach in 2017–18 was 3.9 million people or 54% of the regional population. This is down compared to 2016–17 (4.1 million or 57.3%).<sup>25</sup>

In 2017–18, Total ABC regional Total TV share during the daytime decreased to 19%, down from 19.2% in 2016–17. Total ABC regional share during prime time was 14.4% in 2017–18 (14.6% in 2016–17).<sup>26</sup>

## ABC main channel

ABC main channel’s average weekly metropolitan reach in 2017–18 was 5.8 million people, or 33.6% of the five-city metropolitan population. This represents a decrease from 6.1 million people, or

18. Australian Video Viewing Report, Q4 2017.

19. Australian Video Viewing Report, Q4 2017.

20. Australian Video Viewing Report, Q4 2017.

21. OzTAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing.

22. OzTAM Consolidated 28 Data 2016–17, 2017–18 (Total ABC includes ABC main channel, ABC COMEDY, ABC ME and ABC NEWS); 24hr reach based on five-minute consecutive viewing.

23. OzTAM Consolidated 28 Data 2015–16, 2016–17.

24. OzTAM Consolidated 28 Data 2015–16, 2016–17.

25. Regional TAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing (including spill).

26. Regional TAM Consolidated 28 Data 2016–17, 2017–18 (including spill).

36.1%, in 2016–17.<sup>27</sup> In 2017–18, ABC’s metropolitan daytime Total TV share was at 5.95%, a slight increase on 2016–17 (5.5%). ABC’s metropolitan share during prime time remained steady at 9.7% in 2017–18 (9.8% in 2016–17).<sup>28</sup>

ABC’s average weekly regional reach in 2017–18 was 2.7 million people, or 37.3% of the regional population; a slight decrease compared to the 2016–17 average weekly regional reach of 2.8 million people, or 39.1%.<sup>29</sup> In 2017–18 ABC’s regional daytime Total TV share was 6.8%, an increase on the 2016–17 result of 6.1%. ABC’s prime-time share in 2017–18 was 9.9% (10.0% in 2016–17).<sup>30</sup>

### ABC KIDS

In 2017–18, ABC KIDS was once again Australia’s highest ranked channel during the day among children aged 0–4. Average weekly metropolitan reach among this age group was 688,000 or 61.6% of children aged 0–4, stable with the 2016–17 result of 688,000 (62.5%).<sup>31</sup> In 2017–18, ABC KIDS’ daytime metropolitan Total TV share among 0–4-year-olds was 50.5%, up from 47.2% in 2016–17.<sup>32</sup>

In December, ABC KIDS extended its broadcast hours, becoming 5am to 7.30pm daily. The metropolitan share among children aged 0–4 from 7–7.30pm from January to June 2018 was 32.4%, up from the 19.2% share recorded from July to November 2017. Regional share at the same time was 34.8%, up from 15.2% in July to November 2017.

In 2017–18, ABC KIDS’ average weekly regional reach among children aged 0–4 was 274,000 or 62.0% (302,000 or 68.7% in 2016–17).<sup>33</sup> Regional daytime Total TV share was 48.4% (46.8% in 2016–17).<sup>34</sup>

### ABC COMEDY

In December 2017, ABC2 became ABC COMEDY; for more on the evolution of the channel and details on its offerings, see page 19.

In 2017–18, ABC COMEDY’s average weekly metropolitan reach was 3.6 million people, or 21.2% of the five-city metropolitan population (3.9 million or 23.2% in 2016–17).<sup>35</sup> ABC COMEDY’s 7pm–midnight metropolitan Total TV share was steady at 1.9% in 2017–18 (1.9% in 2016–17).<sup>36</sup>

In 2017–18, ABC COMEDY’s average weekly regional reach was 1.7 million people, or 23.5% of the regional population. This was a decrease compared to the 2016–17 average weekly regional reach of 1.9 million people, or 26.5% of the regional population.<sup>37</sup> ABC COMEDY’s 7pm–midnight regional Total TV share was stable in 2017–18 at 2.2% (2.2% in 2016–17).<sup>38</sup>

### ABC ME

In 2017–18, ABC ME retained its position as the number one ranked channel among children aged 5–12 during the day.<sup>39</sup> Average weekly metropolitan reach was 522,000 or 31% of children in that age group (559,000 or 34% in 2016–17).<sup>40</sup> Metropolitan Total TV daytime share was 17.4% (17.6% in 2016–17). In the competitive evening prime-time landscape, ABC ME’s metropolitan 6pm–9pm share among children 5–12 increased to 6.9%, up from 6.5% in 2016–17.<sup>41</sup>

In 2017–18, ABC ME experienced a decrease in average weekly regional reach among children aged 5–12 – 274,000 or 37.0% (296,000 or 40.0% in 2016–17).<sup>42</sup> However, regional daytime Total TV share was up, at 21.9% (20.4% in 2016–17). ABC ME’s share among children 5–12 during the 6pm–9pm timeslot was 9.2% in 2017–18, also up from 2016–17 (7.7%).<sup>43</sup>

27. OzTAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing.

28. OzTAM Consolidated 28 data 2016–17, 2017–18.

29. Regional TAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing.

30. Regional TAM Consolidated 28 Data 2016–17, 2017–18 (including spill).

31. OzTAM Consolidated 28 Data 2016–17, 2017–18; reach based on five-minute consecutive viewing, 5am–7pm daily.

32. OzTAM Consolidated 28 Data 2016–17 6am–7.00pm, 2017–18; 5am–7.30pm.

33. Regional TAM Consolidated 28 Data 2015–16, 2016–17; reach based on five-minute consecutive viewing, 5am–7pm daily (including spill).

34. Regional TAM Consolidated 28 Data 2016–17, 2017–18 (including spill), 6am–7pm.

35. OzTAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing.

36. OzTAM Consolidated 28 Data 2016–17, 2017–18; 7pm–midnight.

37. Regional TAM Consolidated 28 Data 2016–17, 2017–18; reach based on five-minute consecutive viewing (including spill).

38. Regional Consolidated 28 Data 2016–17, 2017–18 (including spill); 7pm–midnight.

39. OzTAM Consolidated 28 Data 2016–17, 2017–18.

40. OzTAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing.

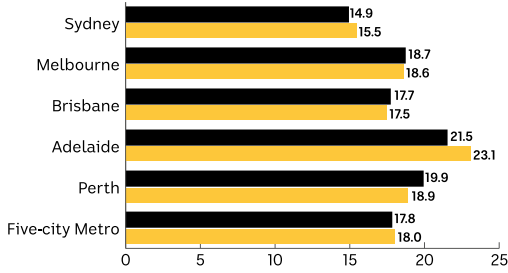
41. OzTAM Consolidated 28 data 2016–17, 2017–18.

42. Regional TAM Consolidated 28 Data 2016–17, 2017–18; 24hr reach based on five-minute consecutive viewing (including spill).

43. Regional TAM Consolidated 28 Data 2016–17, 2017–18 (including spill).

### Metropolitan daytime share

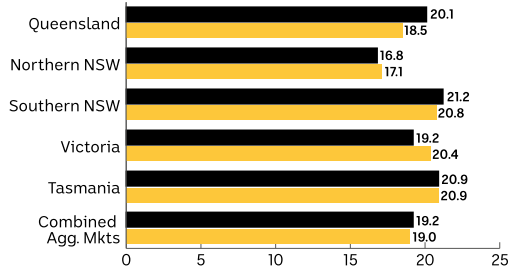
Total ABC, Total TV audience, 6am–6pm



Source: OzTAM Metropolitan Consolidated 28 data.

### Regional daytime share

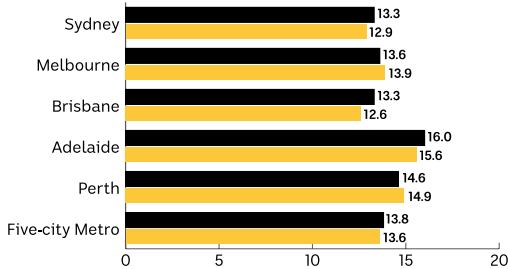
Total ABC, Total TV audience, 6am–6pm



Source: Regional TAM Consolidated 28 data.

### Metropolitan prime-time share

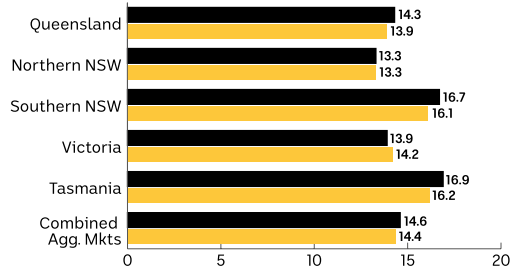
Total ABC, Total TV audience, 6pm–midnight



Source: OzTAM Metropolitan Consolidated 28 data.

### Regional prime-time share

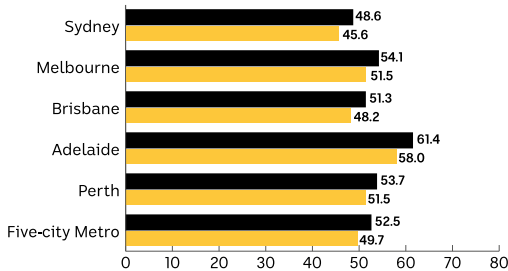
Total ABC, Total TV audience, 6pm–midnight



Source: Regional TAM Consolidated 28 data.

### Average weekly metropolitan reach

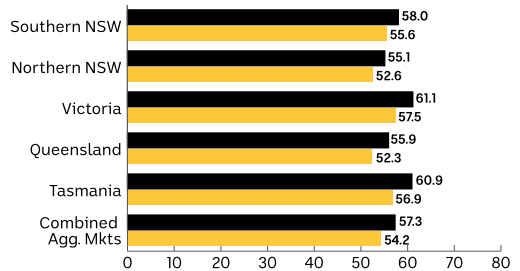
Total ABC, 24-hour, five-minute consecutive viewing



Source: OzTAM Metropolitan Consolidated 28 data.

### Average weekly regional reach

Total ABC, 24-hour, five-minute consecutive viewing



Source: Regional TAM Consolidated 28 data.

## Australian TV content

### Levels of Australian drama on ABC Television

	1 July 2016 – 30 June 2017			1 July 2017 – 30 June 2018		
	Total hours broadcast 6pm–midnight	Number of hours first-run Australian drama	% of total	Total hours broadcast 6pm–midnight	Number of hours first-run Australian drama	% of total
ABC* (main channel)	2,190	718.7	32.82%	2,190	858.2	39.19%
ABC KIDS (6am–7pm) ABC COMEDY (7pm–midnight)	2,190	61.6	2.81%	2,190	101.3	4.63%
ABC ME**	1,663	69.4	4.17%	1,692	40.0	2.37%
ABC NEWS	2,190	1573.3	71.84%	2,190	1532.1	69.96%
iView†	6,597	82.9	1.26%	6,663	86.5	1.30%
<b>TOTAL</b>	<b>14,830</b>	<b>2,506</b>	<b>16.90%</b>	<b>14,925</b>	<b>2,618</b>	<b>17.54%</b>

\* Includes news, current affairs and rage

\*\* ABC ME has a varied close time

† iView Total Hours = all content uploaded between 6pm and midnight.

Includes premiere simulcast transmissions

### Levels of Australian children's content on ABC ME and ABC KIDS

	1 July 2016 – 30 June 2017			1 July 2017 – 30 June 2018		
	Total hours broadcast	Hours of Australian children's content	% of total	Total hours broadcast	Hours of Australian children's content	% of total
ABC ME*	6,381	2,327	36.47%	6,754	2,124	31.45%
ABC KIDS* (5am–7pm)	5,110	1,796	35.15%	5,110	1,927	37.71%
<b>TOTAL</b>	<b>11,491</b>	<b>4,123</b>	<b>35.88%</b>	<b>11,864</b>	<b>4,051</b>	<b>34.14%</b>

\*Australian hours includes interstitials

## Top ABC (main channel) programs by peak audience

Combined metropolitan and regional average audience



		Avg Audience
1	<b>New Year's Eve 2017: Midnight Fireworks (A)</b>	2,030,000
2	<b>The Doctor Blake Mysteries Telemovie: Family Portrait (A)</b>	1,559,000
3	<b>Doc Martin</b>	1,477,000
4	<b>The Doctor Blake Mysteries (A)</b>	1,412,000
5	<b>Utopia (A)</b>	1,390,000
6	<b>David Attenborough's Tasmania</b>	1,306,000
7	<b>Death in Paradise</b>	1,284,000
8	<b>Mystery Road (A)</b>	1,264,000
9	<b>Gruen (A)</b>	1,241,000
10	<b>Inspector George Gently</b>	1,161,000
11	<b>Midsomer Murders</b>	1,144,000
12	<b>Father Brown</b>	1,109,000
13	<b>Anh's Brush with Fame (A)</b>	1,085,000
14	<b>The Coronation</b>	1,084,000
15	<b>Back Roads (A)</b>	1,066,000
16	<b>The Royal Edinburgh Military Tattoo</b>	1,042,000
17	<b>Innocent</b>	1,032,000
18	<b>The Good Karma Hospital</b>	1,031,000
19	<b>Back in Time for Dinner (A)</b>	1,029,000
20	<b>ABC News (A)</b>	1,016,000

Source: OzTAM & Regional TAM Consolidated 28 Data 2017-18

Note: Highlighted programs are Australian content (A)

## Top ABC2/ ABC COMEDY programs by peak audience

Combined metropolitan and regional average audience



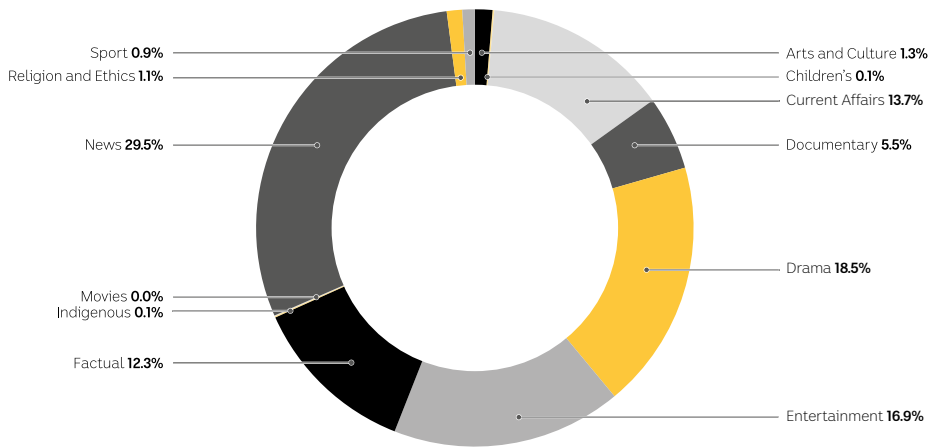
		Avg Audience
1	<b>Louis Theroux: My Scientology Movie</b>	289,000
2	<b>Football: Women's International Australia v Brazil (A)</b>	238,000
3	<b>Melbourne Comedy Festival: The Great Debate (A)</b>	238,000
4	<b>Dirty Jobs Down Under</b>	234,000
5	<b>Kitty Flanagan: Charming and Alarming (A)</b>	203,000
6	<b>Louis Theroux: A Different Brain</b>	194,000
7	<b>Louis Theroux: Drinking to Oblivion</b>	186,000
8	<b>Spicks and Specks (A)</b>	185,000
9	<b>Melbourne Comedy Festival: The Gala (A)</b>	185,000
10	<b>Michael McIntyre's Christmas Comedy Roadshow</b>	183,000
11	<b>Kitty Flanagan: Hello Kitty (A)</b>	182,000
12	<b>Whovians (A)</b>	180,000
13	<b>Upfront: The Queens of Comedy (A)</b>	174,000
14	<b>Stop Laughing... This is Serious (A)</b>	173,000
15	<b>Gruen Xl (A)</b>	172,000

Source: OzTAM & Regional TAM Consolidated 28 Data 2017-18

Note: Highlighted programs are Australian content (A)

## ABC (main channel): Genre Mix

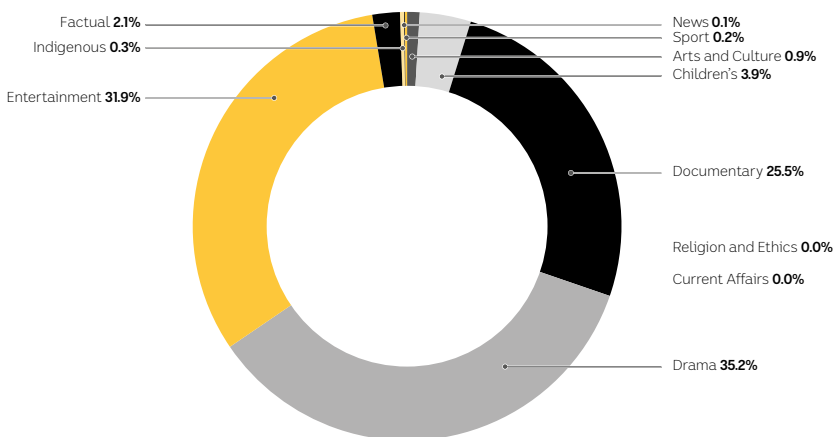
(Percentage of linear hours broadcast 6 am –midnight, excluding interstitial material)



Notes: This table reflects linear hours broadcast from the Sydney transmitter, comprising national and New South Wales 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 KIDS/ABC COMEDY: Genre Mix

(Percentage of linear hours broadcast, excluding interstitial material)



Notes: This table reflects linear hours broadcast from the Sydney transmitter, comprising national and New South Wales 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/ABC COMEDY of 2am may vary, on average transmission closes at 2am. These statistics are calculated to 2am.



Above: Mike Willesee in *Australian Story's* 'Behind the Mask'

## Online viewing

### ABC iview

In 2017–18, there was an average of 3.3 million visitors and 19.5 million visits per month to ABC iview's website and apps.<sup>44</sup>

Visitors increased by 6% and visits by 7% when compared with 2016–17,<sup>45</sup> while program plays increased by 10%, from 52 million per month in 2016–17 to 57 million per month in 2017–18.<sup>46</sup>

Coinciding with the 10th anniversary of iview in June 2018, a major update of the service was released for the website and mobile apps. New features included an improved Search tool, and Show Pages with information on available series, episodes, video extras and cast information.

### ABC ME app

The ABC ME app has been downloaded 1.6 million times since launching in September 2016,<sup>47</sup> with monthly visitors up 26%<sup>48</sup> and program plays up 16% in 2017–18. Plays of ABC ME programs across all platforms increased 2% since 2016–17, from 9.3 million to 9.5 million per month.<sup>49</sup>

ABC ME activity peaked during school holidays, with a record 15 million program plays in January 2018.<sup>50</sup> The top ABC ME program in 2017–18 was Australian production *Little Lunch* with a VPM average audience of 73,000 in 2018.<sup>51</sup>

### ABC KIDS iview and app

ABC KIDS program plays have increased 14% since 2016–17, from 35 million to 40 million monthly plays.<sup>52</sup>

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44. Webtrends; 2017–18 monthly averages based on July 2017 – May 2018 due to tagging issues impacting June 2018 data.  
45. Webtrends; 2017–18 monthly averages based on July 2017 – May 2018 due to tagging issues impacting June 2018 data.  
46. Webtrends to March 2018; OzTAM VPM April–June 2018.  
47. Flurry.  
48. Webtrends; 2017–18 monthly averages based on July 2017 – May 2018 due to tagging issues impacting June 2018 data.  
49. Webtrends to March 2018; OzTAM VPM April–June 2018.  
50. Webtrends.  
51. OzTAM VPM.  
52. Webtrends to March 2018; OzTAM VPM April–June 2018.

The ABC KIDS iView app was downloaded 1.3 million times in 2017–18,<sup>53</sup> with monthly users of the app up 20% in 2017–18.<sup>54</sup> The app remains the dominant platform for consuming ABC KIDS content, accounting for 86% of ABC KIDS iView plays in 2017–18, up from 84% in 2016–17.<sup>55</sup> Desktop viewing accounted for only 2% of Kids plays in 2017–18.<sup>56</sup>

*Peppa Pig* remains the most popular ABC KIDS program on iView in 2017–18, while *Ben and Holly's Little Kingdom* and *Hey Duggee* also drove a high volume of viewing.<sup>57</sup> Family film *The Highway Rat* was the top viewed program based on VPM data, with an average audience of 726,000.<sup>58</sup>

### Non-kids iView

Average monthly program plays of non-kids iView content increased 9% in 2017–18.<sup>59</sup>

Drama remained the top non-kids genre on iView, with several Australian productions among the most popular. Six-part series *Mystery Road* recorded a VPM average audience of 235,000 per episode, while ten-part series *Harrow* had an average audience of 114,000 per episode. Popular BBC America series *Killing Eve* delivered an average audience of 161,000 per episode.<sup>60</sup>

Live streaming of all ABC channels has been available on iView since July 2016, and the ABC began providing state-based streams of ABC main channel from May 2018. Throughout 2017–18 iView had a monthly average of 724,000 live streams, which was up slightly (1%) on the 2016–17 result of 715,000. The ABC NEWS livestream drove an average of 30% of total live streams throughout 2017–18.<sup>61</sup>

## News and Current Affairs

### News and current affairs online

In 2017–18, ABC News and Current Affairs Online reached an average 4.8 million Australian users each month, close to one in four (24%) of the active online Australian population.<sup>62</sup> This is an increase of 4% since the previous year, although it must be noted that the ABC app was incorporated into the ABC News audience figure as of July 2017.

Audiences for ABC News and Current Affairs Online increased on smartphone and tablet in 2017–18 compared with the previous year: the smartphone audience was up 20% to 1.7 million, the tablet audience up 46% to 1 million. Meanwhile desktop audiences were down 10%, from 3.1 million in 2016–17 to 2.8 million in 2017–18.<sup>63</sup>

There were 3,436,046 downloads of news bulletins on smart speakers in 2017-18, recorded as part of the Hey ABC GIG project.<sup>64</sup> Through optimising content and delivery, and alongside the emergence of more devices to the market, monthly downloads increased from 107,917 in August 2017, the first full month of delivery, to 408,633 by June 2018.

### News and Current Affairs on ABC main channel

In 2017–18, the challenge of retaining television audiences in a shifting environment was demonstrated through a decline in audience to most of the major ABC News and Current Affairs programs.

On ABC main channel, the combined metropolitan and regional average audience for the Monday to Friday *7pm News* in 2017–18 was 972,000, down 5% compared to 2016–17.<sup>65</sup> The Saturday edition of the *7pm News* averaged 1,016,000 in 2017–18, down 8% compared to 2016–17,<sup>66</sup> while the Sunday

53. Flurry.

54. Webtrends; 2017–18 monthly averages based on July 2017 – May 2018 due to tagging issues impacting June 2018 data.

55. Webtrends; 2017–18 monthly averages based on July 2017 – May 2018 due to tagging issues impacting June 2018 data.

56. Webtrends; 2017–18 monthly averages based on July 2017 – May 2018 due to tagging issues impacting June 2018 data.

57. Webtrends.

58. OzTAM VPM.

59. Webtrends to March 2018; OzTAM VPM April–June 2018.

60. OzTAM VPM.

61. Webtrends.

62. Nielsen Digital Panel – Desktop, Ppl 2+, Smartphone & Tablet, Ppl 18+.

63. Nielsen Digital Panel – Desktop, Ppl 2+, Smartphone & Tablet, Ppl 18+.

64. Podsights and Whooshkaa CMS.

65. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.

66. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.



edition averaged 1,015,000 in 2017–18, a decline of 4% compared to 2016–17.<sup>67</sup>

The combined average ABC main channel audience for 7.30 was 803,000 in 2017–18, a decrease of 5% compared to 2016–17.<sup>68</sup> The episode that aired on Monday 27 November 2017, which detailed the Don Burke investigation, achieved a combined average audience of 1.2 million, the highest audience for the program in 2017–18.

In 2017–18, *Foreign Correspondent* achieved a combined average audience of 715,000 on ABC main channel, a large increase of 40% compared to 2016–17.<sup>69</sup> Driving the increase in audience was a timeslot change; *Foreign Correspondent* has aired at 8.30pm on Monday nights from 27 November 2017.

In 2017–18 on ABC, the combined average audience for *Australian Story* was 976,000, a decline of 9% compared to 2016–17.<sup>70</sup> The episode 'Behind The Mask', which followed legendary broadcaster Mike Willesee as he faced cancer, achieved a combined average audience of 1.3 million, the highest average audience for the program in 2017–18.<sup>71</sup>

*Four Corners* achieved a combined average audience of 918,000 on ABC in 2017–18, a decrease of 3% on 2016–17.<sup>72</sup> The episode 'Hillary Clinton: The Interview' achieved a combined average audience of 1.2 million, the highest average audience for the program in 2017–18.<sup>73</sup>

*Insiders* achieved a combined average audience of 528,000 in 2017–18, across the ABC main channel and ABC NEWS simulcast, stable with 2016–17.<sup>74</sup> *News Breakfast*, simulcast each weekday on ABC and ABC NEWS, achieved a combined average audience of 239,000 across the two channels, down 2% on 2016–17.<sup>75</sup>

## ABC NEWS channel

In 2017–18, ABC NEWS maintained its position as Australia's leading 24-hour news channel. This year saw the channel achieve strong audiences around big and breaking news events.

ABC NEWS reached 1.6 million metropolitan and regional viewers (24-hour) on 19 May 2018 for the Royal Wedding coverage. The Royal Wedding attracted the largest number of viewers to the ABC NEWS channel in a day throughout 2017–18. The Queensland state election on 25 November 2017 (1.6 million metropolitan and regional viewers), and the same-sex marriage survey announcement (1.3 million metropolitan and regional viewers) were also highlights.<sup>76</sup>

In 2017–18, ABC NEWS achieved a metropolitan average weekly reach of 2.2 million, down compared to 2.5 million in 2016–17. This equates to a weekly reach of 12.8% of the five-city metropolitan population.<sup>77</sup> The channel's metropolitan daytime Total TV share of 2.9% in 2017–18 was down from 3.1% in 2016–17. ABC NEWS' metropolitan prime-time Total TV share was 1.1% in 2017–18, stable with 2016–17.<sup>78</sup>

In 2017–18, ABC NEWS achieved a regional average weekly reach of 1.1 million, down from 1.3 million in 2016–17. This equates to a weekly reach of 15.6% of the regional population.<sup>79</sup> Prime-time regional Total TV share for ABC NEWS was 1.1% in 2017–18, down compared to 1.2% in 2016–17. ABC NEWS' regional daytime Total TV share was 3.6% in 2017–18, again slightly down from 2016–17 (3.7%).<sup>80</sup>

## ABC NEWS online streams

ABC NEWS is streamed live via the ABC News website, ABC iView, the ABC flagship app and YouTube. In 2017–18, the stream recorded a total monthly average of 902,000 plays, up 3% compared to 2016–17.<sup>81</sup>

67. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.

68. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.

69. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.

70. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.

71. OzTAM & Regional TAM Consolidated 28 Data 2017–18.

72. OzTAM & Regional TAM Consolidated 28 Data 2016–17, 2017–18.

73. OzTAM & Regional TAM Consolidated 28 Data 2017–18.

74. OzTAM & Regional TAM Consolidated 28 Data 2015–16, 2016–17.

75. OzTAM & Regional TAM Consolidated 28 Data 2015–16, 2016–17.

76. OzTAM & Regional TAM Consolidated 28 Data 2017–18.

77. OzTAM Consolidated 28 Data 2016–17, 2017–18 (reach based on five-minute consecutive viewing).

78. OzTAM Consolidated 28 Data 2016–17, 2017–18.

79. Regional TAM Consolidated 28 Data 2016–17, 2017–18, includes spill (reach based on five-minute consecutive viewing).

80. Regional TAM Consolidated 28 Data 2016–17, 2017–18, includes spill.

81. Webtrends 2016–17 (April–June excluded from 2016–17 average due to website tracking issue), and 2017–18; YouTube Analytics, 2016–17 and 2017–18.

Plays were highest via ABC iView, with the monthly average at 447,000 in 2017–18, up 34% compared to 2016–17.<sup>82</sup> Plays on YouTube were also high, with 336,000 views recorded in 2017–18, up 73% on 2016–17.<sup>83</sup> Streams of ABC NEWS via iView peaked at a total of 75,000 on 19 May, driven by coverage of the wedding of Prince Harry and Meagan Markle.<sup>84</sup> YouTube streams were highest on 9 May at 54,000, coinciding with the Federal Budget.<sup>85</sup>

By contrast, plays of the ABC NEWS livestream via the ABC News website and the ABC flagship app were down 66% year-on-year, to a monthly average of 119,000 in 2017–18.<sup>86</sup>

## ABC Online

In 2017–18, the average monthly reach of ABC Online in Australia was 7.6 million, or 37% of online Australians. This represents a 2% decline in reach from the previous year.<sup>87</sup> The number of Australians accessing ABC on smartphones continued to increase, up 6% on the previous year to 3.1 million per month. Reach for ABC on tablets showed even stronger growth, rising by 20% to 2.1 million, while reach on desktops or laptops declined year on year, down 14% to 4 million.<sup>88</sup>

The ABC flagship app had an average of 654,000 active users each month, down 6% on the previous year.<sup>89</sup>

On average, there were 9.5 million domestic and international visitors each week to ABC websites and apps in 2017–18,<sup>90</sup> up 1% from the 2016–17 average of 9.4 million. Visitors engaged in an average of 23.9 million visits each week in 2017–18, down 10% on the strong 2016–17 result, in which large traffic spikes were observed during the Australian election in July 2016 and the US election in November 2016.<sup>91</sup>

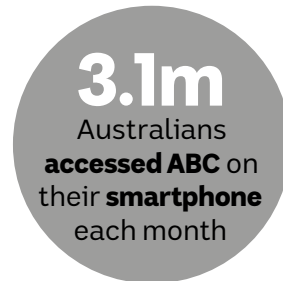
## abc.net.au

There were an average of 492,000 weekly visitors to the ABC homepage in 2017–18, down 3% on 2016–17's average of 508,000.<sup>92</sup>

## Social media

ABC continued to achieve growth in audiences on social media throughout 2017–18.

ABC News has the largest audiences of any Australian news organisation on Facebook, Twitter, Instagram and YouTube. ABC News had 3.7 million Facebook Page Likes (up 8% on 2016–17), 1.5 million Twitter followers (up 9%) and 167,000 Instagram followers (up 22%) at the end of the period. Subscribers to the ABC NEWS channel on YouTube increased by 111% between June 2017 and June 2018 – to 259,000. Views of ABC NEWS videos on YouTube were up 157%, from 23.5 million in 2016–17 to 60.2 million in 2017–18. These increases were driven by a combination of greater focus by ABC NEWS on channel curation, and audience growth for YouTube as a platform.



82. Webtrends 2016–17 (April–June excluded from 2016–17 average due to website tracking issue), and 2017–18.

83. YouTube Analytics 2016–17, 2017–18.

84. Webtrends.

85. Webtrends 2017–18, YouTube Analytics 2017–18.

86. Webtrends.

87. Nielsen Digital Panel – Desktop Ppl 2+, Smartphone & Tablet Ppl 18+; excludes off-platform reach.

88. Nielsen Digital Panel – Desktop Ppl 2+, Smartphone & Tablet Ppl 18+; excludes off-platform reach.

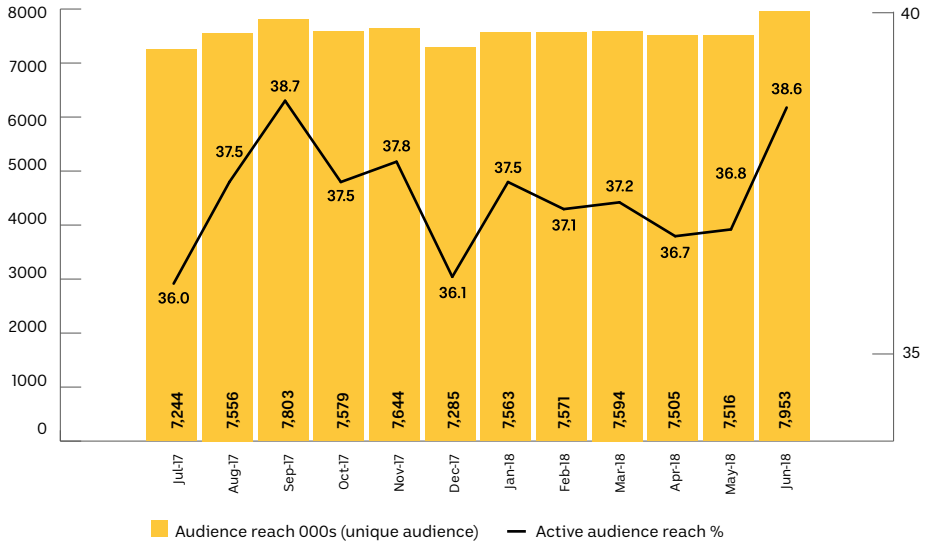
89. Flurry.

90. ABC total figure excludes final 3 weeks of 2017–18, when iView tagging dropped off main app; ABC total excludes triple j app and *Unearthed* app which are not tagged for Webtrends.

91. Webtrends; ABC total figure excludes final 3 weeks of 2017–18, when iView tagging dropped off main app; ABC total excludes triple j app and *Unearthed* app.

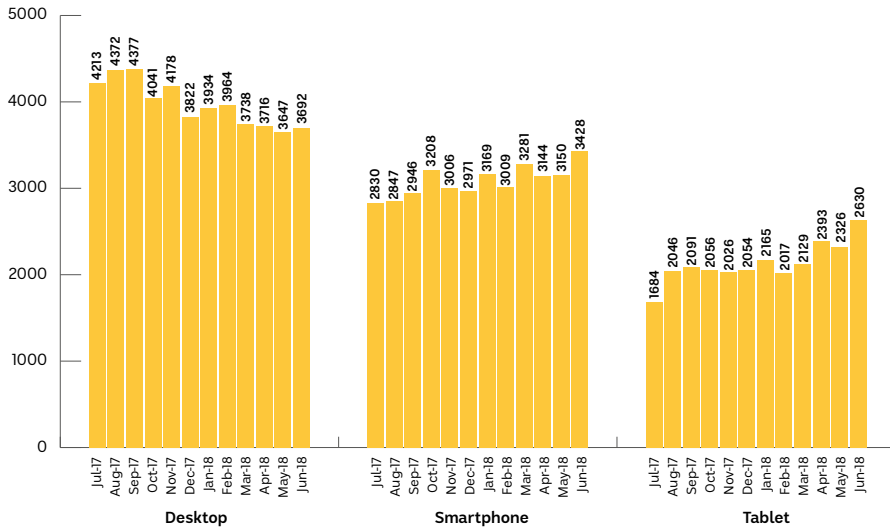
92. Webtrends.

### ABC Online Monthly Audience Reach



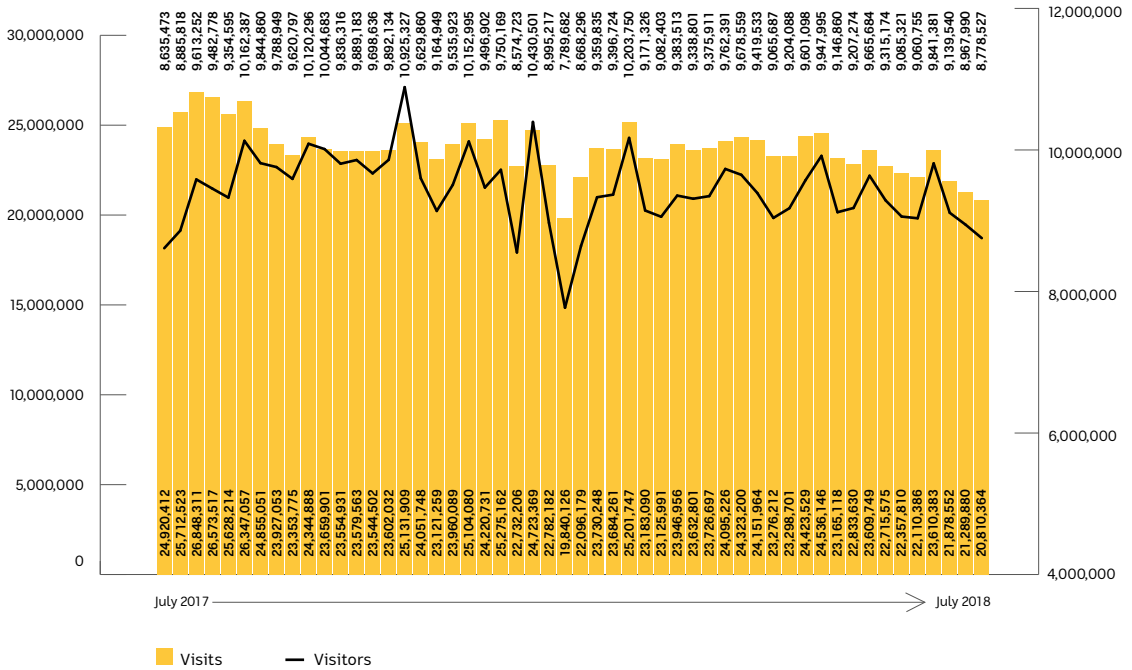
Source: Nielsen Digital Ratings Monthly; Desktop (Ppl 2+), Smartphone and Tablet (Ppl 18+)

### ABC Online Monthly Unique Audience 000s by Device



Source: Nielsen Digital Ratings Monthly; Desktop (Ppl 2+), Smartphone and Tablet (Ppl 18+)

## ABC Online Weekly Visitors and Visits 2017–18



A content trial for GIG project RetroFocus (see page 11) ran in December 2017 on the ABC News Facebook page. Fourteen archival video clips were published on Facebook and YouTube across two-week period, with the average video views per RetroFocus clip at 843,000<sup>93</sup> compared to the ABC News average of 118,000.

Australia Plus Learn English has the largest number of Facebook Page Likes among ABC properties with 4.5 million, up 5% on 2016–17. YouTube subscribers to ABC Australia (previously Australia Plus) were up 16% to 103,000.

triple j engages large audiences on social media, with a focus on YouTube, Facebook and Instagram. Subscribers to the triple j channel on YouTube increased from 493,000 in June 2017 to 673,000 in June 2018 (+37%), while views of triple j videos were up 21% to 98.9 million in 2017–18. In June 2018, triple j had 1.2 million Facebook Page Likes (up 6% on the previous year), 507,000 followers on Instagram (up 15%) and 542,000 Twitter followers (up 2%).

## Science and Health portals

The ABC Science and ABC Health and Wellbeing portals assist audiences to locate ABC material related to these subjects, as well as generate original content specifically tailored for the online medium.

ABC Science content received an average of 246,000 weekly visitors in 2017–18, up 40% on 2016–17.<sup>94</sup> Several popular stories contributed to this increase, including an explanation of the super blue blood moon in late January 2018. ABC Science Facebook Page Likes were up 2% to 921,000, while Twitter followers were up 11% to 51,000.

ABC Health and Wellbeing also recorded a strong increase in traffic, with average weekly visitors up by 43% to 228,000 in 2017–18.<sup>95</sup> Growth was driven by a number of stories, most notably an article on dementia early warning signs. Facebook Page Likes for ABC Health and Wellbeing increased by 63% on 2016–17 to 25,600, and Twitter followers by 5% to 25,400.

93. Facebook Insights, ABC News, Quarter 3 2017

94. Webtrends

95. Webtrends

### Top Facebook Accounts by Page Likes

	June 2018	June 2017	Change
A+ Learn English	4,500,000	4,300,000	5%
ABC News	3,722,000	3,453,000	8%
Bananas in Pyjamas	2,469,000	2,517,000	-2%
triple j	1,190,000	1,125,000	6%
ABC Science	921,000	906,000	2%

Source: Spredfast Analytics

### Top YouTube Channels by Subscribers

	June 2018	June 2017	Change
triple j	673,000	493,000	37%
ABC News	259,000	123,000	111%
ABC Australia (prev Australia Plus)	103,000	89,000	16%
Good Game	67,000	67,000	0%
The Checkout	59,000	51,000	16%

Source: YouTube Analytics

### Top Twitter Accounts by Followers

	June 2018	June 2017	Change
ABC News	1,476,000	1,351,000	9%
triple j	542,000	530,000	2%
Q & A	357,000	345,000	3%
ABC Radio Brisbane	286,000	260,000	10%
ABC Radio Melbourne	198,000	188,000	5%

Source: Spredfast Analytics

### Top YouTube Channels by Video Views

	2017-18	2016-17	Change
triple j	98,946,000	81,801,000	21%
ABC News	60,171,000	23,458,000	157%
ABC TV	17,996,000	7,899,000	128%
ABC Kids Music	4,607,000	8,606,000	-46%
The Weekly	4,116,000	4,608,000	-11%
The Checkout	3,709,000	5,587,000	-34%

Source: YouTube Analytics

### Top Instagram Accounts by Followers

	June 2018	June 2017	Change
triple j	507,000	441,000	15%
ABC News	167,000	137,000	22%
triple j unearthed	92,000		
triple j Hack	68,000		
Gardening Australia	65,000	41,000	59%
ABC TV	58,000	37,000	57%

Source: Spredfast Analytics

## International audiences

### Radio

In 2017–18 there were 11.3 million online streams (plays) of ABC radio services by International audiences.<sup>96</sup> This equates to 6% of global streams.<sup>97</sup>

### Television

In December 2017, the international television service broadcast the Sydney New Year's Eve fireworks but also provided footage of the event to the ABC's partner broadcasters in China. Audience views reportedly reached approximately 25.3 million in China for the ABC's New Year's Eve coverage.<sup>98</sup>

### Websites

International audiences made 148.1 million visits to ABC websites and 279.3 million page views in 2017–18, being 19% of global visits, and 14% of global page views.<sup>99</sup>

Chinese and Bahasa Indonesian collections were made available on the ABC News website in February 2018. Between February and June 2018 there were 227,100 visits, and 278,300 page views of articles in the Chinese and Bahasa Indonesian collections (55,700 average monthly views).<sup>100</sup>

Between the geoblock lift in April 2018 and June 2018, there were approximately 5,200 average weekly visits to the ABC NEWS live stream.<sup>101</sup>

### Social

Facebook's advanced geographic and language targeting features allowed the ABC to promote more relevant ABC content to CALD and expatriate audiences. On Facebook, by June 2018 International audiences represented 61% of fans, and 27% of engaged users across all ABC Facebook accounts.<sup>102</sup> There were

152.5 million international views across ABC YouTube channels, equating to 68% of global views.<sup>103</sup>

In addition to posting on ABC branded social channels, the Audience and Content Experts team was active on expatriate social groups and Chinese platforms such as Weibo and WeChat. This enabled the ABC to communicate directly with key audience segments where they are most active. The ABC currently has 6,139 followers on WeChat and 151,336 on Weibo.<sup>104</sup>

### Apps

Across key ABC apps between January and June 2018, there were 10.1 million sessions by International audiences; amounting to 3% of global sessions.<sup>105</sup>

The ABC flagship app was released in international app stores in late 2017. Between mid-December 2017 and June 2018, there were 23,600 downloads of the ABC flagship app by international audiences, and between January and June 2018 there were 5.7 million sessions on the app from international audiences – approximately 955,000 average monthly sessions.<sup>106</sup>

During the period, in-language news became available on the ABC App: between October 2017 and June 2018, there were 129,400 page views of the Chinese and Bahasa Indonesian collections through the app.<sup>107</sup>

### Podcasts

Between January and May 2018 there were 12.9 million podcast downloads by international audiences; 16% of the global total.<sup>108</sup>

96. The term 'international' refers to the proportion of audience members who have accessed ABC services from anywhere in the world, exclusive of Australia.

97. The term 'global' refers to the total overall audience who have accessed ABC services from anywhere in the world, inclusive of Australia. 2018 Source: Webtrends.

98. Estimated audience reach. Data supplied by media partner networks Shanghai Media Group, Chengdu Television and Beijing TV.

99. Webtrends.

100. Webtrends.

101. Webtrends (mid-April – June 2018).

102. ABC Facebook Dashboard (powered by ABC Audience Data & Insights).

103. YouTube Analytics, Pan-ABC channels only.

104. WeChat Analytics, Weibo Analytics.

105. Flurry Analytics.

106. Flurry Analytics, App figures.

107. Snowpl, Flurry Analytics.

108. ABC Podsights (powered by ABC Audience Data & Insights).



# Annual Performance Statements



Image: Cast of Mustangs FC





# Annual Performance Statements

Reporting period 1 July 2017 – 30 June 2018

## Introductory Statement

We, the ABC Board, as the accountable authority of the Australian Broadcasting Corporation (ABC), present the 2017–18 annual performance statements of the ABC, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act). In our opinion, these annual performance statements are based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the PGPA Act.

## Purpose

The ABC's purpose is to fulfil its functions as set out in the ABC Act, particularly the ABC Charter.

## Perceptions

Criterion	Perceptions: overall value—Percentage of the people who value the ABC and its services to the Community		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 84%	82%	84%
	ABC Corporate Tracking 2016–18		
Source	ABC Corporate Plan 2017–18 Program 1.1, Portfolio Budget Statements 2017–18, page 74		

Criterion	Perceptions: loyalty—The likelihood of recommending the ABC to a family member or friend, on a scale of 1 to 10 (Net Promoter Score) <sup>1</sup>		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 36	36	36
	2016–17: ABC Q&D Wave 1/2 (November 2016, March 2017) 2017–18: ABC Q&D Wave 3/4/5 (July 2017, November 2017, March 2018)		
Source	ABC Corporate Plan 2017–18		

Criterion	Perceptions: trust—The percentage of people who trust the ABC <sup>2</sup>		
	2017–18 target	2017–18 result	2016–17 result
Result	80%	82%	N/A
	ABC Corporate Tracking 2016–18		
Source	ABC Corporate Plan 2017–18		

## Reach

Criterion	Net reach (avg weekly)—Combined national audience reach across television, radio and online		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 69.5%	70.2%	69.5%
	<b>ABC Corporate Tracking 2016–18</b>		
Source	ABC Corporate Plan 2017–18 Program 1.1, Portfolio Budget Statements 2017–18, page 74		

Criterion	Digital reach (avg monthly)—The percentage of the Active Digital Universe who have used ABC Online Network on browsers or apps		
	2017–18 target	2017–18 result	2016–17 result
Result	39%	37.3%	38.8%
	<b>Nielsen DRM data</b>		
Source	ABC Corporate Plan 2017–18		

Criterion	Radio reach (avg weekly)—The percentage of the total population who have listened to any ABC radio		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 36.5%	35.1%	35.2%
	<b>GFK Radio ratings, Ppl 10+</b> 2016–17: (S5–8 2016 and S1–4 2017) 2017–18: (S5–8 2017 and S1–4 2018) <b>From S1 2017, ABC Radio includes five-city metropolitan local stations, four national networks, and DAB+ only stations</b>		
Source	ABC Corporate Plan 2017–18		

Criterion	Television reach (avg weekly)—The percentage of the total population who have watched any ABC television channel		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 50%	Metro: 49.7% Regional: 54.2%	Metro: 52.5% Regional: 57.3%
	<b>OzTAM metro and Regional TAM Consolidated 28 data</b>		
Source	ABC Corporate Plan 2017–18		

Criterion	International digital reach (avg monthly)—Combined visitors to the ABC's international digital properties (Australia Plus, Australia Plus TV, and AustraliaPlus.cn)		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 170,000	140,000 <sup>3</sup>	138,000
	<b>Webtrends and Google Analytics</b>		
Source	ABC Corporate Plan 2017–18		

## Quality

Criterion	Quality and Distinctiveness—Percentage of survey respondents who consider ABC content is high quality and distinctive <sup>4</sup>		
	2017–18 target	2017–18 result	2016–17 result
Result	85% Quality 75% Distinctiveness	85% Quality 79% Distinctiveness	N/A <sup>5</sup>
	ABC Q&D Study		
Source	ABC Corporate Plan 2017–18		

Criterion	Editorial quality—Independent editorial reviews conducted
Result	<p>The ABC regularly reviews its own performance against the editorial standards through a range of mechanisms – program reviews, content reviews, ‘air checks’ of on-air staff and broader editorial discussions about significant issues.</p> <p>While ABC content-makers and program teams regularly review their own work, the ABC also commissions reviews that are independent of content-makers and carried out by a range of internal and external reviewers.</p> <p>The reviews involve an assessment of selected ABC content against a range of criteria, including different aspects of the ABC Editorial Policies and other yardsticks of quality.</p> <p>In 2017–18, four reviews were completed and published:</p> <ul style="list-style-type: none"> <li>Review of ABC interviews conducted with former US Vice President Al Gore (September 2017)</li> <li>Spot Audit of the ABC’s coverage of the Same Sex Marriage Debate (September 2017)</li> <li>Review of the ABC’s coverage of the Cashless Welfare Card (November 2017)</li> <li>Investigation into the Diversity of Broadcast News Stories in major news bulletins (March 2018)</li> </ul> <p>The Editorial Reviews and ABC responses to those reviews are published on the ABC’s corporate website: <a href="http://about.abc.net.au/how-the-abc-is-run/what-guides-us/abc-editorial-standards/editorial-reviews/">http://about.abc.net.au/how-the-abc-is-run/what-guides-us/abc-editorial-standards/editorial-reviews/</a></p>
Source	ABC Corporate Plan 2017–18

Criterion	Complaints management—Timeliness of complaints management				
	<p>The ABC aims to respond to complaints that it has acted contrary to its code of practice within 60 days.<sup>6</sup> ABC Audience and Consumer Affairs (A&amp;CA) seeks to also meet the timeliness standard for complaint handling that is specified in the ABC’s Complaint Handling Procedures,<sup>7</sup> which include but are not limited to complaints relating to the ABC Code of Practice.</p>				
Result	2017–18 target	2017–18 result	2016–17 result		
	100% within 60 days	98.5% within 60 days	98.2% within 60 days		
	<b>Written complaints finalised</b>	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Response required from A&CA	Response made within 30 days	3782	77.6%	4873	22.7%
	Response made within 60 days	4801	98.5%		
	<b>Referred to other areas for direct response</b>			8974	41.7%
	<b>No response required</b>			7654	35.6%
	<b>Total written complaints finalised</b>			<b>21501</b>	<b>100.0%</b>
	<b>ABC Audience and Consumer Affairs Data</b>				
Source	ABC Corporate Plan 2017–18				

## Australian Content

Criterion	<b>Australian first-run television content</b> —Number of hours of first-release television content available on ABC domestic distribution platforms (including iview)		
	2017–18 target	2017–18 result	2016–17 result
Result	More than 1,000 hours	2,618	2,506 <sup>8</sup>
	Analysis of first-release Australian hours broadcast and uploaded onto iview <sup>9</sup> between 6pm and midnight <sup>10</sup>		
Source	ABC Corporate Plan 2017–18		

Criterion	<b>Australian children’s television content</b> —Percentage of Australian children’s television programs on ABC KIDS (5am–7pm) and ABC ME (6am–varied close)		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 30%	34.14%	35.88%
	Analysis of hours broadcast from Sydney transmitter		
Source	ABC Corporate Plan 2017–18		

Criterion	<b>Australian music on radio</b> —Levels of Australian music on those radio networks that broadcast music			
	All radio networks that broadcast music have a strong commitment to Australian music and have set annual targets. In 2017–18, all radio networks exceeded their annual target, some by a substantial percentage.			
		2017–18 Target	2017–18 result	2016–17 result
Result	ABC Local Radio	25%	45.3%	45.6%
	ABC Classic FM	30%	51.0%	46.0%
	triple j	40%	58.0%	56.5%
	Double J	35%	35.5%	35.3%
	ABC Jazz	25%	29.1%	23.3%
	ABC Country	25%	65.8%	57.4%
	triple j Unearthed	100%	100%	100%
	ABC RN	25%	43.8% <sup>11</sup>	38.0%
	Analysis of hours based on scheduled programming, except ABC RN which is based on program rundowns			
Source	ABC Corporate Plan 2017–18			

## Broadcast and Transmission

Criterion	Access to analog radio—Percentage of the Australian population who are able to receive ABC analog radio transmissions		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 99%	99.66%	99.64%
	Broadcast Australia Data, Australian Bureau of Statistics 2016 Census		
Source	ABC Corporate Plan 2017–18 Program 1.2, Portfolio Budget Statements 2017–18, page 75		

Criterion	Access to digital radio—Degree to which the five mainland state capital cities have access to ABC digital radio transmissions <sup>12</sup>		
	2017–18 target	2017–18 result	2016–17 result
Result	100% <sup>13</sup>	100% <sup>14</sup>	100%
	Broadcast Australia data plus Optus data via VAST satellite		
Source	ABC Corporate Plan 2017–18 Program 1.2, Portfolio Budget Statements 2017–18, page 75		

Criterion	Access to digital television—Percentage of Australian homes able to receive ABC digital television transmissions		
	2017–18 target	2017–18 result	2016–17 result
Result	100% <sup>15</sup>	100%	100%
	Broadcast Australia data plus Optus data via VAST satellite		
Source	ABC Corporate Plan 2017–18 Program 1.2, Portfolio Budget Statements 2017–18, page 75		

Criterion	Audience contacts transmission issues—Availability of a service to monitor and respond to enquiries regarding television and radio transmission issues		
	<p>The ABC monitors audience responses to transmission issues via its Reception Advice Line (RAL). 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. RAL operating hours are 8am–5.30pm Monday to Friday, Sydney time, and the web service is available 24 hours, 7 days.</p> <p>Note these figures do not include the HD transition call centre operated between November and December 2017.</p> <p>In 2017–18, this unit received the following television and radio services enquiries, as compared with the previous year:</p>		
Result		2017–18	2016–17
	Total number of emails received	1,425	2,874
	Total number of letters received	1	8
	Total number of telephone enquiries received	5,760	7,025
	Total enquiries	7,186	9,907
	Total number of hits to the RAL website	939,519	879,485
Source	ABC Corporate Plan 2017–18		

Criterion	Transmission performance—Total network and on-air availability		
	2017–18 target	2017–18 result	2016–17 result
Result	At least 99% for all services	99.79%	99.78%
	Broadcast Australia data		
Source	ABC Corporate Plan 2017–18		

Criterion	Operation of transmission facilities—Percentage of facilities which operate within agreed limits		
	2017–18 target	2017–18 result	2016–17 result
Result	100%	100%	98.68%
	Broadcast Australia data		
Source	ABC Corporate Plan 2017–18		

## Analysis

In 2017–18, the ABC fulfilled its functions as outlined in the ABC Charter, and in doing so, achieved its purpose.

The ABC’s performance is measured broadly in terms of audience trust, the nature and appeal of content across platforms (for instance, levels of Australian content, quality of content, reach and share), and the delivery of that content to audiences (for instance, transmission performance).

Details of the ABC’s activities and performance in relation to its content across platforms are set out in *Quality, distinctive content in 2017-18* (see pages 6–39), and *Audience Engagement* (see pages 56–79).

Network transmission performance is managed and reported by Broadcast Australia. In 2017–18, performance on an end-to-end basis was above the contracted service level targets and met the ABC’s target. Details of transmission performance is set out above in *ABC Distribution and Transmission Network Aggregated 2017–18 Performance*.

## ABC Distribution and Transmission Network Aggregated 2017–18 Performance (as reported by Broadcast Australia)

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 %	2017–18 %	2016–17 %	2017–18 %	2016–17 %	2017–18 %	2016–17 %
Classic FM	68	99.83	99.95	99.94	95.32	93.37	99.89	99.83
triple j	58	99.82	99.95	99.96	91.89	95.08	99.87	99.78
Radio	240	99.79	99.84	99.86	94.73	94.37	99.76	99.73
NEWS on radio	85	99.89	99.93	99.96	92.16	95.33	99.87	99.79
RN	257	99.74	99.80	99.79	90.10	96.07	99.74	99.76
Television	421	99.77	99.91	99.92	97.45	94.16	99.79	99.82
Digital Radio	10	99.92	99.99	100.00	99.83	98.05	99.96	99.70
<b>State Analog Radio</b>								
NSW/ACT	183	99.80	99.87	99.91	92.17	94.18	99.80	99.80
NT	37	99.71	99.82	99.67	95.59	99.36	99.76	99.57
Qld	204	99.76	99.83	99.88	89.37	95.40	99.76	99.77
SA	47	99.79	99.84	99.85	91.79	89.87	99.79	99.75
Tas	40	99.81	99.83	99.88	97.47	99.27	99.69	99.79
Vic	80	99.82	99.89	99.87	90.28	88.42	99.83	99.78
WA	117	99.75	99.87	99.86	96.94	97.91	99.81	99.71
<b>State Television</b>								
NSW/ACT	95	99.78	99.87	99.96	97.70	94.30	99.78	99.84
NT	15	99.76	99.91	99.99	99.72	99.56	99.77	99.56
Qld	113	99.76	99.93	99.95	96.78	92.45	99.79	99.82
SA	32	99.77	99.92	99.95	97.17	98.40	99.89	99.87
Tas	42	99.76	99.88	99.90	97.51	94.82	99.63	99.77
Vic	53	99.77	99.88	99.89	96.70	89.98	99.78	99.80
WA	71	99.76	99.96	99.97	98.37	99.09	99.85	99.86

### Notes:

- No. of Transmitters: The number of transmitters includes Analog Radio, Digital Television and Digital Radio operated by Broadcast Australia on behalf of the ABC. If a transmitter was operational during the period for one or more days, it is included in the report. Transmitter numbers for Digital Television do not include the six standby transmitters operated in Adelaide, Brisbane, Melbourne, Newcastle, Perth, and Sydney, which operate as a backup to the main transmitter in those areas. The State and Territory numbers for Analog Radio excludes ABC News on radio Extension transmission services, which are reported separately.
- Broadcast Australia Transmission Network (ABC Transmission Contractor): The transmission network performance data is reported by Broadcast Australia in the period 1 July 2017 to 30 June 2018. This is 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 ABC Transmission Network Services.
- 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 a Service Level Agreement (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.
- 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 after midnight to reduce audience impact.



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## Footnotes

- 1 The Net Promoter Score is calculated based on a likelihood to recommend, based on a 0 to 10 scale. 'Promoters' are those who respond 9–10; 'Detractors' are those who respond 0–6. The NPS is calculated by subtracting the percentage of customers who are Detractors from the percentage of customers who are Promoters. The result is presented as a 'score' between –100 and 100. Scores over 30 in the media industry are generally considered to be good.
- 2 Trust, identified as a key driver of value, was introduced as a new measure in 2017: as the national public broadcaster, being a trusted source of information is essential to the ABC.
- 3 The target for international reach was not met in 2017-18 due to a change in ABC's international strategy which shifted the use of the bespoke Australia Plus brand and associated digital services to an integrated ABC model. Content publishing and promotion of Australia Plus services ceased over the course of the reporting period and was integrated into ABC-branded offerings.
- 4 The ABC assesses Quality and Distinctiveness through six surveys throughout the financial year, conducted through the ABC's YourSpace Platform. These surveys measure the ABC audience's response to programming they have watched, read or listened to across ABC television and radio broadcasts, and news online.
- 5 Quality and Distinctiveness was introduced as a measure in the first half of 2017, so full financial year figures are not available for 2016–17.
- 6 Under section 150 of the Broadcasting Services Act 1992 (the BSA), individuals can complain to the Australian Communications and Media Authority (ACMA) if they have not received a response within 60 days to their complaint that the ABC has acted contrary to its Code of Practice.
- 7 Under the ABC's Complaint Handling Procedures, A&CA endeavours to respond to complaints within 30 days of receipt.
- 8 Data used for this criterion in the 2016-17 ABC Annual Performance Statements included non-prime-time hours, reporting a result of 8,860 hours (using data derived from internal reporting systems). That result was adjusted later to 10,251 hours following a review that identified an error: the omission of Q4 (April-June 2017) transmission statistics for ABC NEWS, the ABC's 24-hour news channel. The results reported here for both 2016-17 and 2017-18 have been restated to cover only prime-time hours for first-run Australian television (including iView). This was the intended measure when the target of 1,000 hours was set.
- 9 iView Total Hours covers all content uploaded between 6pm and midnight.
- 10 The 2017–18 and 2016–17 results include premiere simulcast transmissions, and News and Current Affairs.
- 11 The ABC RN result measures music played and artists featured on RN programs that contained music content. The result for the prior year was based on Australian music broadcast on special music programs. These specialist programs were decommissioned after 30 November 2016.
- 12 With the extension of digital radio terrestrial services to Canberra, Darwin and Hobart, the 2017–18 result is based on the criterion of 'Degree to which the eight state and territory capital cities have access to ABC digital radio transmissions'.
- 13 VAST transmission can reach all homes in Australia, so digital coverage is 100%. The appropriate equipment (including a satellite dish) is required to access radio and television services via VAST.
- 14 See above footnote 10 re: extension of digital radio terrestrial services.
- 15 See above footnote 11 re: VAST transmission.

# Working at the ABC



**Image:** Felicity Ward and Andy Zaltzman  
host the podcast *The Unbelievable Ashes*  
Photo: Dominic Marley

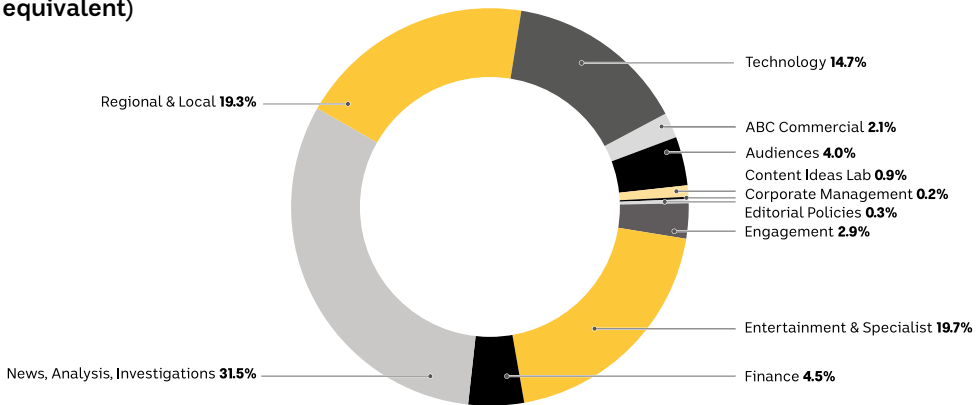


# People

In 2017–18, the ABC employed 4,939 people across every state and territory, equivalent to 4,233 fulltime employees. The majority of employees – 3,523 or 71.3% – were content-makers.

## Where ABC employees live and work

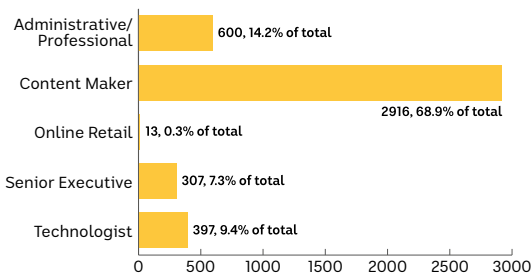
ABC employees: distribution by Team (full-time equivalent)



\* Includes Managing Director's Office and Government Relations

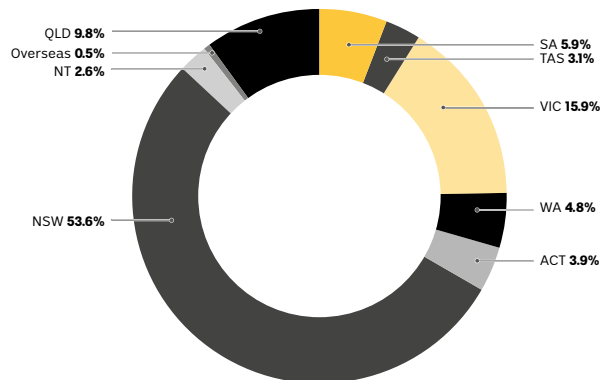
Data reported current as at the end of the last pay period in 2017–18 (24 June 2018)

ABC employees: distribution by job group (full-time equivalent)



Data reported current as at the end of the last pay period in 2017–18 (24 June 2018)

ABC employees: distribution by region (full-time equivalent)



Data reported current as at the end of the last pay period in 2017–18 (24 June 2018)



Above: ABC Radio Perth's *Saturday Breakfast* presenters Jamie Burnett and Charlotte Hamlyn broadcast live from Fairbridge Festival. Photo: Tony McDonough

## ABC values and workplace behaviour

The ABC's people are its greatest asset. Providing the best creative and supportive environment for ABC teams means audiences will enjoy more of the high quality and distinctive programming they expect from the national broadcaster. In 2017–18, the ABC built on its values of Integrity, Respect, Collegiality and Innovation.

The results of the ABC's 2017 Employee Engagement Survey provided the Corporation with crucial feedback from its people on their concerns and needs in relation to current and future media and working environments. In response to the survey's outcomes, and in order to create the kind of values-based culture the ABC aspires to, the ABC developed the ABC Principles.

The ABC Principles speak to the way in which ABC employees should work together – across teams, as leaders, and as individuals. They set clear expectations regarding the behaviours and attitudes each employee commits to in order to deliver the Investing in Audiences strategy:

### *The ABC Principles*

- *We are ABC*
- *Straight Talking*
- *People Focused*
- *Accountable*
- *Open and Transparent*

The Principles will be built into everything from the way the ABC recruits to how it manages, recognises, and rewards its people, and will be officially rolling out from July 2018. During that month, all frontline managers will be invited to attend a one-day ABC Principles Workshop. Following the workshops, monthly toolkits will be provided to managers to share with their teams to continue to embed the Principles across all work practices.

The values of the ABC Principles were embedded via other means prior to the end of 2017–18, in programs and initiatives set up in direct response to the specific concerns of employees.



Above: ABC Education's *Bistro Escargot*

## Employee Engagement Survey 2017

The ABC conducted its second Corporation-wide employee engagement survey in late 2017. The previous survey was conducted in November 2015, with outcomes reported in the 2016 Annual Report.

The overall employee engagement score from the 2017 survey was 46%, down six points from the 2015 results. This moved the ABC from the median to the bottom quartile when benchmarked with other Australian and New Zealand organisations.

Employees expressed the need for improvement in several areas, including:

- that the ABC Leadership Team needs to be more visible, accessible and communicate more openly
- that the ABC needs to do a better job of managing poor performance
- that employees want to know what action is being taken to address feedback received in the survey.

Areas where employees indicated strong positive engagement included:

- pride in working for the ABC and our reputation in the community
- team collaboration
- the quality of ABC content
- the value placed on diversity, inclusion and safety.

The ABC took immediate steps to address the concerns of employees, providing both short- and long-term opportunities for further feedback and action.

From the start of 2018, the Managing Director along with members of the Leadership Team began a series of face-to-face feedback sessions with employees in Sydney, Melbourne, Lismore, Brisbane, Perth, Kalgoorlie, Albany and Bunbury, as well as engaging with those unable to attend via video conference. Employees were asked for their thoughts on what was and wasn't working, and how the ABC could do better: the response was open and constructive, with management gaining greater insight into the passion employees have for the ABC, and their ideas about better outcomes for audiences and teams.

Three key priorities were identified from these sessions:

1. The way in which the ABC recruits, contracts, inducts, develops and manages its people needs a huge amount of work.
2. More communication is needed between teams – employees want to know what other teams are doing, and want less top-down, hierarchical communication.
3. Many of the ABC's processes, tools and technology don't work effectively for its people.

These insights provided further foundations for action. Work began on updating the recruitment process and drafting a new induction program, and the Jetstream project was launched, in order to improve the digital products the ABC delivers to its audiences, the management and production of our content, and the IT and infrastructure employees need for support.

An investment of \$10 million was made in support of more Leadership Development and technical skills training for content teams.

**Bureaucracy Stop** was launched in March 2018 with the aim of creating a working environment with less bureaucracy and red tape. The program wrapped three months later with 147 ideas on simplification of processes, 55 of which were resolved by the end of the financial year. Where a simplification solution wasn't available in response to an idea, an explanation was provided as to why that process needed to remain.

The ABC launched a new intranet in March 2018 – producing regular internal news and other communications and improving the ability of teams to find, learn about, and share stories with their colleagues. Approximately 4,000 people use the intranet every week, spending an average of four minutes on the site each time they visit, with the most popular stories attracting a readership of 1,000–1,500 employees.

Extra opportunities for employees via mentoring, secondments, professional development, and support services were created. Each initiative had the core premise of open, supportive and honest talk; learning and development as key to supporting content-makers; employee knowledge of the ABC strategy and their role in it; and ABC values as evident in the way all employees interact.



**Change it Up** was launched in April 2018, and was designed to afford employees the opportunity to experience and understand different parts of the ABC outside of their everyday role, facilitating inter-ABC collaboration, and building and strengthening collegiate relationships. Through one of three channels – Mentoring, Skills, Community Engagement – employees could also volunteer for key ABC activities in their local community, broadening their own experience while providing valuable assistance in the running of local engagement initiatives. Sixty mentees were matched to mentors after just a few months, and ABC employees found greater involvement with each other and the community through unique ABC experiences such as *Stargazing Live*.

**Speak Up** was also launched in early 2018 and provided an opportunity for employees to talk to their peers about gender, sexism, racism, and other cultural safety issues and receive support. Speak Up supporters are trained in the legal framework and ABC policies on discrimination, bullying and harassment; responding to disclosures; dealing with trauma; and providing guidance.

Programs to address employee concerns and provide opportunities for engagement were still being established and rolled out at the end of 2017–18, with the ABC continuing to monitor and progress actions, and employees contributing through their open feedback and ongoing involvement.

## Capability, development and training

In 2017–18, the ABC created and provided learning and development activities to build and enhance the capabilities of ABC employees, using the Investing in Audiences strategy as its focus.

A key area for learning and development in 2017–18 was supporting the content team reorganisation (see page 8). Training needs analyses were undertaken to ensure employees were supported in building their content making, digital, and social media skills across all platforms, and a range of learning activities focusing on supporting leaders, building high-performance teams and enhancing cross-team collaboration was developed and delivered to content-team leaders and employees.

During 2017–18, training in more than 210 different topics across 71 skill areas was delivered using a range of learning platforms and methodologies. Learning opportunities were offered using a blended approach including short, focused sessions; longer intensive sessions;

masterclasses; and online learning via video and infographic resources and webinars, which provided more options for regional employees.

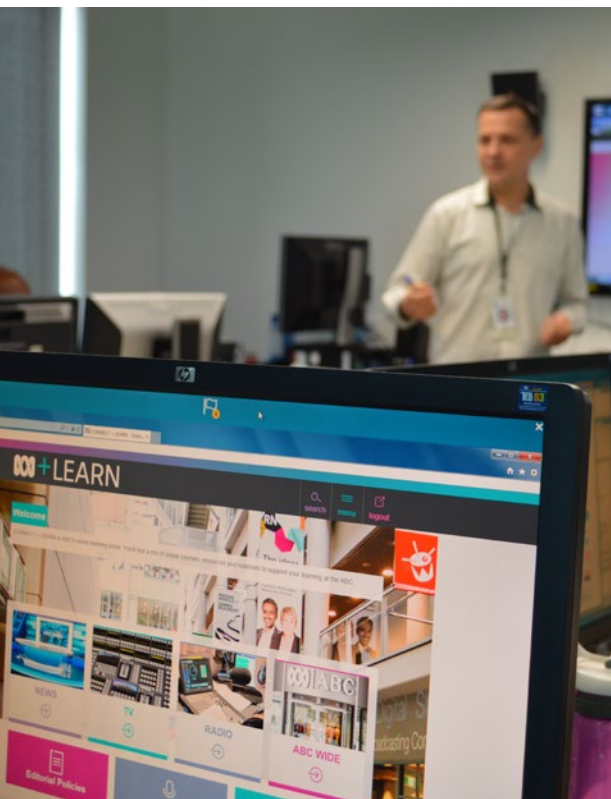
Learning activities were delivered by the Learning Team members and subject matter experts from across the ABC, supported by trainers. During the year, 35 more subject matter experts attended ‘train the trainer’ sessions to build their skills in providing training to their colleagues.

Broadly, learning activity topics covered:

- content-making, digital and social media skills including digital-first story production and the use of data-analytics platforms
- technical skills including using different software platforms and training on the use of drones in reporting
- work health and safety training including induction, first aid, employee wellbeing, and mental health and trauma awareness
- corporate programs including ABC Principles, and cultural and unconscious-bias awareness raising
- leadership development focusing on key strategic needs and leadership capabilities
- on-the-job training including cadetships, peer-to-peer training, action learning groups and coaching.

During 2017–18 close to 11,300 employee attendances were recorded at 1,588 learning events delivered internally, externally, online and via webinar, amounting to 50,896 participant hours.

‘Just-in-time’ flexible online learning continued to help facilitate these opportunities by increasing employee training accessibility regardless of location or role. They are designed to work seamlessly on any digital device, and 25 new video-based resources were added to the online suite in 2017–18.





## Training hours by gender and job classification 2017–18

Job	Female	Male	Total
Content Maker	19,556	15,623	35,178
Senior Executive	2,999	3,160	6,159
Technologist	907	4,152	5,059
Administrative/Professional	2,606	1,112	3,718
Contractor	78	133	211
Retail	3	27	30
Committee/Board	2	0	2
Not trackable	340	200	540
<b>Grand Total*</b>	<b>26,491</b>	<b>24,405</b>	<b>50,896</b>

\* All figures rounded to the nearest whole hour

### Leadership training

There was a significant focus on Leadership development during the year, to support leaders to embed the changes which occurred in both content and support teams. Change leadership, building high performing teams, creative collaboration and leader resilience were key objectives.

Program	Total events	Total participants	Total participant training hours
Activate Your Leadership/ Foundations of Leadership	3	52	1,232
ABC Leadership Principles*	26	450	2,924
Leading Transformation	29	138	11,800
Navigating Change	11	105	558
Leading in Times of Change	24	155	215
<b>Total</b>	<b>93</b>	<b>900</b>	<b>16,729</b>

\*Since revised to be ABC Principles and broadened to all employees.

## Employment Agreements

The ABC Enterprise Agreement 2016–2019 came into operation in December 2016, and will reach its nominal expiry date in June 2019.

In March 2017, the ABC Senior Employment Agreement 2016 reached its nominal expiry date. The ABC Senior Employment Agreement will continue to operate until a new agreement is made or the current agreement is terminated.

## Diversity

The ABC is committed to a diverse and inclusive workplace, demonstrating values-based leadership, and to fostering attitudes and behaviours that contribute to a safe, creative, and vibrant working environment for all its employees.

In 2017–18 the ABC aimed to achieve targets against the ABC Equity and Diversity Plan 2016–18 and the ABC Stretch Reconciliation Action Plan 2016–18, and built on its commitment by launching a new diversity and inclusion framework.

### Equity and Diversity Plan

The ABC is required by the Equal Employment Opportunity (Commonwealth Authorities) Act 1987 (the EEO Act) to develop a program designed to eliminate discrimination and promote equal opportunity for women, Aboriginal and Torres Strait Islander people, people from a non-English speaking background, and people with disabilities.

The ABC Equity and Diversity Plan 2016–18 sets out clear approaches and targets to achieve the objectives of:

- encouraging a culture of diversity, engagement and flexibility
- embracing diversity in the workplace
- representing, engaging and connecting with various communities.

The following employment targets were identified to guide the approach of ABC teams: 50% women senior executives; 20% women technologists; 15% non-English speaking background senior executives; and up to 12% non-English speaking background content-makers.

At the end of June 2018, the ABC had met one of the four employment targets – 50% women senior executives. Based on the data and progression rate, it is unlikely the other three targets will be met by the end of the current Plan. More information on outcomes and next steps against the Plan will become available when the ABC *Equity and Diversity Annual Report 2017–18* is tabled.

## Equity and Diversity Annual Report

Section 9(2) of the EEO Act requires that the ABC report its performance annually for the period 1 September to 31 August. The ABC's Equity and Diversity Annual Report is submitted to the Minister for Communications and tabled in Parliament.

Detailed information about, and analysis of, the ABC's equity and diversity programs and initiatives will be found in that Report. Current and historical reports are available at <http://about.abc.net.au/how-the-abc-is-run/reports-and-publications/>.

### Workforce diversity

#### Media cadetships

In 2017–18, the ABC launched its new Media Cadetship program, providing applicants with an opportunity to work across the ABC in content areas for one year. The objective was to unearth and develop new talent, with new approaches to content-making or digital specialist skills, allowing the ABC to connect with underrepresented audience groups and add energy, ideas and innovation to the workforce of the future.

The Cadetship callout attracted more than 1,200 applications from across Australia. Of the 13 successful applicants, seven were culturally and linguistically diverse, two were Indigenous, one identified as LGBTQI+, one was a school leaver, and four were women applying for cadetships in traditionally male roles.

In the first week of the program, cadets attended an ABC Training Bootcamp which included a thorough induction to the ABC: sessions on Editorial Policies; Legal; cultural awareness; an ABC tour; and an opportunity to represent the ABC at the Guinness World Record Stargazing Live event.

During the year, a new partnership between the ABC and the Victorian Multicultural Commission saw the ABC providing three paid 12-week internships in the Melbourne newsroom. The ABC is proud of this partnership and hopes to continue to support and strengthen its relationship with the Victorian Multiculturalism Commission while increasing the diversity of its workforce.

## Indigenous employment

The ABC's Stretch Reconciliation Action Plan 2016–18 is a Stretch RAP under Reconciliation Australia's RISE (Reflect, Innovate, Stretch, Elevate) framework, and commits the ABC to meeting targets that build on its successes in its first (2009–12) and second (2013–15) RAPs. It focuses on the following four key areas:

- Relationships
- Respect
- Opportunities—Employment and Supplier Diversity
- Opportunities—Content

All actions outlined in the Plan are monitored for progress by the ABC's Bonner Committee. Named for the late Neville Bonner AO, who was an ABC Board Director from 1983 to 1991 and Australia's first Indigenous Senator, the Bonner Committee is the ABC's primary advisory and representative body on matters relating to Aboriginal and Torres Strait Islander employees, content, and communities.

Comprising a mix of Indigenous and non-Indigenous employees, the Committee of 14 members meets at least six times a year, and the Chair provides feedback and advice on discussions and decisions directly to the Managing Director.

Reports on progress against RAP targets are also reported to the Leadership Team biannually, with external reports on progress published annually via extensive coverage in the ABC's Equity and Diversity Annual Report. RAP impact measurement information is provided in response to Reconciliation Australia's Impact questionnaire.

The ABC's Stretch RAP includes an Indigenous employment target of 3% by the end of 2018, a target the Corporation is on track to reach. Of the ABC's Indigenous employees as at 30 June 2018, 22 were in ABC scholarship, internship or cadetship programs across a wide range of ABC content and services teams.

## Indigenous employees by Team (as at 30 June 2018)

Team	Employees	% of Total
ABC Commercial	4	4.35%
Audiences	3	1.74%
Corporate Management*	1	1.54%
Engagement	8	6.11%
Entertainment & Specialist	20	2.49%
Finance	8	3.92%
News, Analysis & Investigations	40	3.23%
Regional & Local	23	2.78%
Technology	12	1.90%
<b>Grand Total</b>	<b>119</b>	<b>2.86%</b>

\* Corporate Management includes: Editorial Policies, Managing Director's Office, Government Relations, Content Ideas Lab

\*\* Excludes casuals and contractors

## Indigenous employees by state/territory (as at 30 June 2018)

Location	Employees	% of Total
NSW	65	2.91%
VIC	10	1.57%
QLD	12	2.95%
SA	6	2.35%
WA	7	3.43%
TAS	3	2.31%
ACT	4	2.41%
NT	11	9.48%
O/S	1	5.00%
<b>Total</b>	<b>119</b>	<b>2.86%</b>

\*\* Excludes casuals and contractors

In 2017–18 a new recruitment checklist to be used by ABC hiring managers was drafted, providing some of the principles and processes necessary for consideration in the recruitment process when it comes to supporting the employment targets of the Stretch RAP.

The ABC's Indigenous Employment intranet page was refreshed in early 2018 when the new intranet portal was launched, providing information and resources about Indigenous cultural protocols

and support for Indigenous employees, and updates on Indigenous programs, initiatives and events at the ABC. Further, the refresh of the external-facing ABC Careers page featured ‘Your Future – Indigenous Careers’ as a click point to guide prospective employees to tailored information about Indigenous employment opportunities.

## Gender Profile

The ABC is committed to gender equality in the workplace, tracking key equality indicators such as gender composition of the workforce, and the equality of remuneration between women and men.

## Gender composition: management (as at 30 June 2018)

	Female	Male	Total
<b>Board Member</b>	6	3	<b>9</b>
<b>Executive Director</b>	5	5	<b>10</b>
<b>Senior Executive</b>	143	146	<b>289</b>

### Notes:

1. Board includes the Managing Director and Staff-elected Director
2. Executive Director excludes the Managing Director

## Gender composition: all employees by classification

Pay Classification	Female	%	Male	%	Total	% of Grand Total
<b>Administrative/Professional</b>	474	71.06%	193	28.94%	667	13.50%
<b>Content Maker</b>	1,867	52.99%	1,656	47.01%	3,523	71.33%
<b>Online Retail</b>	12	75.00%	4	25.00%	16	0.32%
<b>Senior Executive</b>	158	49.84%	159	50.16%	317	6.42%
<b>Technologist</b>	74	17.79%	342	82.21%	416	8.42%
<b>Grand Total</b>	<b>2,585</b>	<b>52.34%</b>	<b>2,354</b>	<b>47.66%</b>	<b>4,939</b>	<b>100.00%</b>

### Notes:

1. Values in headcount.
2. Statistics current as at the end of the last pay period in 2017–18 (24 June 2018)
3. Senior Executive includes the Managing Director and Team Directors

In 2017–18, two ABC employees participated in the Springboard career and professional development program, which provides women in non-managerial roles the opportunity to enhance their skills and abilities and challenge power while building confidence and assertiveness.

On International Women’s Day (IWD), morning teas and activities were held at ABC offices around the country to celebrate women working in the media industry. This year IWD’s theme was #pressforprogress – a uniting call to progress gender parity and to think, act and be gender inclusive. Margaret Throsby, a trailblazer for women working in media, was the special guest at the Ultimo morning tea. In 1975 Margaret became the first woman (since the Second World War) to read national radio news, and in 1978, the first woman to read the news on ABC television.

IWD was promoted across ABC platforms and content with specialist programming and guest presenters, highlighting the contribution of female broadcasters, program-makers and support staff throughout the Corporation. ABC radio, TV and News programs were presented by all women line-ups, and the ABC announced a new cadetship scheme supported by Screen Australia that encourages women to enter the film and television industry.

## Diversity & Inclusion Standing Committee (DISC)

In May 2018, the ABC launched a new governance framework to guide and track the ABC’s approach to diversity and inclusion. This approach was endorsed by the Leadership Team and aimed to introduce a truly pan-ABC, structured system focused on top-down accountability in diversity and inclusion.



**Above:** Hosts of *The Bookshelf* podcast, Cassie McCullagh and Kate Evans

A leading component of the new framework is the Diversity & Inclusion Standing Committee (DISC). Co-chaired by the Director of Regional & Local and the Director of Audiences, the DISC includes Team Diversity Leads – being senior representatives from each ABC Team who drive and encourage diversity outcomes within their team – a representative from the Bonner Committee, and a representative from each Employee Diversity Group (EDG). EDGs provide employees who share similar backgrounds, needs or interests with a platform for networking, ideas sharing, and collaboration.

The DISC meets quarterly to review progress against equity and diversity priorities, and to oversee the development of the ABC's new Equity and Diversity Plan for 2019–21. The Diversity Unit facilitates these meetings.

### **ABC Pride**

The ABC Pride group is an EDG that includes employees who identify as LGBTIQ along with supporters. The ABC is a member of Pride in Diversity (PID), Australia's first and only not-for-profit employer support program for LGBTIQ workplace inclusion.<sup>1</sup>

ABC Pride exists to promote and encourage LGBTIQ inclusion across all aspects of the ABC's business. The group meets monthly to develop and implement initiatives to support the positive representation and profile of LGBTIQ people in ABC content, services and the ABC workforce, and to promote the engagement of LGBTIQ employees. The group also organises regular social and networking events, open to LGBTIQ employees and allies.

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1. The organisation is dedicated to working with employers and employees to improve the health and wellbeing of LGBTIQ people by reducing exclusion, invisibility, homophobia and stigma in the workplace. Their services include a relationship manager, assistance with inclusion in policies and guidelines, support in the workplace and the provision of forums for networking and awareness training around Australia.

# Work Health and Safety

## Management of WHS

In 2017–18, a number of WHS initiatives were delivered in line with the ABC Executive WHS Plan: the WHS Policy was updated and endorsed; all Team WHS Operational Risk Profiles were updated; WHS self-assessments were completed by all Teams; each Team Director completed a safety observation; WHS Due Diligence training was provided to ABC Board members and ABC senior leaders; and more than 1,000 workplace inspections were completed.

## Health and safety committees

A total of 15 WHS Committees operate across the ABC, with a total of 142 health and safety representatives involved. Due to their size, the Editorial Policies and Government Relations teams do not have WHS Committees, using 'other agreed arrangements' to undertake WHS consultation with their employees (who altogether comprise 0.45% of the ABC workforce).

WHS consultative arrangements (WHS Committees and other agreed arrangements) cover 100% of the ABC's people.

## Notices and investigations

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 occurred. During 2017–18, there were no investigations conducted by Comcare as a result of any Comcare-notified incidents.

There were no Prohibition Notices or Improvement Notices served on the ABC during 2017–18, and as at 30 June 2018 there were no outstanding actions arising from, or relating to, previous years' notices.

## Work-related incidents

In 2017–18, a total of 252 work-related incidents were reported (compared with 235 in 2016–17).

Of those incidents, 11 were notified to Comcare by the ABC. 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 if it involves a dangerous occurrence. The ABC must ensure that notification is made to Comcare, and the ABC Board, immediately after becoming aware that a notifiable incident has occurred.

## Workers' compensation claims

Of the 252 work-related incidents reported in 2017–18, eight resulted in workers' compensation claims being accepted by Comcare (compared with 15 in 2016–17).

Analysis of the accepted claims shows injuries were spread evenly between being hit by objects, motor vehicle accidents and body stressing, which includes all musculoskeletal disorders such as occupational overuse and manual task injuries. The 2017–18 results show close to a 50% reduction in total claims numbers compared with the 2016–17 data.

## Workers' compensation premiums

The ABC Premium rate decreased from 0.76% in 2017–18 to 0.66% in the 2018–19 review. The reduction reflects the claims performance of the Comcare scheme as a whole since June 2017 and is a response to 20% better than expected developments in lifetime cost estimates for ABC claims by employees who sustained injuries in 2013–14 and 2015–16 and 2016–17.

The overall premium rate for all Commonwealth agencies decreased from 1.23% in 2017–18 to 1.06% in 2018–19 in response to fewer overall claims being accepted by the Comcare scheme.

## Work-related incidents: severity of incident<sup>2</sup>

Severity of Incident*	1 July 2017 – 30 June 2018		1 July 2016 – 30 June 2017	
	Work Related Incidents	% of total	Work Related Incidents	% of total
Near hit incident / no treatment required	64	25%	81	35%
First aid treatment only	32	13%	66	28%
Lost time injury/illness – off work for one full day/shift or more	15	6%	17	7%
Medical treatment (from a medical doctor) – off work for less than 1 full day/shift	48	19%	5	2%
Precautionary treatment (from an allied health practitioner e.g. Physio)	24	10%	63	27%
Report Only - No treatment**	69	27%		
Dangerous occurrence+			3	1%
Fatality	0	0%	0	0%
<b>Total</b>	<b>252</b>	<b>100%</b>	<b>235</b>	<b>100%</b>

\*Definitions of 'severity of incident' have been modified to align with industry and regulatory definitions.

\*\*New measure related to modification described above. Previously these incidents were included as a first-aid injury or not counted. This has been changed to reflect industry practice.

+ Discontinued measure related to modification described above. Incidents with these characteristics are recorded as notifiable incidents.

## Number of claims by mechanism of incident group

Mechanism of Incident Major Groups	2017–18*	2016–17	2015–16	2014–15
Falls, trips and slips of a person	2	1	4	8
Hitting objects with a part of the body	1	0	0	3
Being hit by moving objects	0	1	3	1
Sound and pressure	0	0	0	1
Body stressing	2	9	18	23
Heat, electricity and other environmental factors	0	0	0	1
Stepping, kneeling or sitting on objects	0	0	0	3
Mental stress	0	2	1	1
Unspecified	1	1	0	0
Being Assaulted	0	1	0	0
Vehicle accidents	2	0	1	0
<b>Total Claims no</b>	<b>8</b>	<b>15</b>	<b>27</b>	<b>41</b>
<b>Average cost-to-date (\$)†</b>	<b>\$27,906</b>	<b>\$41,723</b>	<b>\$27,274</b>	<b>\$37,789</b>

\*Data is immature and ultimate number and cost of accepted claims may differ from the data reported. New claims may be lodged in a later period. Data is accurate as at 30 June 2018.

†Claim costs are based on estimates at 31 March 2018.

2. Previous definitions of 'severity of incident' were not consistent with industry and regulatory definitions. In 2017–18 the metrics were modified to align with accepted industry and regulatory definitions and metrics. 2016–17 performance in this area was evaluated to confirm consistency within current definitions.

# Editorial Quality

## ABC Editorial Policies

The ABC Editorial Policies and associated guidance outline the principles and set the standards that govern ABC content and are a day-to-day reference for content-makers. They are critical to the ABC's ability to meet its statutory obligations and the expectations of audiences. They also form the basis of the ABC Code of Practice, which the ABC provides to the industry regulator, the Australian Communications and Media Authority (ACMA).

In addition, they give practical shape to statutory obligations in the ABC Act, in particular the obligations to provide services of a high standard; maintain independence and integrity; and to ensure that the gathering and presentation of news and information is accurate and impartial according to the recognised standards of objective journalism.

## Editorial management and guidance

In 2017–18, the Editorial Policies Team revised and expanded its structure to reflect the reorganisation of the ABC into new content teams (see page 8). As well as the Editorial Director, who oversees editorial standards across the ABC, there are now dedicated editorial advisers embedded in the three key content areas – News, Analysis & Investigations, Regional & Local, and Entertainment & Specialist – as well as a fourth adviser working with the new Content Ideas Lab and providing advice to the Commercial and Audiences Teams.

This new structure ensures that effective and timely advice, training and editorial reviews are delivered across all the ABC's output.

There were no changes made to the Editorial Policies or the Code of Practice in 2017–18. However, the Editorial Policy Group – chaired by the Editorial Director and consisting of editorial policy specialists and other senior employees from content-making teams, ABC Legal, and ABC Audience & Consumer Affairs – issued a range of new or revised guidance notes to assist

journalists and content makers in upholding the editorial standards:

- New guidance on Interviewing (August 2017)
- Revised guidance on Complaints Handling (September 2017)
- New guidance on Accessibility (November 2017)

Existing guidance notes on external funding and advertising for the Australia Plus international service were also temporarily withdrawn in June 2018 pending a restructure and rebranding of the service.

Following a review of editorial processes instigated after errors were made in the production of a digital news story and analysis piece on company tax policy in February 2018, these changes were introduced:

- A specialist digital editor was recruited to the business reporting team to strengthen production oversight of online business stories.
- The digital network editor position based in the Brisbane online newsroom was upgraded to a managing editor role, with clearer editorial oversight duties.
- News, Analysis & Investigations leadership responsibilities were reassigned to carve out a dedicated executive editor position, as the final upward referral point for news output across all platforms. This role is also responsible for oversight of analysis pieces on the website and editorial standards.

## Editorial training

The period saw a strong emphasis on increasing awareness of the editorial requirement to provide individuals and organisations about whom allegations have been made, a fair to opportunity to respond to those allegations. This is a crucial requirement that is fundamental to all good journalistic practice, as expressed in section 5.3 of the Editorial Policies. This emphasis will continue through 2018–19.



During the first half of 2017-18 there was also a concerted effort to increase awareness of, and compliance with, the requirements of the ABC's personal use of social media policy. This was coupled with ongoing reinforcement of the need for impartiality when discussing or reporting contentious public policy debates.

ABC News, with ABC Editorial Policies, conducted training and seminars in all state and territory capitals throughout 2017-18. The sessions consisted of both general refreshers and short specialised seminars on specific areas of the Editorial Policies. Specialised sessions covered source protection, the personal use of social media, and training on covering elections, which was offered in the lead-up to state elections in Queensland and South Australia. As part of a targeted mobility program, ABC News Online in Brisbane hosted 40 journalists to receive first-hand experience in the gathering, production and distribution of news to audiences using digital devices.

The table below shows the number of participants who attended specific Editorial Policies training in 2017-18:

Program	Total events	Total participants	Total participant training hours
Editorial Policies	57	515	622

In addition to these face-to-face training sessions, 444 employees accessed the online Editorial Policies training resource. This is a good example of a 'just-in-time' learning resource (see page 96), accessible anywhere, anytime; allowing editorial decisions to be made more quickly and accurately.

## Editorial reviews

The ABC consistently reviews its own performance against the Editorial Standards. Content-makers and program teams regularly review their own work, and the ABC also commissions reviews that are independent of content-makers and carried out by a range of internal and external reviewers. An overview of Editorial Reviews in 2017-18 can be found in the Annual Performance Statements from page 84.

The Editorial Reviews and ABC responses to those reviews are published on the ABC's corporate website:

<http://about.abc.net.au/how-the-abc-is-run/what-guides-us/abc-editorial-standards/editorial-reviews/>.

## Corrections and clarifications

The ABC publishes a Corrections and Clarifications page on its corporate website which brings together in one place the corrections and clarifications made to ABC content across radio, television and digital platforms, whether as a result of complaints or for any other reason. Where possible, links to the original content are provided.

In 2017-18, 59 corrections or clarifications were published on the Corrections and Clarifications page on the ABC's website. Where online transcripts existed, Editor's Notes and corrections to copy were also published.

## Election coverage review

The Election Coverage Review Committee (ECRC) is convened during each federal, state or territory election campaign to monitor ABC coverage and ensure ABC editorial standards are met. The Committee is usually chaired by the Editorial Director and comprises representatives from all relevant ABC teams. It is principally a committee of review and does not supplant the usual lines of editorial authority in each team during an election campaign.

For federal elections, the ECRC reviews externally commissioned share of voice data to ensure appropriate editorial balance is maintained and no single political party is disproportionately represented. This is done while recognising that there are a range of factors which can and will affect the amount of time or share of voice of each party. For state and territory elections, the ECRC monitors content, internal records and feedback to ensure editorial balance. Audience complaints about election coverage are also reviewed by the Committee. The Chair of the ECRC is also responsible for administering the free broadcast time allocated to eligible political parties. Broadcast slots are provided on television and radio for policy announcements by political parties who meet the eligibility criteria.

During 2017-18 the ECRC convened on three occasions, to cover the state elections in Queensland, South Australia and Tasmania.

# Infrastructure and Operations

## Technology

In 2017–18, ABC Technology delivered several major projects that improved and streamlined the Corporation’s capabilities. Included were automation of processes in the creative cycle; automation of workflows for more efficient administrative activities; and the introduction of self-service capabilities for incident management. A substantial investment program is currently being developed to transform the Corporation’s technical landscape and enhance content creation capabilities.

Desktop and laptop devices are now purchased via the Digital Transformation Agency (DTA) agreement, resulting in a financial benefit to the ABC.

The rollout and upgrade of network connectivity from the aging copper infrastructure to dedicated fibre into all the Corporation’s regional offices greatly improved productivity and opened up new opportunities for additional content creation and sharing on a national basis.

## Jetstream

Jetstream is a long-term program of investment set to transform the ABC’s digital audience facing products, its content management and production, and its supporting technology infrastructure. It will provide the critical technology improvements required to deliver on the ABC’s strategic content objectives and Charter requirements.

The delivery approach is focused on modular solutions and an evolution of digital products rather than high-cost multi-year individual projects, to afford flexibility in investment phasing and profile.

With implementation occurring in stages, the program aims to:

- reduce the risk of failed return on investments
- improve the prioritisation and sequencing of projects
- stop the delivery of siloed products or solutions

- leverage modern technology principles across decision making.

The initial Jetstream investment was made up of projects that: provided the delivery of specific audience benefits across digital products; established building blocks to enable transformation in content management and production technology; addressed urgent minor capital requirements that impacted on content production or broadcast; and progressed the ABC’s migration to the cloud.

## Information and cyber security management

Managing risk in technology information systems, infrastructure, and security, is central to the core business of the ABC. The Corporation’s cybersecurity program continues to evolve, with priority given to program and service delivery on online and mobile platforms.

In 2017–18, ABC information and cybersecurity underwent a major transformation, with a new team established that continues to maintain operational readiness. A substantial investment program will ensure the Corporation maintains an appropriate state of capability and can adjust to ever-changing cybersecurity threats.

Throughout 2017–18, a concerted effort to increase the usage of cloud-based hosting services saw dedicated teams established to build secure connectivity between the ABC and the cloud hosting provider. This connectivity facilitated the migration of several applications from on-premises to the cloud. Additional applications, workflows and other services are being identified and considered for cloud enablement and migration.



Above: Capturing footage for the ABC's Kokoda VR project

## **Business continuity and disaster recovery**

The ABC's business continuity program manages the development, testing and ongoing maintenance of the Corporation's business resilience, crisis management and disaster recovery programs.

The program continues to focus on effectively managing foreseeable business disruptions through a reliable and mature risk management practice and continuing to build capacity in organisational resilience to better prepare and respond to unforeseen business disruptions with a key aim to develop confident, competent employees and agile management teams.

Business continuity and disaster recovery services were maintained and tested throughout 2017–18. Several disaster recovery tests were undertaken covering various systems and programs, with the learnings from test each fed back into the next for continuous improvement in the process.

## **Transmission and distribution of ABC services**

During 2017–18, the Communications Networks team oversaw the transition to new satellite distribution technology to reduce the ABC satellite capacity in use. This transition involved both a reconfiguration of the satellite uplink as well as the installation of new receiving technology at 257 transmission downlink sites across the country.

Broadcast Australia installed a replacement transmit antenna at the Mt Wellington site for the ABC's Hobart services, significantly improving coverage of the ABC's digital television signal and introducing the capacity to transmit digital radio services. The project enabled the decommissioning of the temporary UHF television service that had been providing coverage to residents in the North Eastern suburbs of Hobart. The ABC conducted field measurements to assess the performance of the new transmit antenna, and conducted audience information sessions to assist residents with the changes.

Over the period, the ABC's satellite television contribution network was upgraded to enable

the carriage of high definition content, and the installation of the Digital Electronic Newsgathering (DENG) network, used extensively by News for the collection of content in metropolitan areas, was completed.

ABC RN and ABC News on radio coverage in Karratha was improved as the result of a transmit antenna upgrade undertaken by Broadcast Australia in June 2018, and during 2017–18 two new digital radio services were launched in Canberra, two in Hobart, and one in Darwin. The ABC digital radio footprint now reaches 60.9% of the Australian population.

Five new FM relay services were established in Papua New Guinea for the provision of Radio Australia. These new services will improve coverage for Radio Australia listeners in Port Moresby and Lae, and introduce new services to the Arawa, Goroka and Mt Hagan communities.

Over the year, the Communications Networks team worked closely with Broadcast Australia to change the way transmission service performance tests are conducted. Traditionally testing occurred annually on each service, and required the service to be switched off overnight. The new testing methodology introduced in February 2018 sees testing undertaken while television transmission services remain on. Over the six months of the new testing regime (January – June 2018), television services were off for testing for 213 hours, compared with 409 hours in the same period the previous year – a reduction of 48%.

## Transmission performance

Transmission and distribution performance was within contracted service level agreements for all radio and television networks in 2017–18.

Overall transmission performance in regional areas was impacted by the continued NBN and 4G rollout, with tower works for these telecommunications services causing some disruption to radio and television operation. Overall availability of transmission services was also affected by time taken to repair technical service faults that were identified as a result of annual performance testing undertaken in accordance with contractual obligations. These technical service faults often require specialist staff or equipment replacement to restore services to normal operation.

Broadcast Australia has continued its television transmitter replacement program, upgrading 14 television transmitters across the country during 2017–18.

## Capital works

### Renewing Adelaide

The Renewing Adelaide project (\$8 million) saw an ABC team previously scattered throughout six of the seven floors of Adelaide's Collinswood facility brought together on three, refurbished lower floors. The project aligns with the ABC's commitment to making the ABC a better place to work, recognising the impact that both floor design and proximity of colleagues has on

### Proportion of the population able to receive transmissions from ABC broadcasting services (as at 30 June 2018)

	Aust	NSW/ ACT	Vic	Qld	WA	SA	Tas	NT
<b>ABC Radio</b>	99.61%	99.84%	99.95%	99.72%	99.25%	99.77%	99.64%	85.14%
<b>triple j</b>	96.39%	97.89%	98.51%	95.05%	91.87%	95.64%	96.72%	72.63%
<b>RN</b>	99.10%	99.52%	99.75%	98.92%	97.50%	99.71%	99.33%	85.13%
<b>Classic FM</b>	96.83%	98.29%	98.57%	96.03%	92.64%	95.82%	96.72%	72.63%
<b>ABC NEWS on radio</b>	96.80%	98.29%	98.00%	94.54%	94.79%	98.09%	95.86%	76.88%
<b>Digital Radio (inc. Double J)</b>	60.94%	56.43%	72.25%	42.04%	78.11%	74.55%	46.22%	60.00%
<b>Digital Television</b>	98.60%	98.92%	99.55%	97.81%	97.85%	99.29%	98.58%	84.19%

Note: Population derived from Australian Bureau of Statistics (ABS) 2016 Census data.

**Proportion of the population able to receive ABC digital terrestrial television transmissions (as at 30 June 2018)**

	2017-18	2016-17
Australia	98.60%	98.49%
NSW/ACT	98.92%	98.85%
Vic	99.55%	99.50%
Qld	97.81%	97.67%
WA	97.85%	97.58%
SA	99.29%	99.24%
Tas	98.58%	98.24%
NT	84.19%	83.15%

employee morale. Upper floors of the building are now free for possible tenancy in the future.

The project was completed in December 2017 and the new offices were officially opened by ABC Managing Director Michelle Guthrie in June 2018, with members of the ABC Board and the South Australian leader of the opposition also in attendance..

**Ultimo Foyer & Cladding**

Closing the Ultimo foyer to the public and increasing building security, while providing a great coffee drop-in spot and meeting hub for ABC employees and guests, were key goals that were successfully completed during stage one of the Ultimo Foyer project. Stage two will continue into 2018-19, with a focus on the physical strengthening of the building’s exterior and increased security supervision of people entering and leaving the building. Physical strengthening measures will include new ram-proof bollards and the redevelopment of the rear entrance to the ABC lower ground car park..

During the year, the ABC undertook an assessment of the cladding used on its buildings for compliance with the current Building Code of Australia Fire Safety Standards. The assessment identified the need to carry out certain repairs and modifications to the ABC’s existing Ultimo, New South Wales building, which the ABC Board and management have committed to undertake. Work has already commenced, and will continue over the 2018-19 financial year. The cladding was commonly used when the

buildings were originally constructed in 1992 and 2002. Independent experts assessed relevant safety issues, and advised that employees were safe to remain in the building. The ABC reviewed all other ABC-owned properties and found that none were clad with the kind of material used at Ultimo.

**Integrated Media System (IMS)**

In 2017-18, the IMS project schedule was revised, with activities brought forward – and the project is now ahead of schedule. All Tasmanian, Victorian, Queensland and New South Wales capital and regional sites were completed during the year. This included the large capital city sites of Melbourne and Sydney, with very good reports received from all user groups. The accelerated project continues to rollout, with the target of two regional-site completions every three weeks in Western Australia and South Australia. The rollout will conclude in the first quarter of 2019 in the Northern Territory.

**News Studio Automation**

Because of its close integration with IMS, in 2017-18 the News automated studio rollout schedule was modified to align with the larger IMS project. In most instances, the automation system rollout followed IMS completion across the country, with Hobart, Brisbane, Canberra, Perth, Melbourne completed and Sydney well underway. This is the ABC’s second generation of studio automation systems for News, replacing the original system which was commissioned in 2008-09.

**Melbourne Accommodation Project (MAP)**

After many years of planning, design, consultation and work, the MAP – which saw multiple ABC sites in Melbourne consolidated into one purpose-built modern digital multimedia centre – is largely complete. By the end of 2017-18 all employees and facilities were in the building and operational, and the project team had dissolved, handing back over \$10 million of its original contingency.

Minor, post-completion MAP works still open include various projects covering: television edit booths; studio house lights; the level 4 terrace; security work at loading docks, news edit desks; and ceilings and Tea Point upgrades.

# Corporate Services

## Government submissions

In 2017–18, the ABC made 17 submissions to Government Departments, Parliamentary committees, and review bodies on a range of topics. These included submissions to three separate Senate inquiries into proposed amendments to the ABC Act, a Government inquiry into the competitive neutrality of the public broadcasters, a Senate inquiry into the future of public interest journalism, and the Government's review of Australian and children's screen content.

The ABC's reports and publications can be found at <http://about.abc.net.au/reports-publications/>.

## Strategy and Planning

In 2017–18, the ABC's Strategy team focused on problem solving in response to challenges facing the Corporation as a result of the rapidly changing, industry and policy environment. The team developed options to facilitate decision making by the Leadership Team and the ABC Board.

The team also continued to lead the development and implementation of ABC-wide strategy. Major projects were undertaken to address business problems and ensure that ABC-wide initiatives aligned with the Corporation's strategic priorities.

A strategic plan was developed to operationalise the Investing in Audiences strategy announced by the Managing Director in March 2017. This plan saw the creation of a number of priority projects that were driven by the Strategy team, including:

- a comprehensive body of work to support the case for the modernisation of the ABC
- the establishment of an Investing in Audiences framework, and the first phase of related initiatives
- assistance with the development and communication of the content restructure announced by the Managing Director in February 2018
- input into the International Strategy

- preparation of a positioning paper on the future of sport on the ABC
- the development and delivery of the ABC's inaugural Content Plan for 2019
- the commencement of work on a 10-year plan
- ongoing collaboration with other Public Service Media around common challenges, policy and best practice.

The team played a key role in drafting the strategic narrative and creating the materials for the inaugural ABC Annual Public Meeting held at the beginning of 2018. Work was also initiated to support the ABC's case for funding at the expiry of the current triennium.

The Strategy team continues to provide advice in support of, best practice strategic choices, and to ensure strategic priorities align and are met across all ABC teams.

## Corporate Communications

The ABC's Managing Director, Michelle Guthrie, addressed many internal and external groups during 2017–18. Prominent speeches included:

- 5 August 2017 – keynote address at the GARMA Corporate Dinner
- 11 August 2017 – *The View from the ABC: Innovation and Perspectives of the Media Landscape* – public lecture as part of Charles Sturt University's 'Exploration' series
- 14 September 2017 – panel address at the Royal Television Society Cambridge Convention
- 6 October 2017 – speech to the ABC Friends Public Conference Dinner
- 20 October 2017 – address on diversity and inclusion to the World Economic Forum Young Global Leaders Annual Forum
- 16 November 2017 – keynote address and Q&A at Screen Producers Australia – Screen Forever conference in Melbourne

- 30 January 2018 – *Leadership, change and the challenges of disruption in the broadcast industry* – address to the 22nd Women in Leadership and Management Summit in Sydney
- 24 April 2018 – address to the APOS CEO Forum in Indonesia
- 19 June 2018 – *Value, Investment and Return: Why the ABC and public broadcasting is vital to the community* – address to the Melbourne Press Club

Some of the Managing Director's speeches are publicly available on the ABC's website at <http://about.abc.net.au/speeches/>.

## Audiences

The Investing in Audiences strategy was the bedrock for marketing strategy and activities throughout 2017–18. Reaching and engaging more people, more frequently, was at the heart of the team's approach. This was underscored by two core strategic objectives: increasing digital reach; and increasing the frequency of audience engagement with the ABC. To achieve these strategic imperatives, the focus was on:

- the prioritisation of content to ensure the greatest possible scale, reach and impact – essentially, 'fewer, bigger, better' marketing campaigns
- a drive to increase audience engagement across the ABC's linear, digital and third-party networks
- the optimisation of resources (people and inventory).

A Partnerships function was established within the Audiences team, to craft and deliver a pan-ABC partnership strategy via coordination with key internal stakeholders.

The marketing function was consolidated into a streamlined single marketing delivery team, to align with the new genre approach adopted

by the ABC content teams at the start of 2018. Intended outcomes of this consolidation were:

- a unified, pan-ABC audience growth strategy for delivering in line with the Investing in Audiences strategy and product roadmap
- a reset opportunity for pan-ABC marketing prioritisation with focused resources for prioritised campaign delivery
- increased capability around performance-led brand management
- increased accountability for achieving objectives laid out in the 2018 pan-ABC Brand Marketing Plan
- better defined processes to identify and develop high performing talent.

A new Audience Planning team was proposed, specifically tasked with audience management and bringing cohesion to planning and implementation across the whole Audiences team.

The Audience Data and Insights team was also restructured. It formed in response to a number of factors: the shifting needs and demands of the business and new genre teams; the identification of efficiencies afforded by new workflows; and capitalising on the gains of recent automation. The team structure was realigned to match skillsets.

Stakeholder managers were created within the team to manage key business partners across the organisation, and cross-platform subject matter experts were established, fully supported by primary research, insights, data science and data solutions expertise. As a result, a more agile team was created, focused on continued automation and data accessibility, business-wide visibility, and the provision of quality audience insights to inform business decisions.

Extensive information about the ABC's audiences, and their engagement with ABC content and services, can be found throughout the Annual Report.



Above: *The House with Annabel Crabb*

## Legal Services

In 2017–18, ABC Legal Services followed a twin track of supporting key initiatives related to the ABC's Investing in Audiences Strategy, while continuing to provide professional advice in its traditional areas of pre-publication advisory and training; disputes; acquisition and productions; and technology and commercial.

Legal expanded on its services in 2017–18 to include Freedom of Information (FOI), Privacy, Company Secretary and Corporate Governance. The Team was also instrumental in driving the ABC's submissions to the Digital platforms inquiry and the Inquiry into the competitive neutrality of the national broadcasters.

Throughout the year, Legal provided 24/7 pre-publication advice to ABC content-makers, including on extensive news coverage and ground-breaking investigations for 7.30, *Australian Story*, *Background Briefing*, *Compass* and *Media Watch*, and on a range of *Four Corners*' award-winning stories. Advice was also provided for entertainment and specialist programs such as *Shaun Micallef's Mad as Hell*, *The Checkout*, *Gruen*, *Tonightly with Tom Ballard* and *The Weekly with Charlie Pickering*, and for new content such as the *Trace* and *Unravel* podcasts.

ABC Legal successfully resolved or defended a number of complaints, threatened legal actions, and litigation. Lawyers also challenged suppression orders and made applications for access to court materials to assist story research. The team continues to manage the ABC's extensive trademark portfolio and to enforce our media assets as necessary.



ABC Legal continued its media law training program, delivering a series of specialised media law workshops for journalists and content-makers around Australia. The program aims to minimise the ABC's exposure to legal liability while ensuring important stories can be told, and covers topics such as contempt of court, defamation, and newsgathering risks.

Legal prepared and settled finance and production agreements with Australian producers, and Australian and international financiers, for many television programs, for example dramas *Rosehaven* and *Rake*; entertainment series *Anh's Brush with Fame*; children's program *Little J and Big Cuz*; and significant factual programs *War on Waste* and *Stargazing Live*.

ABC Legal supported a number of cross-platform initiatives by contracting major events such as The Invictus Games, the Paul Kelly concert, New Year's Eve celebrations, and Anzac Day coverage. ABC lawyers assisted News, Analysis & Investigations to remove the geoblock from the ABC NEWS live stream, and legal advice was provided to many areas of the Corporation on digital initiatives and strategies, contracts relating to app design, acquisition of technology services, property leasing and building maintenance. ABC Commercial activities such as content licensing, book and magazine publishing, and music recording, licensing, and publishing, all required the assistance of Legal.

In 2017–18 Legal began to implement the ABC's Privacy framework, in response to changing legislative requirements and the Corporation's shift towards greater digital engagement with our audience.

## Business Affairs

Business Affairs negotiates the rights and deal terms required by the ABC in content produced, commissioned and acquired by the ABC content teams, as well as associated rights required by ABC Commercial. Since March 2018, Business Affairs has been part of the Entertainment & Specialist content team, ensuring that the ABC's rights closely align to the ABC content strategy across broadcast and digital platforms. Business Affairs works with all ABC content teams to coordinate rights in cross-platform events and national conversations, and to manage the ABC's music negotiations. The team continues to play an important governance role and to ensure the ABC's investment in content delivers value for audiences.

In 2017–18, Business Affairs continued to secure the rights necessary to extend the ABC's digital offering to ensure the ABC remains relevant and accessible to Australian audiences – including extended catch up and binge viewing on its broadcast content and extensive digital and social media rights for its digital-first content. The team also continued to work closely with the Entertainment & Specialist content teams to secure the rights to content co-produced between Australian independent producers and international broadcasters and publishers such as ABC Studios International (US), YouTube, Netflix and AMC Sundance.

Working closely with key industry organisations Screen Producers Australia and the Media Entertainment & Arts Alliance, Business Affairs secured the rights to re-licence Australian comedy content for the successful launch of the ABC Comedy channel. Business Affairs also facilitated joint digital initiatives with state and federal screen agencies to invest in innovative digital content creation, including the ABC/Screen Australia initiatives *Fresh Blood*, *Art Bites*, *Straight out of the Straits* and *Shock Treatment*. Some of these involved emerging talent, and Business Affairs continued to provide support and guidance to new producers.

# Responsibility

Image: Barrie Cassidy  
presents *Insiders*





# Corporate Responsibility

## Management of corporate responsibility

The ABC contributes significant social value to the Australian community, and is committed to conducting its day-to-day activities with integrity, diligence, and transparency, and to maintaining the trust of the community.

Responsibility for implementing and demonstrating corporate social responsibility rests with every ABC employee.

The ABC's Corporate 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, being accountable and transparent, and engaging in a collegiate manner with both internal and external stakeholder groups.

## Reporting performance

The ABC reports its corporate responsibility and sustainability performance each financial year in the Annual Report, with additional information available throughout the year on the Corporate Responsibility webpage at <http://about.abc.net.au/how-the-abc-is-run/what-guides-us/corporate-responsibility/>.

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

The ABC is guided by the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines and the associated Media Sector Supplement document to report its performance.<sup>1</sup> The GRI framework provides a common language for organisations to measure and report their sustainability performance so that stakeholders can view a more complete picture of the organisation's financial and non-financial activities and performance.

## Stakeholder inclusiveness

The ABC provides opportunities for its audiences and other stakeholders to provide input into the content and activities of the Corporation.

In 2017–18, mechanisms for engaging with external stakeholders included:

- the ABC Corporate Tracking Program
- the ABC Quality & Distinctiveness Study (via YourABC)
- formal audience contacts and complaints processes (see page 139)
- ABC Advisory Council processes (see page 42)
- the Annual Public Meeting (see page 46)
- online feedback mechanisms specific to ABC content areas
- the ABC's social media properties.

## Contact

The ABC welcomes feedback on the 2018 Corporate Responsibility Report. Comments, questions, or other feedback can be addressed to:

### The Annual Report Coordinator

Australian Broadcasting Corporation  
700 Harris Street  
Ultimo NSW 2007

Ph +61 2 8333 1500

<http://www.abc.net.au/contact/contactabc.htm>

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# Corporate Responsibility in a Broadcasting Context

## Protecting freedom of expression

Article 19 of the United Nations' Universal Declaration of Human Rights recognises freedom of expression as a fundamental human right; and freedom of expression 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
- opportunities over time for principal relevant perspectives on matters of contention to be expressed.

The ABC seeks to balance the public interest in disclosure of information and freedom of expression, with respect for privacy.

## Accessibility of content and services

In 2017–18 the ABC continued to take steps to improve the accessibility of its content and services.

### Improving access for people with a hearing impediment

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 ABC main channel, ABC COMEDY, ABC KIDS, ABC ME and ABC NEWS.

In 2017–18, almost 8000 hours of first-run programming across all channels had captioning

available. Between 6am and midnight, the ABC captioned 100% of programs on ABC main channel, 85% on ABC2/COMEDY and 70% on ABC ME. On ABC KIDS, more than 80% of the programming broadcast programming was available with closed captions. More than 55% of content broadcast on ABC NEWS was captioned and – where available – included signing for the hearing impaired.

The ABC provides greater access to key events by providing captions for broadcasts such as Anzac Day marches and memorial services, and Australia Day events. Other notable events that were captioned during 2017–18 included the ceremonies for the Centenary of the Battle of Beersheba and the 75<sup>th</sup> anniversary of the Kokoda campaign, the Royal Wedding of Prince Harry and Meghan Markle, *Stargazing Live*, the 2018 New Year's Eve concert and evening events, the 2018 Junior Eurovision contest, the 2018 Golden Guitar Awards and Tropfest 2018.

A range of new programs were captioned in advance of broadcast for iView binges, as were iView-exclusive programs such as *Media Bites*, the *Art Bites* series, *Seed* and selections of complementary 'extras' content. An episode of *Seed* featuring a young blind drummer was also made available with Audio description for viewers with a visual impairment.

### Improving access for people with a visual impairment

In 2017–18, 30 titles published by ABC Books were made available through ReadHowYouWant, an Australian service that offers print-on-demand re-format publishing for people unable to read standard formatted books. Text is enlarged and customised to suit the capabilities of the reader.

ABC Audio provided an extensive range of genre and age-diverse audio books accessible to the vision impaired and people with a print handicap. In 2017–18, ABC Audio released 104 titles in both physical and digital formats, through licence agreement with audio book publisher Bolinda. Of



**Above:** Susie Youssef and Rose Matafeo in *Squinters*

those, 10 included ABC-devised content, 65 were adult titles, and 39 were children's titles.

In April 2017, the Minister for Communications announced the formation of an Audio Description Working Group (ADWG), to be managed by the Department of Communications and the Arts. The ABC participated as a member of the ADWG along with the other free-to-air and subscription television networks, advocacy groups for the blind and visually impaired, Audio Description providers, and media accessibility experts. The ADWG's final report was provided to the Minister in December 2017, and is available on the Department's website.

### **Digital accessibility**

The ABC strives for equal access to its digital websites, mobile applications and documents by people with limited vision, hearing, speech, mobility or cognition, in accordance with the Web Content Accessibility Guidelines (WCAG 2.0).

In 2017–18, many new ABC services – and enhancements to existing services – were scrutinised for best practice digital accessibility. In February 2018, the ABC's inaugural Annual Public Meeting was broadcast live across the

internet and social media. Accessibility was a key consideration: Auslan interpretation and live captions for people with impaired hearing were provided, as was comprehensive transcription for people who are blind or who otherwise use assistive technologies to read digital content.

ABC music networks contributed to accessibility throughout the year. ABC Classic FM added subtitles to its social videos and complied with accessibility requirements when developing campaign and station artwork. The ABC's internal accessibility team worked with triple j on the station's new website, launched in mid-2017, and the updated triple j app was tested to ensure accessibility for the vision-impaired, in line with the current *Hottest 100* website.



Image: Trying out ABC KIDS listen at the Teddy Bear's Picnic in Darwin

## Protecting young or vulnerable audiences

The ABC's Editorial Policy framework sets out guidelines to protect vulnerable audiences such as children. Advice and training in the ABC Editorial Policies is delivered on an ongoing basis, and upward referral – a key concept of the policies – ensures complex decisions are not made in isolation.

All television programs other than news, current affairs and sporting events, are classified and scheduled for broadcast in accordance with the ABC's Associated Standard on Television Program Classification. The ABC ensures that graphic or distressing news content is preceded by a warning, to give readers, listeners, or viewers the opportunity to avoid the content if they choose.

Content created especially for children and available on iView or apps is accompanied by classification advice and warnings where appropriate. As with broadcast, children's content on digital properties is restricted to G and PG. Both the ABC KIDS iView and ABC ME apps, along with the main iView service, include a parental filter so parents can control their children's viewing boundaries.

The ABC's websites for children follow strict protocols in line with Editorial Policies to minimise risk to children, for example regarding privacy. With the creation of content and experiences for children across all platforms, consideration of sensitivities and risk is paramount. The online protection of children is a shared responsibility between the ABC, the parent/ guardian, and the child. The ABC aims to ensure that children and young people who engage with the ABC's online spaces understand the possible risks they face and how to minimise them. Providing information about online safety is encouraged on ABC sites designed for children.

ABC Regional and Local's user-generated content projects, ABC Open and Heywire, have clear moderation guidelines that address how they handle sensitive content and 'at risk' contributors or audiences. Measures can be implemented to protect contributors and audience members. In addition to being guided by the editorial policies, Heywire consulted with a range of youth mental health organisations such as Headspace to create a Code of Conduct for all adults attending Heywire, in order to provide guidance on how



best to support young people attending the summit, manage difficult situations that may arise, and minimise any risk of harm.

Where required, steps are taken to protect the anonymity of contributors who are writing about sensitive issues, such as domestic violence or mental illness. Contributors are invited to use an alias and generic file images when writing about sensitive topics. On occasion, details may be edited or removed from a contribution or user profile to protect the identity of the author. Contributors are also encouraged to avoid sharing this kind of content on their personal social media accounts if there is a chance they could be identified as the author.

ABC Open works closely with organisations such as Mindframe and the Department of Social Services' 'Stop It At The Start' campaign to make sure that its editorial processes are aligned with the best practice approach for handling sensitive content. In consultation with these organisations, a list of support services was developed to add to the end of contributions that touch on these issues. Trigger warnings are added to specific pieces of content as required.

triple j has strategies in place to ensure its younger audiences are protected from harm and offence. Editorial content which is likely to cause harm or offence to younger sections of the audience is scheduled in appropriate time periods such as later in the evening – for example, *The Hook Up*, which discusses sex and relationships, is programmed for after 9pm on Sundays. Further, warnings are given before playing music containing language or content that is assessed as likely to offend the triple j audience. Warnings are also given prior to other types of content which risk causing harm to vulnerable audiences.

All ABC DVD product is subject to formal classification by the Classification Board, and appropriate warnings/guides are attached to each product. ABC CDs display appropriate warnings regarding language and content.

ABC Commercial's Events business contracts event management to third party promoters. Under these event management contracts, promoters are required to warrant that all event venues will be safe and fit for purpose. The contracts also stipulate promoters must conduct themselves in accordance with all international,

national, federal, state, and local laws, and treaties. ABC Commercial's promoter agreements explicitly ensure current compliance with state and territory-based legislation regarding working with children.

## Improving digital literacy

In 2018, the ABC in conjunction with the University of Tasmania launched a Media Literacy Project. The project aims to support audiences – and young people in particular – to engage in critical media consumption and gain a greater understanding of the politics, biases and commercial imperatives embedded in technologies, platforms and digital media. The ABC created a dedicated Media Education Partnerships role to lead this and other ABC projects and activities aimed at helping Australians better navigate the news.

ABC News also reported widely on the consequences for individuals of data breaches, data sharing and online scams. For example, the Digital Storytelling Team's 'Chart Of The Day' series encouraged users to develop responsible password habits, offered explanations of how encryption works, and explored the inner workings of smartphones, social media algorithms, attitudes towards privacy, and the impact of bandwidth on video streaming and gaming.

Further, ABC News sponsored the development of the remarkable Kokoda VR project to mark the 75th anniversary of the Kokoda campaign.

# Environmental Responsibility

## Energy

In 2017–18, overall ABC energy consumption increased slightly, with a 0.4% change from 2016–17.

### Energy consumption

State/Territory	2017–18	2016–17*	% change (from actual)
	Total GJ	Total GJ	
NSW	71,047	71,877	-1.2%
ACT	4,982	5,721	-12.9%
Vic	31,984	29,320	9.1%
Qld	13,680	14,329	-4.5%
SA	16,321	15,715	3.9%
WA	9,504	9,042	5.1%
Tas	7,348	8,068	-8.9%
NT	4,810	4,974	-3.3%
<b>Total ABC</b>	<b>159,676</b>	<b>159,046</b>	<b>0.4%</b>

\*Figures reported in 2016–17 were based on forecast consumption and have been updated to reflect actual consumption in the above table.

The nature of ABC business, and in particular its reliance on technology, necessarily involves high levels of energy consumption. This was reflected in the energy use figures for New South Wales where there is a significant concentration of the ABC's workforce and production.

Energy reduction initiatives in 2017–18 included:

- physical changes to the configuration of buildings or spaces, for example the Renewing Adelaide project which consolidated employees from six floors to three, with air conditioning and lights turned off on
- where possible and across all ABC buildings, faulty lighting being replaced with retrofit LED replacement units – in the Adelaide and Ultimo refits, any lighting changes used LED lighting
- air conditioning units being replaced or upgraded to inverter/high efficiency units (Bunbury, Albany, Ballarat, Shepparton, Launceston)
- the replacement of power factor units in Hobart
- HVAC filter and coil replacements and cleaning, an upgraded Building Management System (BMS), replacement of film vault air conditioning units, and leak repairs and removal of ozone depleting refrigerant, at the Ultimo and Lanceley Place sites
- atrium smoke damper repairs in Ultimo, which resulted in a reduction in the loss of conditioned air escaping to the atmosphere.

## Emissions

The ABC uses the National Green Accounts (NGA) factors published by the Department of the Environment and Energy to identify and quantify greenhouse gas (GHG) emissions.

In 2017–18, the ABC captured electricity data via the BidEnergy platform for electricity, while data for diesel generators and gas consumption was manually extracted.

There was a 6% increase in emissions overall in 2017–18, when compared with 2016–17 levels.

### Emissions

Categories / Measure	Raw Figure and Unit of Measurement		2017–18				2016–17				% change
	2017-18	2016-17	Scope 1	Scope 2	Scope 3	GHG tCO2-e	Scope 1	Scope 2	Scope 3	GHG tCO2-e	
Electricity / kWh	38,314,895	39,986	0	30,318	4224	34,542	0	32,760	4,590	37,350	8%
Natural gas / MJ	19,238,482	15,036	1,327	0	265	1,592	775	0	151	926	-42%
Diesel oil / L	8,200	10,000	20	0	1	21	27	0	1	28	33%
<b>Other Building</b>											
E10 / L	60,406	67,803	126	0	20	146	141	0	23	164	12%
Automotive Gasoline (petrol) / L	180,252	192,199	417	0	22	439	444	0	24	468	7%
<b>Passenger Vehicles</b>											
Automotive Diesel (transport) / L	178,519	193,732	486	0	25	511	527	0	27	554	8%
<b>Other Transport</b>											
<b>All Categories</b>			<b>2,356</b>	<b>30,318</b>	<b>4557</b>	<b>37,251</b>	<b>1,974</b>	<b>32,760</b>	<b>4,816</b>	<b>39,490</b>	<b>6%</b>

**Note:** Units of measurement are kWh for electricity, MJ for natural gas, and L for diesel oil, E10, petrol and automotive diesel.

## Waste and recycling

During 2017–18 ABC began the process of consolidating waste contractors. The new contractor SUEZ maps the waste profile of each site, making it available through an online portal. Greater detail about the ABC's waste footprint will become available in 2018–19.

### Recycled and landfill waste

	2017–18		2016–17*		% change	
	Recycled m3	Landfill m3	Recycled m3	Landfill m3	Recycled m3	Landfill m3
NSW	1,635	1,305	1,756	937	7%	-39%
ACT	97	181	10	63	-870%	-187%
Vic	203	699	273	779	26%	10%
Qld	267	320	287	527	7%	39%
SA			181	0	100%	-
WA	121	382	129	261	6%	-46%
Tas	124	240	104	310	-19%	23%
NT	31.9	208	86	61	64%	-241%
<b>Total ABC</b>	<b>2,480</b>	<b>3,637</b>	<b>2,826</b>	<b>2,938</b>	<b>12%</b>	<b>-24%</b>

**Notes:** The waste disposal data that informs this report is sourced from billing information of the ABC's waste contractors for the capital cities only. This method is identical to that used to report for the 2016–17 financial year.

\* Figures reported in 2016–17 were based on forecast m<sup>3</sup> and have been updated to reflect actual m<sup>3</sup> in the above table. Still only a forecast Adelaide waste profile not available

### Use and disposal of material

Material	Measure	2017–18	2016–17
Copy Paper	Volume - Quantity consumed (in 80gsm reams)	16,746 reams	18,974 reams
	% recycled content of total copy paper purchased	77%	76%
	Volume of paper disposed of by recycling	144 m3*	109.07 m3*
Toner	Volume of toner consumed	213 cartridges	Data not available
	% 'Planet Friendly' cartridges	26%	Data not available

\*Sourced from billing information of the ABC's waste contractors for the capital cities; however, data not available for the Northern Territory and Tasmania. Paper is listed as co-mingled waste in some sites.

The continued rollout of Flexible Work Environment (FEW) spaces across ABC worksites, and increases in online workflows, is and will continue to be reflected in ongoing significant reductions in power, paper and toner usage. Other more targeted initiatives in 2017–18 included ABC Brisbane removing all under-desk bins. This move resulted in a significant change in the amount of that waste material ending up in landfill; from 100% landfill to 50% diversion to recycling.

## Environmental sustainability in the supply chain

Where appropriate, ABC tender documentation and evaluation criteria required information about suppliers' corporate responsibility (including environmental) commitments and practices.

The ABC does not manage the businesses of service providers Broadcast Australia Infrastructure, Telstra or Optus, and as such has no clauses within the contracts to enforce any green initiatives. Wherever possible it is assumed these businesses attempt to reduce energy consumption, which in turn reduces costs.

The ABC applies the mandatory environmental standards (ES1 and ES2) of the Federal Government's ICT Sustainability Plan 2010–15 to all procurements of ICT equipment. PC suppliers are expected to comply with Green ICT requirements including minimal packaging and the use of recyclable material.

## Travel and transport

Although the nature of the ABC's operations (particularly its news and current affairs activities) necessitates frequent domestic and international travel, the ABC encourages employees to reduce domestic travel as much as possible.

Employees are encouraged to consider alternatives to travel where appropriate, for instance utilising video conferencing. The ABC also encourages employees to use sustainable travel methods to get to and from work such as walking, cycling or taking public transport. End-of-trip facilities for employees including secure bike parking, showers and lockers are provided at most capital city and some regional sites. Information about public transport is provided on the ABC intranet.

## Travel by air

There was a 30.5% increase in kilometres flown by ABC employees in 2017–18, compared to the previous year.

### Air travel

	2017–18	2016–17	Difference
Domestic kms flown	20,241,229	15,706,638	28.9%
International kms flown	8,484,853	6,308,062	34.5%
<b>Total</b>	<b>28,726,082</b>	<b>22,014,700</b>	<b>30.5%</b>

### Domestic fleet travel

	2017–18	2016–17	Difference
Domestic kms travelled	3,384,659	3,824,916	-11.5%
No of vehicles	307	332	-7.5%

In 2017–18, there was a reduction in domestic fleet vehicle travel, with kilometres travelled down 12% on the 2016–17 figure. Of the 307 vehicles in the ABC Fleet – reduced from 332 in 2016–17 – 42 were owned and 265 were leased. Two were hybrid vehicles.

## Water

In 2017–18, the ABC's water consumption was reduced overall by 12.5% on the previous period.

### Water consumption

	2017–18	2016–17*	
	kL	kL	% change
NSW	41,911	44,602	-6.0%
ACT	664	713	-6.9%
Vic	6,651	7,946	-16.3%
Qld	3,008	2,230	34.9%
SA	8,295	12,656	-34.5%
WA	6,336	8,419	-24.7%
Tas	2,276	2,321	-1.9%
NT	973	1,226	-20.6%
<b>Total ABC</b>	<b>70,144</b>	<b>80,113</b>	<b>-12.5%</b>

\*Figures reported in 2016–17 were based on forecast consumption and have been updated to reflect actual consumption in the above table. Total ABC consumption includes 8 out of 8 capital city sites and 28 out of 52 regional sites.

In 2017–18, rainwater was collected at 13 separate ABC sites across the country, with most of the water collected predominantly reticulated for use in toilet cisterns.

### Rainwater collection

State/Territory	Location	Capacity (L)	Quantity	Total Capacity (kL)
NSW	Orange	2,100	1	2.1
	Port Macquarie	500	6	3.0
	Wollongong Victoria St	750	3	2.3
	Wagga Wagga	2,200	1	2.2
WA	East Perth	11,365	2	22.7
	Broome - Hamersely St	10,000	1	10.0
SA	Port Pirie	10,000	1	10.0
VIC	Sale*	13,000	1	13.0
	Bendigo*	24,500	1	24.5
NT	Alice Springs	4,500	1	4.5
QLD	Brisbane - Southbank	25,000	6	150.0
	Gold Coast	5,000	1	5.0
	Longreach	10,000	1	10.0
<b>TOTAL</b>				<b>270.9</b>



Above: Hannah Reilly in *Growing Up Gracefully*

## Heritage Strategy

The ABC has prepared a Heritage Strategy in accordance with section 341ZA of the *Environmental Protection and Biodiversity Conservation Act 1999* (Cth) (the EPBC Act). The EPBC Act sets out the ABC's responsibilities to protect and conserve the Commonwealth Heritage values of places which it owns or controls. The Strategy is intended to inform the Minister and the Australian Heritage Council of the identification, assessment and monitoring of Commonwealth Heritage values demonstrated by places owned or controlled by the ABC. The 2018–2021 Strategy has been lodged with the Department of Environment and Energy, which administers the EPBA Act. The Heritage Strategy will be made available online when it has been approved by the Department.

# Social Responsibility

## Times of emergency

A long year of fires, floods, and cyclones meant ABC Emergency broadcasting teams were extremely busy assisting communities with warnings and information throughout 2017–18.

Emergency broadcasting was provided during 256 separate events. Of these, most occurred in Victoria (60), followed by Queensland (51), New South Wales (46), South Australia (46), Western Australia (33), Tasmania (8), Australian Capital Territory (6) and Northern Territory (5). The ABC Emergency team also assisted ABC Radio Australia in providing Pacific region audiences with emergency information about Cyclone Hola as it impacted Vanuatu, and Cyclone Gita's impact on Tonga.

Details of these events can be found in **Emergency broadcasting**, in Volume II, pages 51–3.

## Social responsibility in the community

### Community service announcements

The ABC broadcasts 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 via which the ABC provides this information.

In 2017–18 a range of issues of relevance to the community were broadcast, including announcements around important appeals such as the Giving Tree appeal and the Myanmar appeal.

### Humanitarian appeals

The ABC works with Australian and international aid agencies during crises and humanitarian aid appeals when it is appropriate and possible to do so, highlighting the work of these agencies as they attempt to provide shelter, food, education, healthcare, and other forms of relief.

The ABC Appeals website at <http://www.abc.net.au/appeals/> provides

information about current crises and suggests appropriate agencies to which audiences can donate.

In 2017 the ABC supported the Australian Red Cross, Australia for UNHCR, the Department of Foreign Affairs and Trade, and the six Australian Humanitarian Partnership agencies, in raising funds to assist those affected by the violence in Rakhine State, Myanmar. At the time, hundreds of thousands of people had fled to Bangladesh since violence erupted in the state on 25 August 2017, most of them Muslim Rohingya. An estimated 150,000 were also displaced within Rakhine State.

The appeal was promoted across all ABC platforms from Sunday 19 to Friday 24 November 2017.

### Connecting with communities

The ABC's Investing in Audiences strategy saw a reinvigorated and expansive focus on connecting with all Australian communities throughout 2017–18, both directly and through its broadcasting services.

The ABC also connects with communities outside Australia. ABC International Development (ABCID) enables partner organisations in the Asia-Pacific region to pursue quality journalism, engaging storytelling and building strong connections with their communities.

These many and varied connections are detailed in **Yours in the Community**, in Volume II, pages 40–53.

## Social responsibility in the workplace

Information about the ABC's values at work, workplace health and safety, and diversity in the workplace, can be found in pages 90–103.

The ABC's employees are also committed to creating a wealth of content that reflects the diversity of its audiences. Information about the ABC's social investment via its content can be found throughout the Annual Report.





## **Mental health in the workplace**

Converge International provides ABC employees with comprehensive, independent Employee Assistance Program (EAP) services through qualified specialists. These services are confidential and free-of-charge, and are available to all employees and their immediate family through self-referral. Face-to-face, telephone and Skype sessions are available. All EAP services are available 24 hours 7 days, both locally and internationally. During 2017–18, an additional dedicated LGBTBIQ EAP service was provided to employees.

Converge International is also available to assist employees who are retiring. Services offered include short-term solution-based counselling to work through some of the changes the employee may face in relation to retirement, and ‘Money Assist’ financial counselling to help work through financial wellbeing concerns. These services are also made available to employees whose employment is terminated due to redundancy, along with ‘Career Assist’ career development and planning assistance. This assistance provides independent and impartial advice around resumes, job-seeking, interview skills and vocational counselling, from professional career consultants.

In addition, the ABC offers access to an outplacement service to employees whose position is redundant. The outplacement service provider delivers a tailored career transition program to those employees, which includes a range of topics to help employees deal with change including analysing career options, assistance with resume preparation, and developing job search and interview skills.

ABC management are also conscious of the impact of emergency broadcasting on the physical and mental health of employees. They support the ABC Trauma and Resilience Programs, which provide employees access to specialist clinicians, on a confidential referral basis. Employees affected by potentially traumatic events in the course of their work are able to access up to 6 sessions. Employees appointed to international bureaux are provided with a dedicated clinician for the duration of their appointment. Employees are also able to access peer-to-peer psychological first aid through the Trauma Peer Support program. At the end of 2017–18, there were 65 peer support leaders across the ABC. These programs augment in-house training courses and advisory services in trauma.

During the 2017–18 period, the ABC rolled out training sessions that specifically addressed

supporting employees and managers through change and maintaining resilience during periods of change (see Volume II, page 96).

## Product responsibility

### Product information and labelling

The ABC ensures all products are appropriately labelled. No changes to the ABC's policy or practices regulating product information or labelling were made during 2017–18.

If applicable, packaging does display information about appropriate disposal of the packaging.

Examples include:

- “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.”
- “Dispose of all packaging ties before giving to your child.”
- Battery disposal notification symbol

ABC licensed merchandise packaging is clearly marked if the packing is a potential hazard.

### Quality assurance

All licensees of ABC branded merchandise have 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 if applicable. Products aimed at adults may also be required to be tested to relevant standards. 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, the ABC requires that licensees or manufacturers perform tests that conform to American or European testing, to safeguard product safety and quality. Licensees test for colourfastness, shrinkage and flammability of apparel products. These products are required to meet retailers' individual standards.

### Product complaints and recalls

In 2017–18, there were no product recalls or instances of non-compliance with safety standards associated with products produced, distributed, licensed or sold by the ABC.

In light of the legislated requirement to report death within 48 hours to the Australian Competition and Consumer Commission (ACCC) any products that have caused, or may cause, serious injury, the ABC developed a comprehensive Product Recall Procedure. The procedure covers all products that ABC Commercial produces, distributes, licenses, and sells through ABC Shop Online, as well as ABC-branded products that are sold through other retailers.

The procedure stipulates that once a product recall has been initiated, the ACCC guidelines are followed. Customer safety and satisfaction is of paramount concern to the ABC when it comes to the creation and distribution of quality products and services.

### Protecting privacy

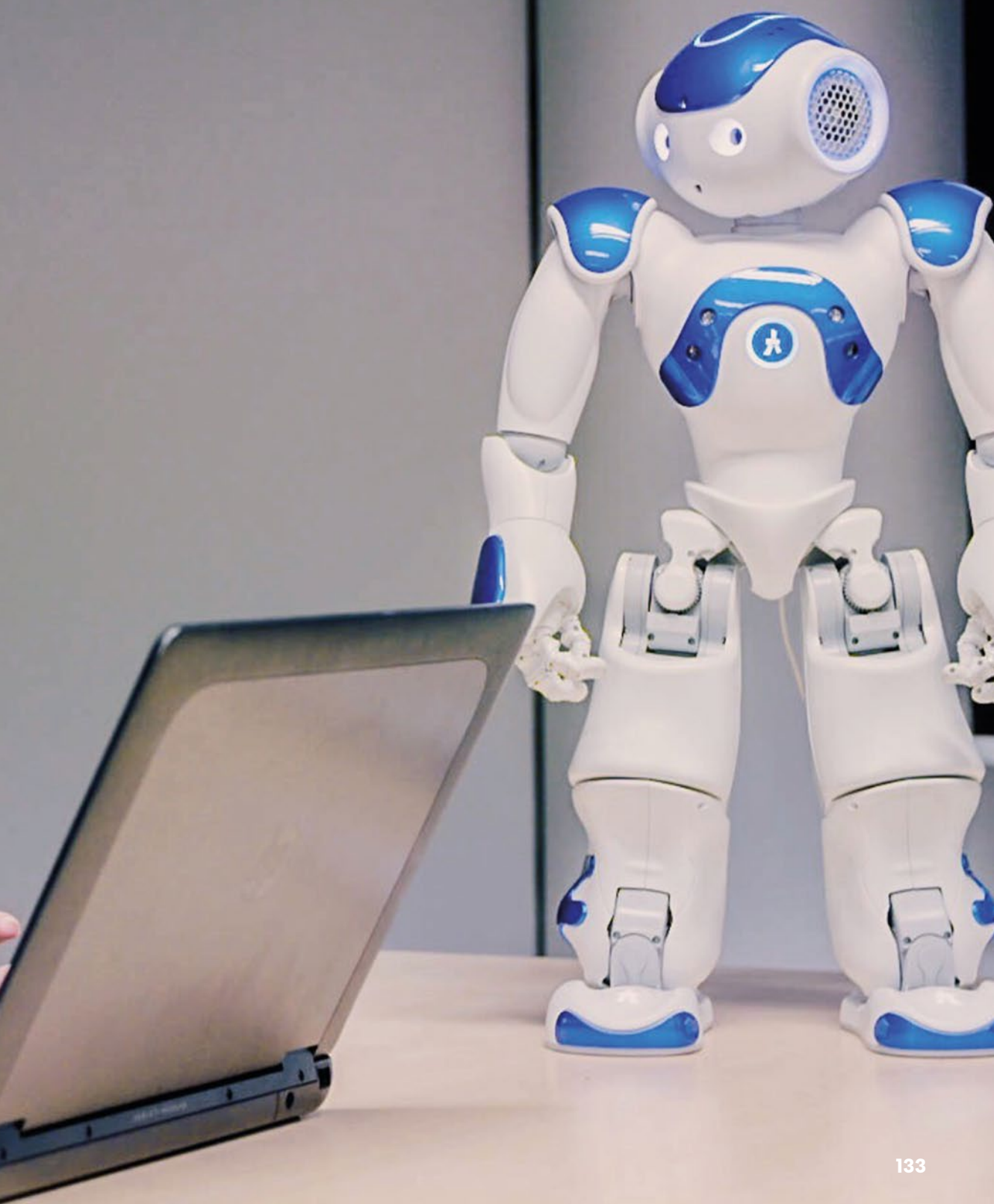
Information about the ABC's compliance with privacy obligations can be found in Volume II, page 138.





# Accountability

Image: Jessica in *Employable Me*



# Corporate Governance

## Enabling legislation

ABC corporate objectives, strategies, policies, and activities derive from the requirements of the *Australian Broadcasting Corporation Act 1983* (the ABC Act). In particular, section 6 of the Act – the ABC Charter – outlines the functions of the Corporation, and section 8 lays out the duties of the Board (see Appendix 1, Volume II pages 204–5). 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.

## Responsible Minister

The ABC is an agency within the portfolio of the Department of Communications and the Arts.

Over the entire 2017–18 reporting period, the responsible Minister was Senator the Honourable Mitch Fifield.

## Governance and management processes

### Board governance

The roles and responsibilities of the Board are described in Appendix 1 (Volume II, pages 204–5).

The ABC Board held nine meetings during 2017–18.

The Audit, Risk & Finance Committee met on three occasions, the Risk & Audit Committee met on two occasions, and the People & Remuneration Committee (formerly People Committee) met on four occasions. Further information about the ABC Board and its Committees is provided in Appendix 2 (Volume II, pages 205–8).

### Management processes

Throughout 2017–18, the Managing Director chaired a monthly, day-long meeting of the ABC Leadership Team, comprising Team Directors and the Heads of specialist support units reporting to her. These meetings enabled the Leadership

Team to discuss and make decisions regarding strategic, operational and compliance issues, including matters relating to the ABC's cross-divisional audience strategy. The Leadership Team also met briefly each week.

The ABC's governance framework included a number of executive and advisory groups which provided guidance and leadership around areas such as digital strategy, risk management, information technology, work health and safety, and policy development.

## Corporate Plan

The ABC's strategy is informed by the broader corporate objectives and outcomes in the ABC Corporate Plan.

The requirement to prepare a corporate plan in accordance with the Public Governance, Performance and Accountability Act 2013 (the PGPA Act) came into effect on 1 July 2015. Under section 35 of the PGPA Act, the accountable authority of the ABC is required to prepare a corporate plan at least once each reporting period. The corporate plan must be prepared in accordance with the Public Governance, Performance and Accountability Rule 2014 (the PGPA Rule). The ABC Corporate Plan 2017–18 was prepared in accordance with the requirements of the PGPA Act and PGPA Rule and is published on the ABC's corporate website at <http://about.abc.net.au/reports-publications/>.

The ABC Corporate Plan 2017–18 also meets the requirements of section 31B(1) of the ABC Act by outlining the overall strategies and policies that the Corporation will follow to ensure that the Board fulfils its duties under section 8 of the ABC Act, and includes a forecast of the revenue and expenditure of the Corporation and its subsidiaries, including a forecast of capital expenditure and borrowings.

In 2017–18, the Strategy team continued to lead the development and implementation of ABC strategy and planning. For more on their activities see Volume II, page 110.

# Risk

How well the ABC manages its risks is central to how it is governed. It is a key pillar upon which our good reputation is founded, and forms the basis of the trust our stakeholders place in us.

The ABC looks not only to the risks that exist today but what risks may develop in the future; a critical approach to take as the Corporation experiences one of the most significant changes to the way it operates in its long history.

The ABC's audiences not only expect world-class Australian content, they expect that they will be able to watch, listen and access that content seamlessly. A key role of business continuity is to ensure that the business runs to that schedule, and when circumstances change we can respond in a quick and considered way.

## Risk Management

The ABC's Board of Directors and management oversee, and continue to be committed to, developing and refining a fit-for-purpose risk management framework that will both protect and enhance value through the timely and accurate identification, assessment and management of all risks.

The ABC Risk function is responsible for the continued refinement of the ABC risk management framework. This includes providing counsel to the Board and management on how to identify, assess and manage risk.

During 2017–18 a Head of Risk was appointed, and the role has further embedded risk considerations in the annual business planning, strategy and budgetary cycle.

The ABC continues to refine how we record and analyse risk incidents so as to provide for close to real-time insights to the Board and management on the effectiveness of the risk management framework.

A comprehensive all-employees program of risk-related learning and development, which will support the enhancement of a positive risk culture and help maintain risk management capability across the Corporation, was further developed in 2017–18.



# Audit

## Internal audit

Group Audit provides independent and objective assurance that the design and operation of the ABC's risk management and internal control system is effective. A risk-based audit approach is used to ensure Group Audit focuses its work on the ABC's key objectives and operational areas, including those set out in the Investing in Audiences strategy. Audits are conducted in a matter that conforms to international auditing standards.

Group Audit is responsible to the Risk & Audit 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
- evaluating the effectiveness of internal control systems, including compliance with legislative requirements and internal policies, and recommending improvements to management
- playing a role in developing and maintaining a culture of accountability and integrity, including undertaking investigations in relation to fraud or public interest disclosure allegations
- being responsive to the ABC's changing needs and striving for continuous improvement in the performance of its activities
- facilitating and supporting the integration of risk management into day-to-day business activities and processes.

Group Audit is responsible for preparing and implementing the ABC's Audit Plan, which seeks to ensure that audits focus on key areas of risk to the ABC. The Audit Plan is approved by the Risk & Audit Committee.

In 2017–18, Group Audit completed 28 scheduled audits, including evaluation of commissioning, production and broadcast activities and coverage of compliance, information technology, health and safety and project management processes.

The team also performed unscheduled reviews at the specific request of management and the Risk & Audit Committee, and utilised technology to undertake continuous auditing and monitoring of transactional data. Group Audit also provided advice and guidance on good governance, policies and controls, and fraud risks.

During 2017–18 Group Audit continued to operate with a combination of in-house employees and external providers. This provided access to expertise in specialist areas and supplemented internal resources and experience.

## Coordination with external auditors

Group Audit liaises with the ABC's external auditors the Australian National Audit Office (ANAO), and its nominated representative, KPMG. This includes seeking advice on proposed areas of focus; the identification of areas of potential external audit reliance on audits undertaken by Group Audit; and ensuring that there is minimal duplication of audit coverage.



# Corporate reporting

## Compliance reporting

Any significant non-compliance with the finance law must be reported to the responsible Minister under section 19(1)(e) of the PGPA Act and must also be disclosed in the Annual Report together with an outline of the action taken to remedy the non-compliance.

To meet these requirements, in 2017–18 the ABC continued to implement its internal compliance reporting framework. The compliance framework comprises internal controls and governance procedures together with other sources of assurance and information to ensure that relevant PGPA Act reporting requirements are achieved.

There were no instances of significant non-compliance required to be notified to the responsible Minister under section 19(1)(e) of the PGPA Act during the 2017–18 reporting period.

## Annual Report

The ABC is required by section 46 of the PGPA Act to prepare an annual report. The report must be submitted to the responsible minister for presentation to the Parliament. The *ABC Annual Report 2017* was submitted to the Minister for Communications and was tabled in Parliament on 26 October 2017.

## Report against the ABC Corporate Plan

Performance against the ABC Corporate Plan 2017–18 is set out in the ABC's 2018 Annual Performance Statements (Volume II, pages 80–9).

## Freedom of Information

The *Freedom of Information Act 1982* (the FOI Act) gives the public the right to access documents held by the ABC. During 2017–18, the ABC received 41 requests for access to documents under the FOI Act.

Three requests were granted in full, six were granted in part, 22 were refused, and five were withdrawn or deemed to be withdrawn, with two of those requests dealt with outside of the formal FOI process. Five requests were still being processed at the end of the financial year.

Of the 28 requests that were refused or part-refused, 16 were (or involved some documents that were) outside the scope of the FOI Act. Section 7 and Part II of Schedule 2 of the FOI Act specifically exempts documents relating to the ABC's program material from the operation of the FOI Act.

Four matters were the subject of Internal Review. Three of the decisions were affirmed on review.

Six decisions were the subject of review by the Office of the Australian Information Commissioner (OAIC). Two of those applications were withdrawn, and four were still being processed as at 30 June 2018.

In accordance with section 8(1) of the FOI Act, the ABC has prepared an Agency Plan which describes how the ABC will comply with the Information Publication Scheme (IPS) requirements set out in Part II of the FOI Act. This Plan is currently under review and will be updated over 2018-19. The ABC's IPS Agency Plan and FOI Disclosure Log are published on the ABC's corporate website at <http://about.abc.net.au/how-the-abc-is-run/what-guides-us/freedom-of-information/>.

# Privacy

The ABC is required to comply with the Australian Privacy Principles (APPs) in the *Privacy Act 1988*. The ABC Privacy Policy is published on the ABC's corporate website. The Policy sets out the kind of information the ABC will collect, the circumstances in which the ABC may use and disclose such information, how individuals may access their personal information, and how and to whom individuals may complain about a breach of privacy.

There were a number of changes to privacy law in 2018, including the introduction of mandatory data breach reporting for certain data breaches. On 1 July 2018 the Australian Government Agencies Privacy Code (the Code) commenced. The Code requires agencies, such as the ABC, to move towards a best practice approach to privacy governance. In accordance with the Code the ABC has, among other things, developed a privacy management plan and appointed privacy champions to provide privacy leadership and promote the value of personal information within the ABC.

In 2017–18 there was one privacy breach which required the ABC to notify the Privacy Commissioner. Like many organisations the ABC used PageUp software to manage its recruitment services. PageUp experienced a malicious attack and the ABC worked with other organisations and the Office of the Australian Information Commissioner (OAIC) to manage the effects of the breach. People affected by the disclosure were notified. The ABC suspended use of the software until such time as it was determined by independent cybersecurity experts that there was no further threat.

The ABC notified a data exposure to the OAIC in November 2017. That notification concerned data that the ABC had not properly secured on an Amazon service. Although it was determined that the exposure was not likely to result in serious harm, there were a number of media reports and the OAIC was notified of the circumstances of the exposure. The ABC has taken steps to prevent any future exposure of this nature.

# Audience feedback

## Audience contacts

The ABC monitors audience responses to transmission issues via its Reception Advice Line (RAL). 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. RAL operating hours are Monday to Friday 9am to 5.30pm (Sydney time) and the web service is available 24 hours, 7 days.

Data on television and radio service enquiries for 2017–18 is available in Volume II, page 86 (in the Annual Performance Statements).

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 the ABC Code of Practice. The unit also coordinates responses to a range of programming and policy enquiries.

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 those received elsewhere throughout the ABC.

### Audience contacts to ABC Audience and Consumer Affairs 2017–18

Contact	Webform/Email/Letter/Other	% Total
Complaint	21,306	46.5%
Request/Suggestion	16,971	37.1%
Other	4,051	8.8%
Appreciation	3,487	7.6%
<b>Total</b>	<b>45,815</b>	<b>100.0%</b>

### Nature of contacts 2017–18

Subject	Webform/Email/Letter/Other	% Total
Requests for information, programs, product availability and other matters	21,022	45.9%
Complaints about program standards, scheduling and other matters	16,508	36.0%
Appreciation of programs and presenters	3,487	7.6%
Bias (other than party political)*	2,341	5.1%
Complaints of factual inaccuracy	1,221	2.7%
Party political bias	713	1.6%
Lack of balance	523	1.1%
<b>Total</b>	<b>45,815</b>	<b>100.0%</b>

\*Includes claims of bias in relation to issues such as sport and religion.

## Timeliness

Audience and Consumer Affairs seeks to reply to all contacts requiring response within 30 days of receipt, in accordance with the timeliness standard for complaint handling that is specified in the ABC's Complaint Handling Procedures.

Between 1 July 2017 and 30 June 2018, ABC Audience and Consumer Affairs responded directly to 7,938 audience contacts. Of these, 6,266 (78.9%) received responses within 30 days.

## Key concerns

Compared to previous years, there were fewer issues attracting larger numbers of audience contacts.

Key concerns reflected in audience contacts received by Audience and Consumer Affairs in 2017–18 included disappointment about the discontinuation of programs or the departure of presenters. There were 348 complaints and a further 53 contacts from audience members who expressed their disappointment at Red Symons' departure from ABC Radio Melbourne's *Breakfast* program. The decision to bring *The Doctor Blake Mysteries* to an end attracted 232 contacts from viewers, including 165 complaints as well as queries about when a subsequent series would be screened. The decision to cancel *Lateline* attracted 204 contacts including 199 complaints from viewers.

A change to music listings on the ABC Classic FM website attracted 295 complaints. Track listings are now displayed automatically as pieces are broadcast, providing the station with greater flexibility and bringing the site in line with many equivalent classical music services internationally.

There were 221 complaints that the NSW News was shown in place of the WA News on the 7pm News on Sunday 27 May 2018, after a technical problem was identified in the prepared WA News bulletin immediately prior to its scheduled broadcast.

## Complaint outcomes

During 2017–18, 21,501 written complaints were finalised by Audience and Consumer Affairs. The unit provided a personal response to 4,873 of these complaints (comprising 5,052 issues), of which 3,782 (77.6%) received responses within 30 days. 8,974 complaint contacts were referred

to other areas of the Corporation for direct response (including 1,254 editorial complaints) and no substantive response was required for 7,654 complaint contacts.

The 4,873 responses to complaints sent by Audience and Consumer Affairs this year included 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
- 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 2017–18, 1,949 complaint issues were investigated. A total of 123 (6.3%) were upheld in cases where Audience and Consumer Affairs determined that ABC editorial standards had not been met. A further 186 issues were resolved (9.5%) 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 2017–18, 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 (ACMA)

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 2017–18, the ACMA advised the ABC that it had finalised investigations into 14 such matters (compared to 16 in 2016–17). In two of those cases, the ACMA found breaches of the ABC Code of Practice.

**Impartiality:** the ACMA found that a *7pm News* story on a speech by former Prime Minister Tony Abbott MP to the Global Warming Policy Foundation was not duly impartial. While the ACMA considered that the report from the ABC's political editor demonstrated fair treatment and open-mindedness, a statement that Mr Abbott was 'the most destructive politician of his generation' was problematic and incongruent with the substance and scope of the factual matters presented earlier in the report.

**Impartiality:** the ACMA determined that a *7pm News* segment covering historical child sexual abuse allegations against deceased Tattersall's heir Dr John Flynn was not duly impartial. The ACMA found the tone and language used in the story conveyed the view that allegations against Dr Flynn were true, and the omission of Dr Flynn's earlier and explicit denial of the allegations added to the sense of prejudgment conveyed in the report.

## Commonwealth Ombudsman

In 2017–18, the Ombudsman's office notified the ABC of a complaint lodged in the previous reporting period. The Ombudsman's office determined that the complaint did not warrant further investigation.



# Financial Statements



Image: The Easybeats biopic *Friday On My Mind* starred Du Toit Bredenkamp, Will Rush, Christian Byers, Mackenzie Fearnley and Arthur McBain. Photo: Tony Mott

# Financial Summary 2017–18

## Completion of Annual Financial Statements

On 10 August 2018, following endorsement by the Risk and Audit Committee, the Board approved the signing of the ABC’s 2017–18 Financial Statements and the Australian National Audit Office (ANAO) issued an unmodified audit opinion on the ABC’s 2017–18 Financial Statements.

## Financial Outcome 2017–18

The ABC incurred a deficit for the financial year to June 2018 due primarily to timing differences in the recognition of expenditure in relation to:

- recognition of a building maintenance provision following an assessment of the cladding used on ABC buildings for compliance with the current Building Code of Australia Fire Safety Standards
- investment in Australian content and other content initiatives during the year as part of the ABC’s Investing in Audiences strategy
- change in the ABC’s business model as technology moves more towards Software as a Service and away from physical legacy systems and capital expenditure transitions to operational expenditure.

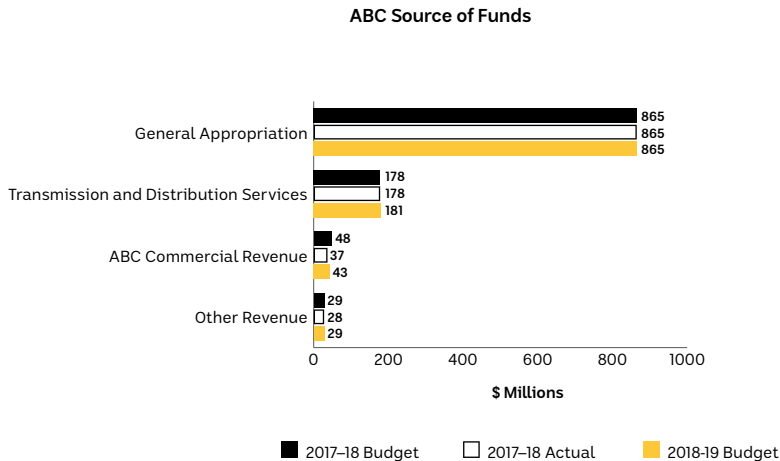
In addition, a shortfall in ABC Commercial revenue following the decline in retail sales across the industry, in particular the accelerating market trends towards streaming products and away from the ABC’s traditional CD and DVD products, also contributed to the result.

## Sources of Funds 2017–18

The ABC was allocated \$1,043.7 million in the May 2017 Federal Budget, reflecting a further decrease in base funding of \$7.7 million related to the previously announced ABC/SBS Additional Efficiency Savings Measure offset by indexation on base funding and one-off funding received in relation to the previously announced Enhanced News Services initiative.

The ABC also received \$65.1 million from other sources, including ABC Commercial, during the year.

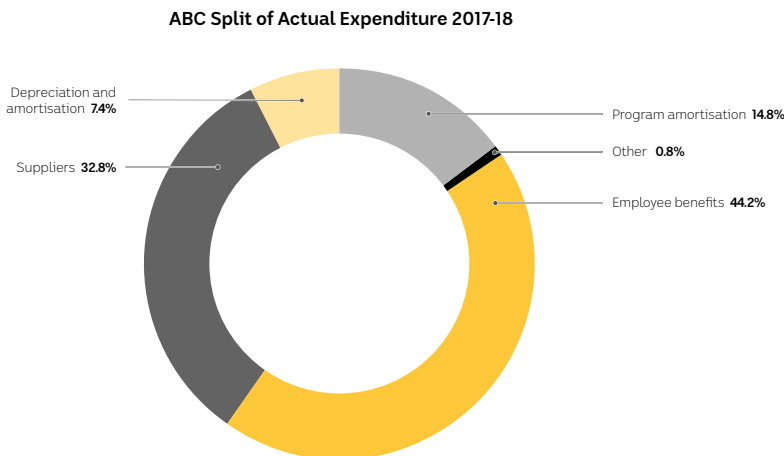
The chart ‘ABC Source of Funds’ depicts the ABC’s budgeted funds for the various categories against actual sources for 2017–18 and its budgeted sources for 2018–19.





## Application of Funds

The chart 'ABC Split of actual expenditure 2017–18' broadly represents how the ABC allocates its funds by cost category.



## The Year Ahead

### Revenue from Government

There was no new funding provided to the ABC in the 2018–19 Budget. However, the Government announced that from 2019–20, ABC General Operational Activities base funding indexation will be paused for three years as part of the 'Funding for Australian Film and Television Content and the National Broadcasters' measure.

This will see the total reduction of ABC funding by \$83.7 million over the three years 2019–20, 2020–21, and 2021–22, with an ongoing reduction to the funding base of \$41.3 million per annum in future years.

In 2018–19, the ABC received indexation on base funding offset by a further decrease in funding of \$12.5 million arising from the previously announced ABC/SBS Additional Efficiency Savings Measure. This brings the total decrease in base funding arising from the ABC/SBS Additional Efficiency Savings Measure to \$67.7 million per annum.

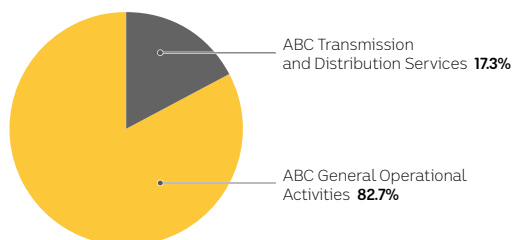
Funding for 2018–19 includes \$14.0 million for Enhanced News Services. This funding terminates on 30 June 2019.

The ABC's funding for the 2018–19 financial year is:

	\$m
<b>Total revenue from Government per Outcome 1</b>	<b>1,045.9</b>
<b>Less Transmission and Distribution Services</b>	<b>180.8</b>
<b>Total Revenue from Government available for ABC General Activities</b>	<b>865.1</b>

The chart 'ABC Revenue from Government by Programme 2018–19' broadly represents the ABC's budgeted appropriation of funds by programme for the 2018–19 financial year.

### ABC Revenue from Government by Programme 2018-19



## Budget Strategy

In 2018–19, the ABC will continue to implement the Investing in Audiences strategy announced by the ABC Managing Director, Michelle Guthrie, in March 2017, with the continued redirection of savings achieved towards reinvestment in priority content areas, including regional journalism, a focus on content creation, and enhanced audience engagement.

2018–19 is the last year of the current triennial funding period, including the final year of three-year funding (\$14 million in 2018–19) for Enhanced News Services.

The 2018–19 year also sees the fourth year of the impacts of previously announced Government funding reductions from the ABC/SBS Additional Efficiency Savings measure, as mentioned above.

The ABC continues to implement various savings initiatives to address the funding cuts, comprising efficiency savings in support functions and transmission.

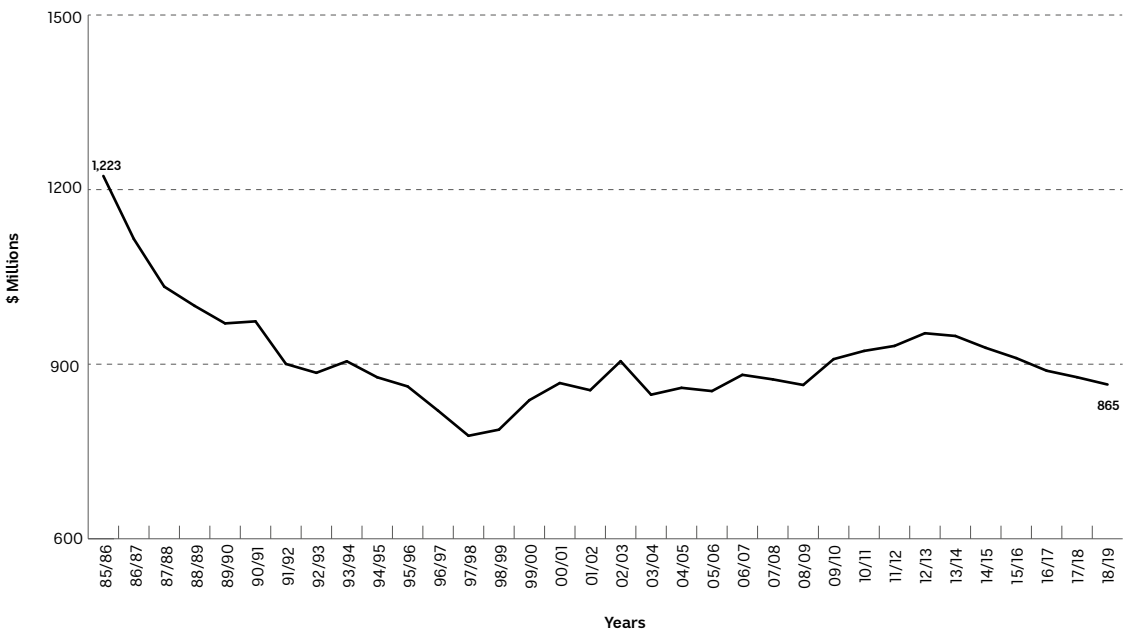
The operational funding indexation pause announced in the May 2018 Budget reduces ABC funding by a further \$83.7 million from 2019–20 to 2021–22, with an annual impact of an additional \$41.3 million per annum in subsequent years.

This will impact on the formulation of budget strategy for 2018–19, and its impact cannot be absorbed by efficiency measures alone, as the ABC has already achieved significant productivity gains in response to past budget cuts. The ABC will continue discussions with Government in relation to the Efficiency Review announced by the Minister in the May 2018 Budget, as well in relation to triennial funding negotiations, with the view to achieving the appropriate levels of funding necessary to deliver content and services to ensure that the ABC remains relevant to current and future audiences in the digital age.

## Comparative Revenue from Government

The 2018–19 operational revenue from Government of \$865 million represents a decrease in real funding of \$358 million or 29% since 1985–86 as depicted in the chart 'ABC Operational Revenue from Government'.

**ABC Operational Revenue from Government incl Capital Indexed at 17/18 levels – Dec 2017 12 mths CPI Index – 29% reduction from 85/86 to 18/19**



## Five-year analysis

	2018 \$'000	2017 \$'000	2016 \$'000	2015 \$'000	2014 \$'000
<b>Financial Performance</b>					
Total expenses	1,188,221	1,138,963	1,168,748	1,264,641	1,238,722
Total income	65,487	102,846	118,174	163,011	177,223
Net Cost of Services <sup>(a)</sup>	1,122,734	1,036,117	1,050,574	1,101,630	1,061,499
Revenue from Government	1,043,680	1,036,090	1,064,413	1,063,215	1,053,853
<b>Financial Position</b>					
Current Assets	323,575	383,246	397,312	386,371	365,415
Non-Current Assets	1,041,900	1,058,155	1,011,754	998,671	999,135
Total Assets	1,365,475	1,441,401	1,409,066	1,385,042	1,364,550
Current Liabilities	272,473	257,589	257,192	264,881	255,255
Non-Current Liabilities	59,650	79,243	98,691	99,146	51,318
Total Liabilities	332,123	336,832	355,883	363,900	306,573
Total Equity	1,033,352	1,104,569	1,053,183	1,021,142	1,057,977
<b>Ratios</b>					
Current Ratio <sup>(b)</sup>	1.19	1.49	1.54	1.46	1.43
Equity <sup>(c)</sup>	76%	77%	75%	74%	78%

(a) Net cost of services is total expenses less total income

(b) Current assets divided by current liabilities

(c) Equity as a percentage of total assets

# Independent auditor's report



## INDEPENDENT AUDITOR'S REPORT

### To the Minister for Communications

#### Opinion

In my opinion, the financial statements of the Australian Broadcasting Corporation for the year ended 30 June 2018:

- (a) comply with Australian Accounting Standards – Reduced Disclosure Requirements and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Australian Broadcasting Corporation as at 30 June 2018 and its financial performance and cash flows for the year then ended.

The financial statements of the Australian Broadcasting Corporation, which I have audited, comprise the following statements as at 30 June 2018 and for the year then ended:

- Statement by the Directors and Chief Financial and Strategy Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement; and
- Notes to and forming a part of the financial statements, comprising a summary of accounting policies and other explanatory information.

#### Basis for Opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Australian Broadcasting Corporation in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Accountable Authority's Responsibility for the Financial Statements

As the Accountable Authority, the Australian Broadcasting Corporation Board is responsible under the *Public Governance, Performance and Accountability Act 2013* for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Reduced Disclosure Requirements and the rules made under that Act. The Accountable Authority is also responsible for such internal control as the Accountable Authority determines is necessary to enable the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Accountable Authority is responsible for assessing the Australian Broadcasting Corporation's ability to continue as a going concern, taking into account whether the entity's operations will cease as a result of an administrative restructure or for any other reason. The Accountable Authority is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

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### **Auditor's Responsibilities for the Audit of the Financial Statements**

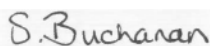
My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit 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 entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Serena Buchanan  
Engagement Executive

Delegate of the Auditor-General

Canberra  
10 August 2018

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## Statement by the Directors and Chief Financial and Strategy Officer

In our opinion, the attached financial statements for the year ended 30 June 2018 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

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.



JUSTIN MILNE  
Chairman

10 August 2018



MICHELLE GUTHRIE  
Managing Director

10 August 2018



LOUISE HIGGINS  
Chief Financial and Strategy  
Officer

10 August 2018

# Statement of Comprehensive Income

for the year ended 30 June 2018

	2018 to Original Budget Explanation (Note 2)	Notes	2018 \$'000	2017 \$'000	2018 Original Budget <sup>(a)</sup> \$'000
<b>EXPENSES</b>					
Employee benefits	A,B,D	4A	524,940	516,796	507,126
Suppliers	A,B,C,E	4B	390,329	372,349	356,798
Depreciation and amortisation		4C	88,264	102,979	96,184
Program amortisation	A,F	4D	175,550	144,073	155,000
Finance costs		4E	1,265	1,480	2,683
Write-down and impairment of assets		4F	5,718	1,286	-
Net loss from disposal of assets		4G	2,155	-	-
<b>Total expenses</b>			<b>1,188,221</b>	<b>1,138,963</b>	<b>1,117,791</b>
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Sale of goods and rendering of services	A,G	5A	46,023	52,409	70,285
Interest		5B	5,890	7,304	6,915
Other revenue		5C	13,203	10,693	-
<b>Total own-source revenue</b>			<b>65,116</b>	<b>70,406</b>	<b>77,200</b>
<b>Gains</b>					
Net gain from disposal of assets		4G	-	32,631	-
Net foreign exchange gain/ (loss)		5D	371	(191)	-
<b>Net gains</b>			<b>371</b>	<b>32,440</b>	<b>-</b>
<b>Total own-source income</b>			<b>65,487</b>	<b>102,846</b>	<b>77,200</b>
<b>Net cost of services</b>			<b>1,122,734</b>	<b>1,036,117</b>	<b>1,040,591</b>
<b>Revenue from Government</b>			<b>1,043,680</b>	<b>1,036,090</b>	<b>1,043,680</b>
<b>(Deficit)/surplus</b>			<b>(79,054)</b>	<b>(27)</b>	<b>3,089</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
<b>Items not subject to subsequent reclassification to net cost of services</b>					
Changes in asset revaluation reserve		7A	7,837	65,693	-
<b>Items subject to subsequent reclassification to net cost of services</b>					
Losses on cash flow hedging instruments		14.2B	-	(280)	-
<b>Total other comprehensive income</b>			<b>7,837</b>	<b>65,413</b>	<b>-</b>
<b>Total comprehensive (loss)/ income</b>			<b>(71,217)</b>	<b>65,386</b>	<b>3,089</b>

The above statement should be read in conjunction with the accompanying notes. (a) Original Budget as reflected in the May 2017 Portfolio Budget Statements for the ABC.



### **Recognition and measurement – Revenue from Government**

Operational funding for the Australian Broadcasting Corporation (the “Corporation” or “ABC”) is appropriated under the General Operational Activities Programme under Outcome 1. ABC transmission and distribution funds are appropriated under the ABC Transmission and Distribution Services Programme under Outcome 1. Income is measured at the fair value of the contributions received or receivable. Income 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.

# Statement of Financial Position

as at 30 June 2018

	2018 to Original Budget Explanation (Note 2)	Notes	2018 \$'000	2017 \$'000	2018 Original Budget <sup>(a)</sup> \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents		6A	6,844	5,024	6,811
Receivables		6B	13,872	9,431	13,785
Other investments	A,H	6C	167,400	230,300	237,567
Accrued revenue		6D	7,366	8,513	10,211
<b>Total financial assets</b>			<b>195,482</b>	<b>253,268</b>	<b>268,374</b>
<b>Non-financial assets</b>					
Land	I	7A	241,408	237,701	215,276
Buildings	I	7A	528,577	551,564	547,728
Infrastructure, plant and equipment	J	7A	228,612	234,767	271,819
Intangibles		7A	28,892	24,509	33,723
Inventories		7B	117,033	107,923	108,042
Prepayments		7C	20,883	27,081	20,159
Other non-financial assets		7D	4,588	4,588	3,908
<b>Total non-financial assets</b>			<b>1,169,993</b>	<b>1,188,133</b>	<b>1,200,655</b>
<b>Total assets</b>			<b>1,365,475</b>	<b>1,441,401</b>	<b>1,469,029</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	K	8A	57,098	68,845	78,795
Other payables	K	8B	54,686	49,675	35,241
<b>Total payables</b>			<b>111,784</b>	<b>118,520</b>	<b>114,036</b>
<b>Interest bearing liabilities</b>					
Loans		9A	51,647	71,799	50,000
<b>Total interest bearing liabilities</b>			<b>51,647</b>	<b>71,799</b>	<b>50,000</b>
<b>Provisions</b>					
Other provisions	L	10A	34,022	2,487	1,614
Employee provisions	M	11A	134,670	144,026	166,233
<b>Total provisions</b>			<b>168,692</b>	<b>146,513</b>	<b>167,847</b>
<b>Total liabilities</b>			<b>332,123</b>	<b>336,832</b>	<b>331,883</b>
<b>NET ASSETS</b>			<b>1,033,352</b>	<b>1,104,569</b>	<b>1,137,146</b>
<b>EQUITY</b>					
Contributed equity			93,640	93,640	93,640
Reserves			758,012	750,175	760,662
Retained surplus			181,700	260,754	282,844
<b>Total equity</b>			<b>1,033,352</b>	<b>1,104,569</b>	<b>1,137,146</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2017 Portfolio Budget Statements for the ABC.

# Statement of Changes in Equity

for the year ended 30 June 2018

	2018 to Original Budget Explanation (Note 2)	2018 \$'000	2017 \$'000	2018 Original Budget <sup>(a)</sup> \$'000
<b>Contributed equity</b>				
<b>Opening balance as at 1 July</b>		<b>93,640</b>	107,640	93,640
Return of capital		-	(14,000)	-
<b>Closing balance as at 30 June</b>		<b>93,640</b>	<b>93,640</b>	<b>93,640</b>
<b>Asset revaluation reserve</b>				
<b>Opening balance as at 1 July</b>		<b>750,175</b>	684,482	760,382
Net revaluation of land and buildings		7,837	65,693	-
<b>Closing balance as at 30 June</b>		<b>758,012</b>	<b>750,175</b>	<b>760,382</b>
<b>Other reserves</b>				
<b>Opening balance as at 1 July</b>		-	280	280
Movement in cash flow hedging instruments		-	(280)	-
<b>Closing balance as at 30 June</b>		-	-	<b>280</b>
<b>Retained Surplus</b>				
<b>Opening balance as at 1 July</b>		<b>260,754</b>	260,781	279,755
(Deficit)/surplus	A, B, C, D, E, F, G	(79,054)	(27)	3,089
<b>Closing balance as at 30 June</b>		<b>181,700</b>	<b>260,754</b>	<b>282,844</b>
<b>Total equity as at 30 June</b>		<b>1,033,352</b>	<b>1,104,569</b>	<b>1,137,146</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2017 Portfolio Budget Statements for the ABC.

## Recognition and measurement – Transactions with Government as Owner

In the event the Corporation returns funds to the Government, amounts returned are recognised as a return of capital in the year in which the payment is made. For the year ended 30 June 2018, no payment (2017 \$14,000,000) was made to the Government as part of the 2014-15 ABC/SBS Additional Efficiency Savings Measure announced in November 2014.

# Cash Flow Statement

for the year ended 30 June 2018

	2018 to Original Budget Explanation (Note 2)	Notes	2018	2017	2018
			\$'000	\$'000	Original Budget <sup>(a)</sup> \$'000
			Inflows (Outflows)	Inflows (Outflows)	Inflows (Outflows)
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Revenue from Government			1,043,680	1,036,090	1,043,680
Sales of goods and rendering of services	G		42,858	57,117	70,285
Interest			5,742	7,581	6,915
Net GST received	A,C,J,K		42,046	48,747	62,217
Other			11,951	12,703	-
<b>Total cash received</b>	<b>N</b>		<b>1,146,277</b>	<b>1,162,238</b>	<b>1,183,097</b>
<b>Cash used</b>					
Employee benefits			(531,299)	(511,611)	(514,687)
Suppliers			(583,974)	(592,115)	(574,015)
Realised foreign exchange losses			-	(280)	-
Finance costs			(1,345)	(1,619)	(2,683)
<b>Total cash used</b>			<b>(1,116,618)</b>	<b>(1,105,625)</b>	<b>(1,091,385)</b>
<b>Net cash from operating activities</b>	<b>H</b>	<b>1</b>	<b>29,659</b>	<b>56,613</b>	<b>91,712</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sale of land, buildings, infrastructure, plant and equipment and intangibles			276	47,279	11,500
Proceeds from investments	A,H,N		115,900	189,600	-
<b>Total cash received</b>			<b>116,176</b>	<b>236,879</b>	<b>11,500</b>
<b>Cash used</b>					
Purchase of land, buildings, infrastructure, plant and equipment and intangibles	J		(70,863)	(109,828)	(109,887)
Purchase of investments	A,H,N		(53,000)	(153,250)	26,675
<b>Total cash used</b>			<b>(123,863)</b>	<b>(263,078)</b>	<b>(83,212)</b>
<b>Net cash used in investing activities</b>			<b>(7,687)</b>	<b>(26,199)</b>	<b>(71,712)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from long-term loans			250	2,000	-
<b>Total cash received</b>			<b>250</b>	<b>2,000</b>	<b>-</b>
<b>Cash used</b>					
Repayment of loans			(20,402)	(20,201)	(20,000)
Return of capital			-	(14,000)	-
<b>Total cash used</b>			<b>(20,402)</b>	<b>(34,201)</b>	<b>(20,000)</b>
<b>Net cash used in financing activities</b>			<b>(20,152)</b>	<b>(32,201)</b>	<b>(20,000)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>			<b>1,820</b>	<b>(1,787)</b>	<b>-</b>
Cash and cash equivalents at beginning of year			5,024	6,811	6,811
<b>Cash and cash equivalents at end of year</b>		<b>1, 6A</b>	<b>6,844</b>	<b>5,024</b>	<b>6,811</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2017 Portfolio Budget Statements for the ABC.

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# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 1. Cash flow reconciliation

	2018 \$'000	2017 \$'000
<b>Cash and cash equivalents per:</b>		
Cash Flow Statement	6,844	5,024
Statement of Financial Position	6,844	5,024
<b>Difference</b>	-	-
Reconciliation of net cost of services to net cash from operating activities		
<b>Net cost of services</b>	<b>(1,122,734)</b>	<b>(1,036,117)</b>
<b>Revenue from Government</b>	<b>1,043,680</b>	<b>1,036,090</b>
<b>Adjustment for non-cash items</b>		
Depreciation of land, buildings, infrastructure, plant and equipment	82,093	82,501
Amortisation of intangibles	6,171	20,478
Write-down and impairment of:		
- receivables and advances	3,883	1,113
- land and buildings	-	61
- infrastructure, plant and equipment	-	133
- intangibles	201	-
- inventory held for sale	1,634	(119)
- other non-fixed assets	-	98
Loss/(gain) from disposal of assets	2,155	(32,631)
Unrealised foreign exchange gain	(371)	(89)
<b>Total adjustment for non-cash items</b>	<b>95,766</b>	<b>71,545</b>

	2018 \$'000	2017 \$'000
<b>Changes in assets and liabilities</b>		
<b>(Increase)/decrease in assets</b>		
Receivables	(8,291)	3,106
Accrued revenue	1,147	1,698
Prepayments	6,198	(6,922)
Inventories	(10,744)	238
<b>Increase/(decrease) in liabilities</b>		
Suppliers	(2,553)	(19,532)
Other payables	5,011	11,841
Employee provisions	(9,356)	(6,207)
Other provisions	31,535	873
<b>Total changes in assets and liabilities</b>	<b>12,947</b>	<b>(14,905)</b>
<b>Net cash from operating activities</b>	<b>29,659</b>	<b>56,613</b>

### Recognition and measurement with cash flows

Cash and cash equivalents comprise cash at bank, on hand and short-term deposits with an original maturity of three months or less, that are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Cash flows are included in the Cash Flow Statement net of the amount of Goods and Services Tax (GST). The GST components arising from investing and financing activities which are recoverable from or payable to the Australian Taxation Office (ATO) are classified as operating cash flows.

## 2. Explanation of Major Variances between Actual Results and Original Budget

Explanations are provided for significant variances between actual results and the original budget, as reflected in the May 2017 Portfolio Budget Statements (PBS) of the ABC. Significant variances are those relevant to the performance of the ABC and are typically those greater than \$20,000,000. The budget is not audited.

The ABC incurred a comprehensive loss of \$71,217,000 for the financial year to June 2018 compared to a comprehensive income of \$3,089,000 in the original budget. The primary factors which contributed to this variance include:

- Investment in Australian content and other content initiatives as mentioned in Note 2F and Note 2B respectively;
- Recognition of a building maintenance provision of \$30,705,000 as detailed in Note 2C; and
- Other factors including a shortfall in revenue as detailed in Note 2G.

### A. Timing of original budget

The original budget was prepared prior to the completion and approval of the ABC's internal budget by the ABC Board. As a result, the ABC's internal budget may result in amounts being reflected in different line items between the original budget and the actual results at 30 June 2018.

### B. Investing in Audiences strategy

The Managing Director announced the ABC's Investing in Audiences strategy in March 2017 with the aim of allocating resources to encourage innovation and creativity; and address the challenges posed by changing audience demands and declining reach within the context of a fixed government funding envelope.

The original budget was prepared having regard for the Investing in Audiences strategy but the detailed execution and implementation of

the plan, including significant investment in Australian content and other content initiatives, has resulted in differences between the original budget and the actual results at 30 June 2018.

### C. Building maintenance – cladding

During the year, the ABC undertook an assessment of the cladding used on its buildings for compliance with the current Building Code of Australia (BCA) Fire Safety Standards. The assessment identified the need to carry out certain repairs and modifications to the ABC's existing Ultimo, NSW building. This resulted in a provision (and related expense) amounting to \$30,705,000 being recorded in the actual results at 30 June 2018, being the estimated costs to remediate the cladding on the building.

This matter was not known at the time the original budget was prepared giving rise to a difference between the original budget and the actual results at 30 June 2018.

### D. Employee benefits

*Employee benefits* expense is \$17,814,000 over the original budget due primarily to investment in specific initiatives as part of the Investing in Audiences Strategy mentioned in Note 2B. In addition, the acceleration of the ABC's Regional Connecting Communities initiative, saw a doubling in the investment and the total roles recruited in 2017-18 compared to the original budget.

### E. Suppliers

*Suppliers* expense was \$33,531,000 over the original budget due primarily to the recognition of the building maintenance provision mentioned in Note 2C and Note 4B as well as costs incurred by the ABC to join the Federal Government whole-of-government purchasing plan, supplier Volume Sourcing Agreement.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 2. Explanation of Major Variances between Actual Results and Original Budget (continued)

### F. Program amortisation

Television program inventory is amortised in accordance with the accounting policy outlined in Note 7B Inventories. *Program amortisation* is not incurred evenly year on year as it reflects programming schedules and the mix of new and repeat programs, the amortisation rate applicable to the program genre and the value of the program broadcast.

*Program amortisation* was \$20,550,000 higher than the original budget for the reasons outlined above, as well as the investment in Australian content. A significant portion of this investment in Australian content was broadcast during the year, resulting in an increase in program amortisation compared to the original budget.

### G. Sale of goods and rendering of services

The original budget includes the budget for both *Sale of goods and rendering of services* as well as *Other revenue* while the actual results for the financial year show these amounts separately. The total decrease between the original budget and actual results for these line items is \$11,059,000.

A general decline in retail sales across the industry and the accelerating market trends towards streaming products (away from the ABC's traditional CD and DVD products) has had a significant impact on revenue during the year. While these factors were known at the time that the original budget was set, this downward trend accelerated at a greater pace than anticipated in the original budget, resulting in the variance.

### H. Other investments

The decrease in *Other investments* of \$70,167,000 against the original budget reflects the additional investment in content and other specific initiatives arising from the Investing in Audiences Strategy, as mentioned in Note 2B, 2D and 2F as well as the decline in ABC Commercial revenue mentioned in Note 2G. This also resulted in *Net cash from operating activities* being less than the original budget. In addition, the original

budget also anticipated the sale of a property during the year, which did not materialise, resulting in lower cash being received and invested during the year.

### I. Land and buildings

The Financial Reporting Rules and Australian Accounting Standards require land and buildings to be recorded at fair value. This requires an annual assessment to be undertaken to ensure that the carrying value of the assets do not differ materially from fair value at 30 June.

The original budget could not anticipate nor accurately estimate the impact of the valuation of the ABC's property portfolio at 30 June 2017 nor the impact of the valuation of the ABC's Ultimo site at 30 June 2018, which is the main reason for the increase in the value of *Land* by \$26,132,000.

At the same time, the original budget assumed that approximately \$25,000,000 in building and fit-out spend associated with the ABC's Southbank Melbourne facility would be incurred in 2017-18. However, much of this spend occurred in 2016-17, was capitalised at 30 June 2017 and depreciated for the full year, which is the main reason for the decrease in *Buildings* of \$19,151,000.

### J. Infrastructure, plant and equipment

Investment in capital projects were paused or put on hold prior to 30 June 2017 with the aim of developing a capital investment strategy that aligned with the ABC's Investing in Audiences Strategy mentioned in Note 2B. The original budget was finalised prior to this decision and assumed capital funds would be spent, similar to previous years.

The ABC recently embarked on its technology modernisation program, which will see the implementation of the capital investment strategy over coming years. As a result, spend on projects during the year has been significantly less than planned in the original budget.



Due to the reasons above and the continued depreciation of assets over the entire year, the value of *Infrastructure, plant and equipment* is \$43,207,000 lower than the original budget.

### **K. Payables**

The amount owing to *Suppliers* is directly linked to the level and extent of capital projects in progress. As mentioned in Note 2J, capital projects were paused or put on hold for most of the year. The original budget was finalised prior to this decision and assumed supplier payables would be similar to previous years. The reduction in capital project activity following the pause in projects and the commencement of a few projects late in the financial year, coupled with some large payments made prior to 30 June 2018 has led to *Suppliers* being \$21,697,000 lower than the original budget.

The increase in *Other payables* is due primarily to the accrual of redundancy costs at 30 June 2018, as they were expected to be paid in July 2018, whereas these were included in *Employee provisions* in the original budget.

### **L. Other provisions**

The increase in *Other provisions* is \$32,408,000 higher than original budget due primarily to the building maintenance provision mentioned in Note 2C.

### **M. Employee provisions**

Long-term employee benefits are measured through an independent actuarial valuation. The Financial Reporting Rule requires the use of the Australian Government bond rate as the discount rate.

The original budget could not anticipate nor forecast the impact of the valuation of long-term employee benefits and was set based on the most recent actuarial valuation at that time (30 June 2016), when the Australian Government bond rate was 2%. At 30 June 2017, the Australian Government bond rate had increased to 2.6% and has remained at this level at 30 June 2018. This resulted in a reduction in the valuation of employee benefits at 30 June 2017.

At the same time, the number of ABC employee numbers with or eligible for long-term employee benefits has reduced significantly over the same period as the organisation is redeploying resources from support towards content creation.

As a result of the above and the inclusion of redundancy costs in *Other payables*, as mentioned in Note 2K, *Employee provisions* is \$31,563,000 lower than the original budget.

### **N. Cash Flow Statement**

Movements in the Cash Flow Statement including lower than expected total cash received from operating activities are largely reflective of the explanations provided in Note 2B, 2C, 2D, 2E, 2F, 2G and 2H.

In addition, the Cash Flow Statement shows the gross amounts related to the purchase and proceeds of investments separately under investment activities whilst the original budget shows a net figure.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 3. Accounting Policies

### Overview

The Corporation is a Corporate Commonwealth, not-for-profit entity.

Its functions are set out in section 6 of the *Australian Broadcasting Corporation Act 1983*. Those functions are reflected in the statement of purpose in the ABC Corporate Plan 2017–18, which was prepared in accordance with section 35 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The Corporation sets out to achieve one outcome: inform, educate and entertain audiences throughout Australia and overseas through innovative and comprehensive media and related services.

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.

### Accounting Framework

The principal accounting policies adopted in preparing the financial statements of the Corporation are stated to assist in a general understanding of these financial statements.

The financial statements for the Corporation for the year ended 30 June 2018 was authorised for issue by the Directors on 10 August 2018.

### Basis of Preparation of Financial Statements

The financial statements are general purpose financial statements as required by section 42 of the PGPA Act.

The financial statements and notes have been prepared in accordance with;

- PGPA (Financial Reporting) Rule 2015 (FRR) for reporting periods ending on or after 1 July 2017; and
- Australian Accounting Standards – Reduced Disclosure Requirements 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 an alternative treatment is specifically required by an accounting standard or the FRR, 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.

Unless an alternative treatment is specifically required by an accounting standard or the FRR, assets and liabilities are recognised in the Statement of Financial Position 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.

Certain assets and liabilities which do not qualify for recognition, including operating lease commitments, commitments for capital expenditure and contingent assets and liabilities are disclosed in the notes to these financial statements.

### Significant Accounting Judgements

In the process of applying the accounting policies listed throughout the financial statements and accompanying notes, 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.

In addition, the Corporation has taken the fair value of infrastructure, plant, equipment and intangibles to be the depreciated cost which is representative of depreciated replacement cost.

### **Significant Accounting Estimates and Assumptions**

The Corporation has applied estimates and assumptions to the following:

- Depreciation, as detailed in Note 4C Depreciation and amortisation and Note 7A Land, buildings, infrastructure, plant and equipment and intangibles;
- Program amortisation, as detailed in Note 4D Program amortisation and Note 7B Inventories;
- Impairment of non-financial assets, as detailed in Note 4F Write-down and impairment of assets;
- Valuation of properties, plant and equipment, as detailed in Note 7A Land, buildings, infrastructure, plant and equipment and intangibles;
- Provision for make good and Provision for building maintenance (cladding), as detailed in Note 10 Other provisions;
- Provision for long service leave, and Provision for annual leave as detailed in Note 11 Employee provisions; and
- Provision for redundancy, as detailed in Note 11 Employee provisions.

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.

### **New Accounting Standards**

#### ***Adoption of New Australian Accounting Standard Requirements***

All revised or amending standards that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on the Corporation's financial statements.

#### ***Future Australian Accounting Standard Requirements***

The following new standards and amendments to standards were issued by the AASB but are effective for future reporting periods. The impact of adopting these pronouncements on the Corporation's financial statements is outlined below. This will be continually assessed up to the date the standards are formally adopted.

#### ***AASB 9 Financial Instruments***

This Standard replaces AASB 139 *Financial Instruments: Recognition and Measurement*. It amends the classification and measurement requirements for financial assets and liabilities and the recognition and de-recognition requirements for financial instruments. Changes to hedge accounting align the accounting with risk management objectives. AASB 9 applies allowances for impairment based on expected credit losses, rather than as and when an impairment event occurs. This takes effect for reporting periods beginning on or after 1 January 2018.

#### ***Recognition and measurement of financial assets and transition to AASB 9 Financial Instruments***

AASB 9, to be adopted by the Corporation from 1 July 2018, introduces a single classification and measurement model for financial assets, dependent on both:

- An entity's business objective for managing financial assets; and
- The contractual cash-flow characteristics of those financial assets.

The impact on the initial recognition and subsequent measurement of the Corporation's financial assets is expected to have a minimal impact on its financial position as the majority of the Corporation's financial assets comprise held-to-maturity investments or cash and cash equivalents.

The Corporation will continue to measure its financial assets at amortised cost, based on the following conditions:

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 3. Accounting Policies (continued)

### New Accounting Standards (continued)

#### AASB 9 Financial Instruments (continued)

#### Recognition and measurement of financial assets and transition to AASB 9 Financial Instruments (continued)

- Financial assets are held in order to collect contractual cash flows; and
- Payments comprise solely of principal and interest and occur on the principal outstanding.

#### Impairment of financial assets and transition to AASB 9 Financial Instruments

AASB 9 applies the principle of providing for impairment of financial assets based on expected credit losses (ECL) in the future rather than providing for impairment as and when existing debts are deemed to be impaired.

This principle also allows for the expectation of credit losses to be adjusted in response to certain factors, for example prevailing or anticipated market conditions.

The new impairment model will apply to financial assets measured at amortised cost (as is the case with the ABC) or fair value through other comprehensive income. The impact to the ABC's financial statements will not be material.

#### Hedge accounting and transition to AASB 9 Financial Instruments

With respect to derivative financial instruments – the new standard removes the effectiveness threshold, which means that foreign exchange fluctuations that were previously within the effectiveness threshold will be charged against the Statement of Comprehensive Income rather than against the hedging reserve within Equity. The impact of these transactions is small (nil in 2017-18) and the overall impact on the ABC's financial statements will not be material.

#### AASB 15 Revenue from Contracts with Customers

AASB 15 provides a single principle-based five-step model to be applied to all sales contracts, based on the transfer of control of goods and services to customers. It replaces the separate models for goods, services and construction contracts currently included in AASB 11 *Construction Contracts* and AASB 118 *Revenue*.

AASB 2016-8 Amendments to Australian Accounting Standards – *Australian Implementation Guidance for Not-for-Profit Entities* permits not-for-profit entities to apply this standard for reporting periods beginning on or after 1 January 2019.

#### Transition to AASB 15 Revenue from Contracts with Customers

This applies predominantly to transactions made by ABC Commercial. The ABC has reviewed certain ABC Commercial contracts to determine the extent of the impact of AASB 15 on revenue recognition.

The ABC expects the changes attributable to the adoption of AASB 15 to have little impact as ABC Commercial already recognises revenue when performance obligations are met.

In addition, changes to the disclosure requirements are not expected to be material to the ABC.

#### AASB 16 Leases

AASB 16 introduces a single, on-balance sheet lease accounting model for lessees. A lessee recognises a right-of-use asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments. There are recognition exemptions for short-term leases and leases of low-value items.

Lessor accounting remains similar to the current standard – i.e. lessors continue to classify leases as finance or operating leases.

The standard is effective for reporting periods beginning on or after 1 January 2019.

### **Transition to AASB 16 Leases**

The Corporation is undertaking a comprehensive assessment of the potential impact of this standard on its financial position, upon transition and in future years.

Particular attention is focused on establishing whether, under the new standard, the Corporation's transmission and distribution contracts would satisfy the criteria to be recognised in the Statement of Financial Position.

This work is currently in progress and will help determine the financial impact and the ABC's transition options at 1 July 2019, namely to apply:

- AASB 16 to all relevant lease contracts in existence at 30 June 2019 and "grandfather" certain pre-existing contracts from the requirements of the new standard ("practical expedient"); or
- Full retrospective disclosure, requiring the ABC to restate 30 June 2019 balances in the Statement of Financial Position or modified retrospective approach by which any adjustments only impact equity only at 30 June 2019.

### **Goods and Services Tax (GST)**

Revenues, gains, expenses and losses 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 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 Statement of Financial Position while any net amount of GST payable to the ATO is included as a liability in the Statement of Financial Position.

Assets are recognised net of the amount of GST except where the amount of GST incurred is not recoverable from the ATO. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset.

### **Income Tax**

The Corporation is not subject to income tax pursuant to section 71 of the *Australian Broadcasting Corporation Act 1983*.

Two of the Corporation's controlled entities, Music Choice Australia Pty Ltd and The News Channel Pty Limited, while subject to income tax, have been inactive up to and including 30 June 2018.

The Corporation's interests in MediaHub Australia Pty Limited, Freeview Australia Limited and National DAB Licence Company Limited are subject to income tax.

ABC AustraliaPlus (Shanghai) Cultural Development Co. Ltd, incorporated in the People's Republic of China, is not subject to Australian income tax.

### **Events after Reporting Period**

There were no material events after the reporting period that would have a material impact on the operations of or finances of the Corporation.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## Financial Performance - Expenses

### 4. Expenses

	Notes	2018 \$'000	2017 \$'000
<b>4A Employee benefits</b>			
Salaries and wages		374,438	369,091
Superannuation			
- defined contribution plans		38,543	34,535
- defined benefit plans		31,124	35,528
Leave and other entitlements		49,044	42,056
Separation and redundancies		23,861	29,111
Other employee benefits		7,930	6,475
<b>Total employee benefits</b>		<b>524,940</b>	<b>516,796</b>
<b>4B Suppliers</b>			
Goods		71,123	67,077
Services <sup>(a)</sup>		309,296	292,276
Remuneration to the Auditor General for audit of financial statements for the period <sup>(b)</sup>		232	232
Operating lease rentals		5,563	5,685
Workers' compensation premiums		3,528	6,517
Freight		587	562
<b>Total suppliers</b>		<b>390,329</b>	<b>372,349</b>
<b>4C Depreciation and amortisation</b>			
<b>Depreciation</b>			
Land	7A	243	230
Buildings	7A	36,087	40,259
Infrastructure, plant and equipment	7A	45,763	42,012
<b>Total depreciation</b>		<b>82,093</b>	<b>82,501</b>
<b>Amortisation</b>			
Intangibles	7A	6,171	20,478
<b>Total amortisation</b>		<b>6,171</b>	<b>20,478</b>
<b>Total depreciation and amortisation</b>		<b>88,264</b>	<b>102,979</b>
<b>4D Program amortisation</b>			
Purchased		36,683	35,447
Produced		138,867	108,626
<b>Total program amortisation</b>		<b>175,550</b>	<b>144,073</b>

(a) Services include, amongst others, transmission and distribution costs, repairs and maintenance expenses (including the building maintenance provision disclosed in Note 10 Other Provisions), as well as contractor, communications and travel expenses.

(b) The Australian National Audit Office have contracted KPMG to provide audit services to the Corporation on their behalf. In 2018, KPMG earned additional fees of \$1,650 (2017 \$1,650) for services that were separately contracted by the Corporation.

## **Recognition and measurement**

### ***Employee benefits***

Refer to Note 11 Employee provisions.

### ***Repairs and maintenance***

Maintenance, repairs and minor renewals which do not constitute an upgrade or enhancement of equipment are expensed as incurred.

### ***Depreciation***

Depreciable property, infrastructure, plant and equipment assets are depreciated to their estimated residual values over their estimated useful lives using the straight-line method. 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 are initially based on their useful lives, reviewed each year and adjusted as appropriate. Depreciation rates applying to each class of depreciable asset are referenced in Note 7A Land, buildings, infrastructure, plant and equipment and intangibles.

### ***Amortisation of intangibles***

Intangibles comprise software for internal use, broadcast licences and spectrum provided by the Australian Government and are held at fair value.

Software is initially recognised at cost and amortised on a straight-line basis over anticipated useful lives between **3-8 years** (2017 3-8 years).

The amortised cost is considered to approximate fair value. These assets are assessed annually for potential impairment. Refer to Note 4F Write down and impairment of assets. Broadcast licences and spectrum provided by the Australian Government are held at amortised cost which approximates fair value (refer to Note 7A).

### ***Amortisation of produced programs***

The cost of produced television program inventory is amortised as follows:

- News, Current Affairs, Live Programs, 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;
- iview-only programs – 100% on release; and
- Programs not covered above - 90% first screening and 10% second screening or after twelve months.

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.

### ***Amortisation of 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.

Refer to Note 7B Inventories regarding inventory valuation.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 4. Expenses (continued)

	Notes	2018 \$'000	2017 \$'000
<b>4E Finance costs</b>			
Loans from Department of Finance		1,210	1,441
Other finance costs		55	39
<b>Total finance costs</b>	14.2B	<b>1,265</b>	<b>1,480</b>
<b>4F Write-down and impairment of assets</b>			
Impairment of:			
Receivables and advances		3,883	1,113
Land and buildings		-	61
Infrastructure, plant and equipment		-	133
Assets under construction		201	-
Inventory held for sale		1,634	98
Other non-fixed assets		-	(119)
<b>Total write-down and impairment of assets</b>		<b>5,718</b>	<b>1,286</b>
<b>4G Net loss from disposal of assets</b>			
<b>Land and buildings</b>			
Total proceeds from disposal		-	(47,000)
Carrying value of assets disposed		101	13,500
Cost of disposal		(31)	485
<b>Net loss from disposal of land and buildings</b>		<b>70</b>	<b>(33,015)</b>
<b>Infrastructure, plant and equipment</b>			
Total proceeds from disposal		(276)	(279)
Carrying value of assets disposed		2,241	600



Notes	2018 \$'000	2017 \$'000
Cost of disposal	51	63
<b>Net loss from disposal of infrastructure, plant and equipment</b>	<b>2,016</b>	<b>384</b>
<b>Intangibles</b>		
Total proceeds from disposal	-	-
Carrying value of assets disposed	69	-
Cost of disposal	-	-
<b>Net loss from disposal of intangibles</b>	<b>69</b>	<b>-</b>
<b>Total Net loss from disposal of assets</b>		
Total proceeds from disposal	(276)	(47,279)
Carrying value of assets disposed	2,411	14,100
Total costs of disposal	20	548
<b>Total net loss from disposal of assets</b>	<b>2,155</b>	<b>(32,631)</b>

#### *Finance costs*

All borrowing costs are expensed as incurred.

#### *Write-down and impairment of assets*

All current and non-current assets are subject to an assessment as to indicators of impairment under AASB 136 *Impairment of Assets*, with the following exceptions:

- 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*.

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.

The 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.

At 30 June 2018, the Corporation has assessed whether there are any indications that assets may be impaired.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 4. Expenses (continued)

### Gains or losses on disposal of assets

Gains or losses from disposal of assets are recognised when control of the asset has passed to the buyer.

### Lease expense commitments

Commitments are GST inclusive where relevant. GST recoverable is disclosed separately. Net commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

	2018 \$'000	2017 \$'000
One year or less	5,115	4,553
From one to five years	6,117	5,276
Over five years	1,947	1,947
<b>Total operating lease expense commitments</b>	<b>13,179</b>	<b>11,776</b>

### GST receivable on operating lease expense commitments

One year or less	(293)	(217)
From one to five years	(302)	(225)
<b>Total GST receivable on operating lease expense commitments</b>	<b>(595)</b>	<b>(442)</b>

Nature of operating lease	General description of leasing arrangement
<b>Motor vehicles – business and senior executive</b>	Fully maintained operating lease over 24/36 months and/or 40,000/60,000 kilometres; no contingent rentals; no renewal or purchase options available.
<b>Property leases – office and business premises</b>	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.

## Financial Performance – Revenue and Income

### 5. Own-Source Income

	Notes	2018 \$'000	2017 \$'000
<b>5A Sale of goods and rendering of services</b>			
			-
Goods		28,203	35,190
Services		17,820	17,219
<b>Total sale of goods and rendering of services</b>		<b>46,023</b>	<b>52,409</b>
Cost of sales of goods		19,844	18,918
<b>5B Interest</b>			
Term deposits		5,890	7,304
<b>Total interest</b>	14.2B	<b>5,890</b>	<b>7,304</b>
<b>5C Other revenue</b>			
Subsidies and grants		1,012	1,005
Contract revenue		1,063	291
Other		11,128	9,397
<b>Total other revenue</b>		<b>13,203</b>	<b>10,693</b>
<b>5D Net foreign exchange gain/(loss)</b>			
Non-speculative		371	(191)
<b>Total net foreign exchange gain/(loss)</b>	14.2B	<b>371</b>	<b>(191)</b>

### Recognition and measurement

#### *Sale of goods*

Revenue is recognised at fair value of the amount received on delivery of goods, net of GST upon delivery of the goods to customers, 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 benefits associated with the transaction will flow to the Corporation.

Delivery of goods is the performance obligation by which revenue is recognised

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 5. Own-Source Income (continued)

### Recognition and measurement (continued)

#### Rendering of services

Revenue is recognised by reference to the stage of completion and the meeting of performance obligations of contracts at the reporting date, when;

- the amount of revenue and transaction costs incurred can be reliably measured; and
- the probable economic benefits of the transaction will flow to the Corporation.

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, 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. Allowances are made when the collectability of debt is no longer probable.

#### Interest revenue

Interest income is recognised as it accrues using the effective interest method and if not received at balance date, is reflected in the Statement of Financial Position as a receivable.

#### Subsidies and 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. 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.

#### 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 on cash flow hedges held at balance date are taken to equity.

### Operating leases revenue commitments

	2018 \$'000	2017 \$'000
One year or less	2,447	1,693
From one to five years	2,233	3,907
Over five years	2,082	3,856
<b>Total operating lease revenue commitments</b>	<b>6,762</b>	<b>9,456</b>

### GST payable on operating lease revenue commitments

One year or less	(209)	(154)
From one to five years	(168)	(355)
Over five years	(189)	(351)
<b>Total GST payable on operating lease revenue commitments</b>	<b>(566)</b>	<b>(860)</b>

These commitments, largely relating to rental income for letting out office space, are GST inclusive where relevant. GST payable to the ATO is disclosed separately.

Lease terms are typically between 1 to 5 years in duration and income is subject to increases in accordance with CPI or other agreed increment.

## Financial Position

### Recognition and measurement

#### *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. Following initial recognition at cost, property, infrastructure, plant, equipment and intangibles are carried at depreciated replacement cost, which approximates fair value.

Assets acquired at no cost, or for nominal consideration, are recognised as assets at their fair value, at acquisition date.

#### *Fair value measurement of assets and liabilities*

The Corporation has adopted the following general policies relating to the determination of fair value of assets and liabilities.

The fair value of land is determined by reference to the market value of the land component of ABC property because it is possible to base the fair value on recent sales of comparable sites. The Corporation's valuers detail these reference sites in valuation reports for respective properties.

The fair value of buildings, infrastructure, plant, equipment and intangibles is determined by reference to depreciated replacement cost as they are typically specialist in nature, with broadcasting in mind.

Generally, the fair value of the Corporation's other financial assets and liabilities is deemed to be their carrying value as it approximates fair value. The fair value of long term loans is the net present value of future discounted cash flows arising.

AASB 13 Fair Value Measurement 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 or indirectly; and
- Level 3 - unobservable inputs for an asset or liability.

The Corporation does not hold any assets or liabilities measured at fair value that are classified as Level 1 inputs (i.e. with reference to quoted prices (unadjusted) in active markets for identical assets or liabilities).

Assets and liabilities measured at fair value and classified as Level 2 and 3 are detailed in Note 7A.

The carrying value of cash and cash equivalents, financial assets and non-interest bearing financial liabilities (except for derivatives used for hedging) of the Corporation, are measured at amortised cost that approximates their fair value. There have been no recurring fair value measurements transferred between the respective levels for assets and liabilities to 30 June 2018.

#### *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 monetary foreign currency balances are converted to Australian dollars at the exchange rates 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.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 6. Financial Assets

### Recognition and measurement

#### Cash and cash equivalents

Cash and cash equivalents are recognised at their nominal amounts and include:

- cash on hand;
- cash in special accounts; and
- cash at bank and short-term deposits with an original maturity of three months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

#### 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.

These are included in current assets, unless they mature more than 12 months after the Statement of Financial Position date, in which case they 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. The fair value of these instruments approximates their carrying value.

Trade receivables are normally settled within 30 days unless otherwise agreed and are carried at amounts due, less an allowance for impairment.

#### Other receivables

Other receivables include forward exchange contracts at fair value through profit and loss of **\$102,616** (2017 \$11,967).

Under the fair value measurement hierarchy, these are Level 2 financial instruments as defined earlier under Fair value measurement of assets and liabilities

The balance represents estimated future cash flows, based on market forward exchange rates at 30 June 2018 and the forward contract rate, discounted by the observable yield curves of the respective currencies. The above amount reflects a **5.5%** average depreciation (2017 5.5%) of the Australian dollar against those currencies for which forward exchange contracts have been taken out, where the market forward rate at 30 June 2018 is lower than the contracted rate.

#### Other investments (held to maturity financial assets)

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 is invested into short term investments with maturities at acquisition date of greater than three months. These investments are classified as 'other investments' and are due to be settled within 12 months.

	Notes	2018 \$'000	2017 \$'000
<b>6A Cash and cash equivalents</b>			
Cash on hand or on deposit		6,393	4,574
Salary sacrifice funds		451	450
<b>Total cash and cash equivalents</b>	14.2A	<b>6,844</b>	<b>5,024</b>
<b>6B Receivables</b>			
<b>Goods and services</b>			
Goods and services		4,279	4,021
<b>Total goods and services</b>	14.2A	<b>4,279</b>	<b>4,021</b>
<b>Other receivables</b>			
Net GST receivable from the Australian Taxation Office		4,623	1,634
Forward exchange contracts	14.2A	103	12
Finance lease receivable	14.2A	-	106
Other, including receivables attributable to joint operations	14.2A	4,943	3,676
<b>Total other receivables</b>		<b>9,669</b>	<b>5,428</b>
<b>Total receivables (gross)</b>		<b>13,948</b>	<b>9,449</b>
<b>Less impairment allowance account</b>			
Goods and services		(76)	(18)
<b>Total impairment allowance</b>		<b>(76)</b>	<b>(18)</b>
<b>Total receivables (net)</b>		<b>13,872</b>	<b>9,431</b>
<b>Receivables are expected to be recovered in:</b>			
No more than 12 months		13,432	8,994
More than 12 months		440	437
<b>Total receivables (net)</b>		<b>13,872</b>	<b>9,431</b>

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 6. Financial Assets (continued)

	Notes	2018 \$'000	2017 \$'000
<b>Reconciliation of the impairment allowance account</b>			
Opening balance		(18)	(492)
Amounts written off		-	447
Amounts recovered or reversed		18	27
New doubtful debts recognised in deficit		(76)	-
<b>Closing balance</b>		<b>(76)</b>	<b>(18)</b>
<b>6C Other investments</b>			
Term deposits with an original maturity date greater than 90 days		167,400	230,300
<b>Total other investments</b>	14.2A	<b>167,400</b>	<b>230,300</b>
Other investments are all due to be settled within 12 months.			
<b>6D Accrued revenue</b>			
Goods and services		6,921	8,216
Interest receivable		445	297
<b>Total accrued revenue</b>	14.2A	<b>7,366</b>	<b>8,513</b>
<b>Accrued revenue expected to be recovered in:</b>			
No more than 12 months		6,536	7,385
More than 12 months		830	1,128
<b>Total receivables (net)</b>		<b>7,366</b>	<b>8,513</b>



## Recognition and measurement

### Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period as outlined below.

### 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 impairment allowance account. The loss is taken to the Statement of Comprehensive Income.

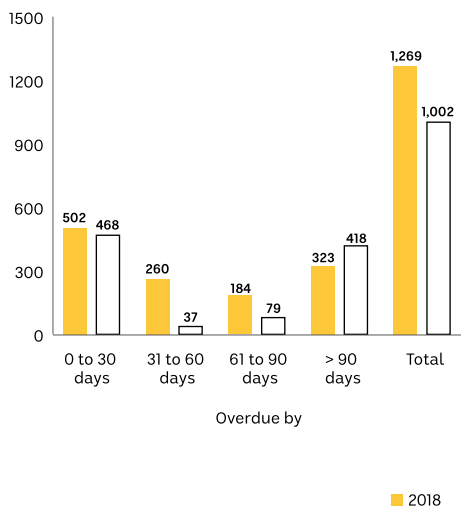
### Bad and doubtful debts

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.

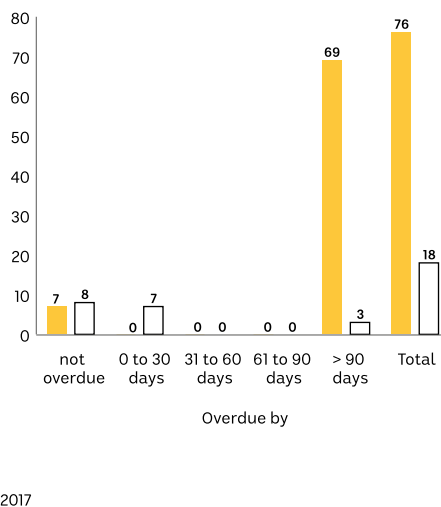
### Transition to adoption of AASB 9 Financial Instruments

The ABC has estimated the likely impact of AASB 9 on the impairment provision for receivables as at 1 July 2018. The impact is assessed to be minimal.

**Aging of Overdue Receivables at 30 June 2018 (\$'000)**



**Aging of Impaired Receivables at 30 June 2018 (\$'000)**



# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 7. Non-Financial Assets

### 7A Land, buildings, infrastructure, plant and equipment and intangibles

Reconciliation of opening and closing balances of land, buildings, infrastructure, plant and equipment and intangibles at 30 June is as follows:

	Land (Level 2) \$'000	Buildings (Level 3) \$'000	Infra-structure, plant and equipment (Level 3) \$'000	Intangibles (a) (Level 3) \$'000	Total \$'000
<b>Carrying amount as at 30 June 2016 represented by</b>					
Gross book value	191,422	568,279	593,865	103,709	1,457,275
Assets under construction	-	8,817	27,024	5,459	41,300
Accumulated depreciation and amortisation	(446)	(40,857)	(402,327)	(75,445)	(519,075)
<b>Closing net book value as at 30 June 2016</b>	<b>190,976</b>	<b>536,239</b>	<b>218,562</b>	<b>33,723</b>	<b>979,500</b>

<b>Carrying amount as at 30 June 2017 represented by</b>					
Gross book value	237,899	569,825	602,154	113,686	1,523,564
Assets under construction	-	5,775	37,910	2,948	46,633
Accumulated depreciation and amortisation	(198)	(24,036)	(405,297)	(92,125)	(521,656)
<b>Closing net book value as at 30 June 2017</b>	<b>237,701</b>	<b>551,564</b>	<b>234,767</b>	<b>24,509</b>	<b>1,048,541</b>

<b>Assets controlled by ABC</b>					
Additions	-	13,241	46,538	6,290	66,069
Revaluations and impairments recognised in other comprehensive income	4,300	3,537	-	-	7,837
Depreciation and amortisation	(243)	(35,780)	(43,562)	(6,171)	(85,756)
Disposals	-	(101)	(2,241)	(69)	(2,411)
Transfers/reclassifications	(350)	1,599	(1,345)	96	-
Net additions to assets under construction	-	386	21,597	6,084	28,067

	Land (Level 2) \$'000	Buildings (Level 3) \$'000	Infra-structure, plant and equipment (Level 3) \$'000	Intangibles (a) (Level 3) \$'000	Total \$'000
Net transfers from assets under construction	-	(5,583)	(26,822)	(1,651)	(34,056)
Write-down and impairment of assets under construction			(5)	(196)	(201)
<b>Assets attributable to joint operations</b>					
Additions	-	21	2,328	-	2,349
Depreciation	-	(307)	(2,201)	-	(2,508)
Net additions to assets under construction	-	-	763	-	763
Net transfers from assets under construction	-	-	(1,205)	-	(1,205)
<b>Net book value as at 30 June 2018</b>	<b>241,408</b>	<b>528,577</b>	<b>228,612</b>	<b>28,892</b>	<b>1,027,489</b>

**Carrying amount  
as at 30 June 2018  
represented by**

Gross book value	241,743	557,157	600,177	99,373	1,498,450
Assets under construction	-	578	32,237	7,186	40,001
Accumulated depreciation and amortisation	(335)	(29,158)	(403,802)	(77,667)	(510,962)
<b>Closing net book value as at 30 June 2018</b>	<b>241,408</b>	<b>528,577</b>	<b>228,612</b>	<b>28,892</b>	<b>1,027,489</b>

(a) The Corporation holds the right to use licences by the Australian Government in the broadcast of analog and digital television and radio. Due to the conditions attached to these licences, which are asset specific, their fair value is determined on discounted future cash flows. The Corporation has assessed its licences and considers that their fair value is nil (2017 nil).

**Useful lives of asset classes**

Asset Class	Fair Value Measured at	Useful Life
Freehold land	Market value	n/a
Freehold buildings	Depreciated replacement cost	50 years
Leasehold land – long term	Market value	99 to 120 years
Leasehold buildings	Depreciated replacement cost	Life of lease (up to 50 years)
Leasehold improvements	Depreciated replacement cost	5 to 50 years
Infrastructure, plant and equipment	Depreciated replacement cost	3 to 15 years
Intangibles (software for internal use)	Depreciated replacement cost	3 to 8 years

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 7. Non-Financial Assets (continued)

### 7A Land, buildings, infrastructure, plant and equipment and intangibles (continued)

#### Recognition and measurement

##### *Land, buildings, infrastructure, plant and equipment and intangibles*

Land is a Level 2 non-financial asset. The fair value of land is determined on the basis of market comparability, using recent sales history for comparable sites as referenced by independent valuers.

MMJ Advisory undertook a desktop valuation of the Harris Street, Ultimo site as at 30 June 2018.

Consequently, a revaluation increment of **\$4,300,000** (2017 \$57,793,000) for land and an increment of **\$3,537,121** (2017 \$7,900,000) for buildings on freehold land was credited to the asset revaluation reserve and included in "Changes in asset revaluation reserve" within Other Comprehensive Income in the Statement of Comprehensive Income, "Reserves" within the Statement of Financial Position and "Net revaluation of land and buildings" in the Statement of Changes in Equity.

Level 3 non-financial assets comprise buildings, infrastructure, plant and equipment and intangibles, with no observable market data for the assets.

Given the specialised nature of the Corporation's buildings, valuation is determined with reference to depreciated replacement cost, which is considered to be a reasonable approximation of fair value.

The carrying value of the Corporation's infrastructure, plant, equipment and infrastructure represents its depreciated replacement cost, which is considered to be a reasonable approximation of its fair value.

The carrying value of the Corporation's software for internal use represents its amortised replacement cost, which is considered to be a reasonable approximation of its fair value. Broadcast licences and spectrum are held at fair value.

#### *Asset recognition threshold*

Purchases of land, buildings, infrastructure, plant, equipment and intangibles are recognised initially at cost in the Statement of Financial Position.

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.

#### *Revaluations*

Land, buildings, infrastructure, plant, equipment and intangibles are carried at fair value.

Following initial recognition at cost, infrastructure, plant, equipment and intangibles are carried at depreciated replacement cost, which is considered to be a reasonable approximation of fair value.

Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not materially vary from 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, 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 at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the re-valued amount.

#### *Impairment of non-current assets*

The aforementioned classes of assets are subject to an assessment as to indicators of impairment under AASB 136 Impairment of Assets as at 30 June 2018.

## Capital purchases commitments

	2018 \$'000	2017 \$'000
Buildings	238	4,615
Infrastructure, plant and equipment (a)	5,163	19,577
Intangibles (b)	849	1,499
<b>Total capital purchases commitments</b>	<b>6,250</b>	<b>25,691</b>
One year or less	6,250	23,145
From one to five years	-	2,546
<b>Total capital purchases commitments</b>	<b>6,250</b>	<b>25,691</b>
<b>Net GST receivable on capital purchases commitments</b>		
One year or less	(569)	(2,104)
From one to five years	-	(231)
<b>Total net GST receivable on capital purchases commitments</b>	<b>(569)</b>	<b>(2,335)</b>

Commitments are grossed up for any GST included in the expected outlay. The GST itself, which is expected to be claimed back from the ATO, is disclosed as a receivable.

- a) Outstanding contractual commitments associated with the purchase of infrastructure, plant and equipment, including communications upgrades and technical equipment fit out.
- b) Outstanding contractual commitments associated with the purchase or development of software.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 7. Non-Financial Assets (continued)

	2018 \$'000	2017 \$'000
<b>7B Inventories</b>		
Retail inventory held for sale	849	2,477
Provision for stock obsolescence	-	(2)
Purchased for television	19,064	17,992
Produced for television	51,610	47,174
In progress	45,510	40,282
<b>Total inventories</b>	<b>117,033</b>	<b>107,923</b>

Inventories are due to be settled within 12 months.

During 2018 \$3,543,865 (2017 \$4,217,299) of inventory held for sale and \$293,512 (2017 \$596,301) of inventory held for distribution were recognised as expenses.

	2018 \$'000	2017 \$'000
<b>7C Prepayments</b>		
Technology	9,380	12,400
Royalties	7,708	11,368
Content	2,554	1,908
Rentals	90	105
Other	1,151	1,300
<b>Total prepayments</b>	<b>20,883</b>	<b>27,081</b>

### Prepayments are expected to be recovered in:

No more than 12 months	12,330	23,620
More than 12 months	8,553	3,461
<b>Total prepayments</b>	<b>20,883</b>	<b>27,081</b>

### 7D Other non-financial assets

Share of deferred tax asset in joint operations	4,588	4,588
<b>Total other non-financial assets</b>	<b>4,588</b>	<b>4,588</b>

Other non-financial assets are due to be settled beyond 12 months.

## Recognition and measurement

### Inventories (general)

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 Statement of Financial Position

### 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 value of inventories recognised as an expense in the period in which the reversal occurs.

### Write-down of retail 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 value of inventories recognised as an expense in the period in which the reversal occurs.

## 8. Payables

	Notes	2018 \$'000	2017 \$'000
<b>8A Suppliers</b>			
Trade creditors	14.2A	57,098	68,845
<b>Total suppliers</b>		<b>57,098</b>	<b>68,845</b>

### Supplier payables expected to be settled in:

No more than 12 months		56,560	68,172
More than 12 months		538	673
<b>Total supplier payables</b>		<b>57,098</b>	<b>68,845</b>

### 8B Other payables

Interest payable	14.2A	217	297
Salaries and wages (including separation and redundancies)	14.2A	30,012	26,834
Superannuation	14.2A	504	685
Unearned revenue		20,144	20,415
Unearned finance lease income		-	106
Other payables	14.2A	3,793	1,066
Forward exchange contracts	14.2A	16	272
<b>Total other payables</b>		<b>54,686</b>	<b>49,675</b>

### Other payables expected to be settled in:

No more than 12 months		42,960	37,600
More than 12 months		11,726	12,075
<b>Total other payables</b>		<b>54,686</b>	<b>49,675</b>

## Recognition and measurement

### Suppliers and other payables

The fair value of suppliers and other payables is deemed to be their carrying value as it approximates fair value.

Other payables (Note 8B) includes forward exchange contracts at fair value through profit and loss of **\$7,734** (2017 \$33,848) and those as cash flow hedges of **\$8,380** (2017 \$237,741). Under the fair value measurement hierarchy, these are Level 2 financial liabilities.

Any balance represents estimated future cash flows, based on market forward exchange rates at 30 June 2018 and the forward contract rate, discounted by the observable yield curves of the respective currencies. The above reflects a **2.7%** (2017 2.8%) average appreciation of the Australian dollar against those currencies for which forward exchange contracts have been taken out.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 9. Interest Bearing Liabilities

	Notes	2018 \$'000	2017 \$'000
9A Loans			
Loans from Department of Finance		50,000	70,000
Share of loans in joint operations		1,647	1,799
<b>Total loans</b>	14.2A	<b>51,647</b>	<b>71,799</b>
Loans expected to be settled in:			
No more than 12 months		20,512	20,408
More than 12 months		31,135	51,391
<b>Total loans</b>		<b>51,647</b>	<b>71,799</b>

### Recognition and measurement

#### Loans

Loans are classified as current liabilities unless the Corporation has the unconditional right to defer settlement for at least twelve months after the Statement of Financial Position date. The loan facility entered into with the Department of Finance was to cash-flow the construction of a purpose-built facility in Southbank, VIC.

The total loan facility is **\$50,000,000** (2017 \$70,000,000) and is provided on a long term fixed interest rate basis at a weighted average interest rate of **1.88%** (2017 1.84%). The loan is repayable in full at maturity, repayment dates ranging between 2017 and 2021. Interest is payable annually in arrears at anniversary date.

Share of loans in joint operations represents the ABC's 50% share of MediaHub's loan balances with the ANZ Banking Corporation.

On 21 October 2016, MediaHub entered into a 5 year, **\$4,000,000** (2017 \$4,000,000) loan facility with the ANZ Banking Corporation, repayable in monthly instalments of **\$67,000** (2017 \$67,000) from 19 January 2017. The facility is provided on an average variable interest rate to 30 June 2018 of 3.35% (2017 3.27%).

MediaHub also entered into a 5-year, **\$1,100,000** (2017 nil) facility with the ANZ Banking Corporation, repayable with quarterly instalments of \$55,000. The facility is provided on an average variable interest rate to 30 June 2018 ranging from **3.35% to 3.5%** (2017 nil).

The fair value of the loan from the Department of Finance at 30 June 2018 is **\$50,231,245** (2017 \$70,282,849), which approximates its carrying value of **\$50,000,000** (2017 \$70,000,000). Under the fair value measurement hierarchy, this is a Level 2 financial instrument. This has been derived on future cash flows based on timing of contractual borrowing costs and the principal repayment, discounted by the Australian Government bond rate for a bond of equivalent duration.

The discount rate applied to the cash flow forecasts and the principal values of each drawdown were the Australian Government 2 year bond rate, **2.00%** (2017 1.78%) and the Australian Government 3 year bond rate, **2.07%** (2017 1.94%) respectively.



## 10. Other Provisions

	2018 \$'000	2017 \$'000
<b>10A Other provisions</b>		
Make good	3,317	2,487
Building maintenance	30,705	-
<b>Total other provisions</b>	<b>34,022</b>	<b>2,487</b>

### Other provisions are expected to be settled in:

No more than 12 months	31,817	1,044
More than 12 months	2,205	1,443
<b>Total other provisions</b>	<b>34,022</b>	<b>2,487</b>

### Reconciliation of the make good provision

Opening balance	2,487	1,614
New/additional amounts provided	830	873
<b>Closing balance</b>	<b>3,317</b>	<b>2,487</b>

### Reconciliation of the Building maintenance provision

Opening balance	-	-
New amounts provided	30,705	-
<b>Closing balance</b>	<b>30,705</b>	<b>-</b>

## Recognition and measurement

### Other 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.

The provision for make good represents the estimated cost to make good **27** (2017: 26) leased properties at the end of the lease term. The estimated cost is based on management's best estimate of the average cost to make good each site, plus an allowance for inflation.

During the year, the ABC undertook an assessment of the cladding used on its buildings for compliance with the current BCA Fire Safety Standards. The assessment identified the need to carry out certain repairs and modifications to the ABC's existing Ultimo, NSW building. This resulted in a provision (and related expense) amounting to \$30,705,000 being recorded in the actual results at 30 June 2018, being the estimated costs to remediate the cladding on the building.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## People and Relationships

### 11. Employee Provisions

	2018 \$'000	2017 \$'000
<b>11A Employee provisions</b>		
Annual leave	43,943	44,149
Long service leave <sup>(a)</sup>	89,705	92,498
Redundancy	1,022	7,379
<b>Total employee provisions</b>	<b>134,670</b>	<b>144,026</b>

#### Employee provisions are expected to be settled in:

No more than 12 months	120,624	130,366
More than 12 months	14,046	13,660
<b>Total employee provisions</b>	<b>134,670</b>	<b>144,026</b>

(a) 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 Corporation 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.

#### Recognition and measurement

##### Employee provisions

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts. Other long-term employee benefits are measured as the net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

##### Leave

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 calculation is based on the anticipated length of time taken for an employee to fully settle his/her leave entitlement.

The liability for long service leave has been determined by reference to the work of an actuary, PricewaterhouseCoopers Securities Ltd. The liability for long service leave is the present value of the estimated future cash outflows to be made by the Corporation resulting from employees' services provided up to 30 June 2018. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

##### Redundancy

A provision exists for those employees who will be made redundant in future periods and either had a reasonable expectation of being made redundant, or for which Management had begun to execute a formal plan, which created a valid expectation of redundancy amongst affected staff, at 30 June 2018.

### **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 in the Department of Finance's administered schedules and notes.

The Corporation makes employer contributions to the employee defined benefit 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 in the same manner as contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June 2018 represents outstanding contributions at the end of the period.

### **Expenses**

Expenses attributable to the aforementioned employee benefits and provisions are reported in Note 4A Employee benefits.

## **12. Key Management Personnel Remuneration**

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of the Corporation.

Following the announcement of the Investing in Audiences strategy and the planned content restructure, in July 2017, the Corporation determined key management personnel as the members of the Board, the Managing Director, Content Team Directors and the Chief Financial and Strategy Officer. Prior to this, key management personnel included all direct reports of the Managing Director. Remuneration of key management personnel is reported below with prior year remuneration of those individuals no longer considered key management personnel included in "Other".

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 12. Key Management Personnel Remuneration (continued)

	2018 \$				2017 \$				
	Short term employee benefits	Post employment benefits: Super annuation	Other long term employee benefits: Long Service Leave	Total	Short term employee benefits	Post employment benefits: Super annuation	Other long term employee benefits: Long Service Leave	Termination Benefits	Total
<b>Executive management</b>									
Michelle Guthrie (Managing Director)	943,942	20,049	-	963,991	870,049	20,938	-	-	890,987
Louise Higgins	466,177	60,052	-	526,229	144,708	21,942	-	-	166,650
Gaven Morris	441,055	60,721	-	501,776	441,111	58,374	-	-	499,485
David Anderson	428,287	71,274	9,330	508,891	274,605	30,553	12,461	-	317,619
Michael Mason	408,713	70,052	16,366	495,131	388,354	66,443	4,600	-	459,397
<b>Board</b>									
Justin Milne (Chair)	171,260	15,953	-	187,213	41,975	3,988	-	-	45,963
Dr. Kirstin Ferguson	56,380	5,356	-	61,736	55,270	5,251	-	-	60,521
Peter Lewis	56,380	8,682	-	65,062	55,270	8,512	-	-	63,782
Simon Mordant (term ended 7 Nov 2017)	18,793	1,785	-	20,578	55,270	5,251	-	-	60,521
Donny Walford	56,380	5,356	-	61,736	55,270	5,251	-	-	60,521
Dr. Vanessa Guthrie	56,380	5,356	-	61,736	18,423	1,750	-	-	20,173
Georgina Somerset	56,380	5,533	-	61,913	18,423	1,750	-	-	20,173
Matt Peacock (staff elected) (term ended 9 Feb 2018)	32,888	5,723	-	38,611	55,270	9,617	-	-	64,887
Jane Connors (staff elected) (appointed 1 May 2018)	9,397	1,635	-	11,032	-	-	-	-	-
Joseph Gersh (appointed 11 May 2018)	9,397	893	-	10,290	-	-	-	-	-
<b>Other</b>	-	-	-	-	4,884,852	442,632	54,859	1,065,261	6,447,604
<b>Total</b>	<b>3,211,809</b>	<b>338,420</b>	<b>25,696</b>	<b>3,575,925</b>	<b>7,358,850</b>	<b>682,252</b>	<b>71,920</b>	<b>1,065,261</b>	<b>9,178,283</b>
<b>Total number incl. above</b>	<b>15</b>				<b>25</b>				

## Notes on remuneration

- a. The number and remuneration totals (on a pro rata basis) for key management personnel includes those who ceased in their roles as well as their replacements.
- b. The above table is prepared on an accrual basis, including remuneration at risk.
- c. The above key management personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the Corporation.
- d. Two Board members and no Leadership Team members (2017 one Board member and two Leadership Team members) departed the Corporation.
- e. Remuneration of the Chairman and Directors of the Board is determined by the Remuneration Tribunal.

In addition to the remuneration of the Chairman and Directors of the Board disclosed above, the Board incurred travel and other expenses of **\$294,678** (2017 \$242,859).

Remuneration paid to employees who earned more than \$200,000 during the year (by salary band level) is published on the Corporation's website.

- f. "Other" includes prior year remuneration of those individuals who departed the Corporation or who are no longer considered key management personnel. As a result, the number of key management personnel is also higher in 2017.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 13. Related Party Disclosures

### Reporting by outcomes

The Corporation principally provides a national television, radio and digital media service within the broadcasting industry. It is therefore considered for segmental reporting to operate predominantly in one industry and in one geographical area, Australia. Any intra-government costs are eliminated in calculating the actual budget outcome for the Government overall.

The Corporation is now structured to meet one outcome: inform, educate and entertain audiences throughout Australia and overseas through innovative and comprehensive media and related services. All revenues, expenses, assets and liabilities are incurred or employed to achieve this one outcome and are reflected in the primary statements.

### 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.

### Related party relationships

The Corporation is an Australian Government controlled entity. Related parties to the Corporation include Key Management Personnel, the Portfolio Minister and other Australian Government entities.

### Directors of the Corporation

The Directors of the Corporation during the year were:

- Justin Milne (Chair)
- Dr Kirstin Ferguson
- Peter Lewis
- Simon Mordant AM  
(term ended 7 November 2017)
- Donny Walford
- Dr Vanessa Guthrie
- Georgina Somerset

- Matt Peacock (staff elected)  
(term ended 9 February 2018)
- Jane Connors (staff elected)  
(appointed 1 May 2018)
- Joseph Gersh (appointed 11 May 2018)
- Michelle Guthrie (Managing Director)

The aggregate remuneration of non-executive Directors of the Corporation is disclosed in Note 12 Key Management Personnel Remuneration.

### Transactions with related parties

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. These transactions have not been separately disclosed in this note.

Giving consideration to relationships with related parties, and transactions entered into during the year by the Corporation, it has been determined that there are no additional related party transactions to be separately disclosed.

## Controlled Entities

	Country of incorporation	Beneficial percentage held by ABC 2018	Beneficial percentage held by ABC 2017
<b>Ultimate parent entity:</b>			
Australian Broadcasting Corporation			
<b>Controlled entities of Australian Broadcasting Corporation:</b>			
Music Choice Australia Pty Ltd	Australia	100%	100%
The News Channel Pty Limited	Australia	100%	100%
ABC AustraliaPlus (Shanghai) Cultural Development Co., Ltd	People's Republic of China	100%	100%

### **Music Choice Australia Pty Ltd and The News Channel Pty Limited**

These companies are wholly owned subsidiaries of the Corporation that did not trade during the year ended 30 June 2018 and have been dormant since 2000.

### **ABC AustraliaPlus (Shanghai) Cultural Development Co., Ltd (AustraliaPlus)**

This company is a wholly owned subsidiary of the Corporation, incorporated in the People's Republic of China. This company did not operate during the year ended 30 June 2018.

## Related Parties

The Corporation is involved in the following joint operations

Party to the joint operation	Principal activity	Ownership Share	
		2018	2017
MediaHub Australia Pty Limited	Operating facility for television presentation	50%	50%
Freeview Australia Limited	Promote adoption of free-to-air digital television	16%	16%
National DAB Licence Company Limited	Operates the digital radio multiplex licence	50%	50%

## Relationships and transactions with parties to Joint Operations

The Corporation has commercial relationships determined at reporting date to be joint operations. The Corporation's interests in these entities are accounted for applying proportionate consolidation in accordance with AASB 11 *Joint Arrangements*.

The Corporation's interest in MediaHub is included in the Corporation's financial statements under their respective categories. Interests in Freeview

Australia Limited (Freeview) and National DAB Licence Company Limited (DAB) are not material.

ABC employees who are directors of the aforementioned entities are neither remunerated nor receive any other benefits from these entities.

All transactions with parties to Joint Arrangements were at arm's length. No dividends were received from any of these entities in 2018 (2017 nil).

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 13. Related Party Disclosures (continued)

### Summarised financial information of MediaHub Australia Pty Limited

	2018 \$'000	2017 \$'000
<b>Statement of financial position</b>		
Financial assets	5,308	4,614
Non-financial assets	36,519	37,747
Financial liabilities	(7,562)	(6,099)
<b>Net assets</b>	<b>34,265</b>	<b>36,262</b>

### Statement of comprehensive income

Income	17,734	12,995
Expense	20,507	17,617
<b>Deficit before tax</b>	<b>(2,773)</b>	<b>(4,622)</b>

### Share of deficit of joint arrangements after tax

Share of net deficit before tax	(1,387)	(2,311)
Share of income tax benefit	-	(680)
<b>Share of deficit of joint arrangements after tax*</b>	<b>(1,387)</b>	<b>(1,631)</b>

\* Based on MediaHub financial statements for the year ended 30 June 2018

### Relationships and transactions with parties to Joint Arrangements (continued)

#### Freeview Australia Limited

Freeview is a joint operation 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 jointly controls Freeview and holds **160 \$0.10 shares** (2017 160 \$0.10 shares) equating to a **16%** (2017 16%) share. At 30 June 2018, one ABC employee was a director of Freeview.

The Corporation contributes towards the operational costs of Freeview in proportion to its shareholding and may also provide other operational services to Freeview as required.

The Corporation did not receive any material income from Freeview. The ABC paid **\$650,000** (2017 \$650,000) towards the operational costs of Freeview. These costs did not constitute a capital contribution and were recognised directly in the Corporation's Statement of Comprehensive Income.

#### MediaHub Australia Pty Limited

MediaHub is a joint operation 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. The ABC also owns Class B shares in MediaHub. Together the combined value of the ABC's shareholdings in MediaHub is **\$19,725,174** (2017 \$18,948,567).

Two ABC employees are directors of MediaHub.

The ABC incurred expenses with MediaHub totalling **\$3,375,448** (2017 \$5,251,258) for user fees and other services. The ABC made capital contributions of **\$776,607** during the year ended 30 June 2018 (2017 \$1,535,367).

The ABC received **\$1,303,920** in service fees from MediaHub (2017 \$2,340).

#### National DAB Licence Company Limited

DAB is a joint operation between the ABC and Special Broadcasting Service (SBS) to hold the digital multiplex licence. The ABC and SBS each hold one \$1 share in DAB. Two ABC employees are directors of DAB.

DAB is not a party to any 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 ABC and SBS.

The ABC made contributions of **\$5,053** (2017 \$3,106) towards the operational costs of DAB. The amounts paid were recognised directly in the ABC's Statement of Comprehensive Income.



## Financial Risks and Disclosure

### 14. Financial Instruments

#### 14.1 Capital Risk Management

The Corporation manages its capital to ensure that it can 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 supporting major capital projects.

#### 14.2 Categories of Financial Instruments

##### 14.2A Financial assets and liabilities

	Notes	2018 \$'000	2017 \$'000
<b>Financial Assets</b>			
<b>Other investments (held to maturity)</b>			
Term deposits with an original maturity date greater than 90 days	6C	167,400	230,300
<b>Total other investments</b>		<b>167,400</b>	<b>230,300</b>
<b>Loans, receivables and cash</b>			
Cash and cash equivalents	6A	6,844	5,024
Goods and services receivables	6B	4,279	4,021
Finance lease receivable	6B	-	106
Other receivables	6B	4,943	3,676
Accrued revenue	6D	7,366	8,513
<b>Total loans, receivables and cash</b>		<b>23,432</b>	<b>21,340</b>
<b>Assets at fair value through profit or loss</b>			
Forward exchange contracts	6B	103	12
<b>Total assets at fair value through profit or loss</b>		<b>103</b>	<b>12</b>
<b>Carrying amount of financial assets</b>		<b>190,935</b>	<b>251,652</b>
<b>Financial liabilities</b>			
<b>At amortised cost</b>			
Trade creditors	8A	57,098	68,845
Interest payable	8B	217	297
Salaries and wages	8B	30,012	26,834
Superannuation	8B	504	685
Other payables	8B	3,793	1,066
Loans	9A	51,647	71,799
<b>Total financial liabilities at amortised cost</b>		<b>143,271</b>	<b>169,526</b>
<b>Liabilities at fair value through profit or loss</b>			
Forward exchange contracts	8B	16	272
<b>Total liabilities at fair value through profit and loss</b>		<b>16</b>	<b>272</b>
<b>Carrying amount of financial liabilities</b>		<b>143,287</b>	<b>169,798</b>

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 14. Financial Instruments (continued)

### 14.2 Categories of Financial Instruments (continued)

#### 14.2A Financial assets and liabilities (continued)

#### Recognition and measurement

##### Financial Instruments

##### *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; 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:

- have been acquired principally for the purpose of selling in the near future;
- are derivatives (except for derivative instruments that are designated as, and are highly effective hedging instruments); or
- are parts of an identified portfolio of financial instruments that the Corporation manages together and have a recent actual pattern of short-term profit-taking.

Forward exchange contracts in this category are classified as current assets.

Financial assets at FVTPL 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.

#### 14.2B Net gains or losses from financial assets and liabilities

	Notes	2018 \$'000	2017 \$'000
<b>Other investments (held to maturity)</b>			
Interest revenue on term deposits with an original maturity date greater than 90 days	5B	5,033	5,838
Net foreign exchange gain/(loss)	5D	371	(191)
<b>Net gain on other investments</b>		<b>5,404</b>	<b>5,647</b>
<b>Loans, receivables and cash</b>			
Interest revenue	5B	857	1,466
<b>Net gain from loans and receivables</b>		<b>857</b>	<b>1,466</b>
<b>Items subject to subsequent reclassification to profit or loss</b>			
Losses on cash flow hedging instruments		-	(280)
<b>Total items subject to subsequent reclassification to profit or loss</b>		<b>-</b>	<b>(280)</b>
<b>Net loss at fair value through other comprehensive income</b>		<b>-</b>	<b>(280)</b>
<b>Net gains from financial assets recognised in Statement of Comprehensive Income</b>		<b>6,261</b>	<b>6,833</b>
<b>Financial liabilities at amortised cost</b>			
Interest and finance costs	4E	(1,265)	(1,480)
<b>Net loss from financial liabilities - at amortised cost</b>		<b>(1,265)</b>	<b>(1,480)</b>
<b>Net loss from financial liabilities recognised in Statement of Comprehensive Income</b>		<b>(1,265)</b>	<b>(1,480)</b>

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 14. Financial Instruments (continued)

### Recognition and measurement (continued)

#### Financial Instruments (continued)

##### *Financial Liabilities*

Financial liabilities are classified as 'other financial liabilities' in accordance with AASB 139 *Financial Instruments: Recognition and Measurement*.

##### *Derivatives*

Forward exchange contracts are initially recognised at fair value on the date on which the contracts are 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.

### 14.3 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 regular basis.

To meet the Corporation's regular financial risk management objectives, surplus cash is invested in 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 risk exposures. The use of financial derivatives is governed by the Corporation's policies, 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 trade financial instruments for speculative purposes.

Under Section 25B of the *Australian Broadcasting Corporation Act 1983*, the Corporation's Foreign Exchange Policy is conducted in order to reduce or eliminate risk on the Corporation's known exposures and activities and will be recorded under accepted accounting standards.

The Corporation's aims, by entering into foreign currency hedging arrangements are outlined in Note 4 Expenses and the Financial Position section under "*Foreign currency transactions*".

#### 14.4 Fair Values of Financial Instruments

##### *Forward exchange contracts*

The fair value of forward exchange contracts is 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. At 30 June 2018 this was a net receivable of **\$86,503** (2017 net liability of \$259,622).

The fair values of financial instruments that are not traded in an active market (such as over-the-counter derivatives) are determined using a Level 2 technique based on the forward exchange rates at the end of the reporting period using assumptions that are based on market conditions at the end of each reporting period.

##### *Loans*

The 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 2018, the Corporation's loan facility with the Department of Finance is **\$50,000,000** (2017 \$70,000,000) and progressively matures by 8 April 2021. This is to

cash-flow the construction of a purpose-built facility in Southbank, Victoria.

The Corporation repaid **\$20,000,000** during the year ended 30 June 2018 (2017 \$20,000,000). As disclosed in Note 9 Interest Bearing Liabilities, the fair value of the loan at 30 June 2018 is **\$50,231,245** (2017 \$70,282,849).

#### 14.5 Credit Risk

Credit risk is 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, short term investments and derivative instruments.

The Corporation has a policy of only dealing with creditworthy 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. 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 & Poor's.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2018

## 14. Financial Instruments (continued)

### 14.5 Credit Risk (continued)

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 Statement of Financial Position.

Credit exposure of foreign currency and interest rate bearing investments is represented by the net fair value of the contracts.

	Sell Australian Dollars		Average Exchange Rate	
	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000
<i>Buy USD</i>				
Less than 1 year	1,834	8,772	0.7705	0.7421
<i>Buy GBP</i>				
Less than 1 year	537	823	0.5555	0.5755
<i>Buy EUR</i>				
Less than 1 year	78	56	0.6329	0.7102

### 14.6 Hedging Instruments

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.

#### *Specific hedges*

The Corporation enters into forward exchange contracts to cover specific foreign currency payments when exposures of \$50,000 or greater 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. A net loss of **\$2,083** (2017 net loss of \$77,667) on specific hedges of foreign currency purchases, outstanding as at 30 June 2018, was recorded. The Corporation's cash flow hedges were all effective during the period.

#### *General hedges*

The Corporation enters into forward exchange contracts to cover foreign currency payments when exposures less than \$50,000, of a recurrent nature and with varying foreign currency amounts and payment dates are incurred. General cover is typically held between 20% and 80% 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 is **\$96,486** (2017 net loss of \$13,925) on general hedges of anticipated foreign currency purchases, outstanding as at 30 June 2018.

## Contingent Items

### 15. Contingent Assets and Liabilities

	2018 \$'000	2017 \$'000
<b>15A Contingent liabilities - guarantees</b>		
Balance at beginning of year	639	641
Net change during the year	2	(2)
<b>Total contingent liabilities - guarantees</b>	<b>641</b>	<b>639</b>

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.

#### Recognition and measurement

##### *Contingent assets and liabilities*

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position. 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. Contingencies are disclosed on a net basis.

#### Recognition and measurement (continued)

##### *Contingent assets and liabilities (continued)*

##### Quantifiable and significant remote contingencies

The Corporation has neither material contingent assets nor remote contingent liabilities at 30 June 2018 (2017 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.







# Appendices

# Appendices

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Image: Finn in *Making Child Prodigies*

# 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; and
    - (i) 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 specialized 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;
- and to notify those codes to the ACMA.
- (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 digital media services, 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

#### Members and attendance at meetings

The ABC Board held 9 meetings during 2017–18.

Member	Meetings eligible to attend	Meetings attended
Justin Milne, Chairman	9	9
Michelle Guthrie, Managing Director	9	9
Jane Connors ( <i>Appointed 1 May 2018</i> )	2	2
Dr Kirstin Ferguson	9	9
Joseph Gersh ( <i>Appointed 11 May 2018</i> )	2	1
Dr Vanessa Guthrie	9	7
Peter Lewis	9	9
Simon Mordant AM ( <i>Term ended 7 November 2017</i> )	3	2
Matt Peacock ( <i>Term ended 9 February 2018</i> )	6	6
Georgie Somerset	9	8
Donny Walford	9	9

## Requests made to the Board by the Minister under s.8(2)

In 2017–18, the Minister for Communications and the Arts made no requests to the Board under section 8(2) of the *Australian Broadcasting Corporation Act 1983*.

### Board Committees

#### Audit, Risk and Finance Committee

The Audit, Risk and Finance Committee was established on 23 February 2017. Following a review of group governance in early 2018, the Audit Risk and Finance Committee was renamed as the Risk & Audit Committee, with changes to its Charter from 8 February 2018. Given there were substantive changes to its Charter and responsibilities, reporting is provided as two separate Committees.

- The responsibilities of the Audit Risk and Finance Committee were detailed in its Charter, and included
- financial performance
- financial reporting
- performance reporting
- system of risk oversight and management

- system of internal control
- internal audit
- external audit
- ethical culture

The Audit, Risk and Finance Committee held three meetings in 2017–18:

Meeting No. 3/2017	1 August 2017
Meeting No. 4/2017	4 October 2017
Meeting No. 5/2017	21 November 2017

Meetings were attended by Peter Lewis (Chair of the Audit, Risk and Finance Committee), Simon Mordant AM, Donny Walford, Dr Vanessa Guthrie and Richard Rassi. Mr Rassi is the appointed External Member on the Audit, Risk and Finance Committee. He is not a member of the ABC Board.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
Peter Lewis	Committee Chairman	3	3
Simon Mordant AM*	Director	2	2
Donny Walford	Director	3	3
Dr Vanessa Guthrie	Director	3	3
Richard Rassi	External Member	3	3

\*The appointment of Simon Mordant to the Audit, Risk & Finance Committee ended on 7 November 2017, coinciding with the end of his term on the ABC Board.

Committee meetings were attended by the Managing Director, Chief Financial and Strategy Officer, General Counsel, General Manager Finance and Operations, Head Group Audit, and representatives of the Australian National Audit Office (ANAO) and its nominated representative KPMG.

In 2017–18, the Audit, Risk and Finance Committee considered the group audit plan including the external audit strategy, and considered the findings of audit reports and the implementation of audit recommendations by management. The Committee also dealt with matters related to, and reports from, external audit, and the Corporation's requirement to formally report

on financial and non-financial performance under the PGPA Act.

The Committee received papers relating to ABC strategic risks, risk management, business resilience, security, procurement and material contracts.

The Committee also received financial management reports and considered the matters related to the preparation and finalisation of the Annual Financial Statements.

## Risk & Audit Committee

From 8 February 2018, following a review of group governance, the Audit Risk & Finance Committee was renamed as the Risk & Audit Committee, with the focus on risk management and audit practices.

Importantly, there was a change to the scope of the financial responsibilities with some activities previously delegated to the Committee now being performed at Board level. The Risk & Audit Committee continues to perform its critical role of overseeing the preparation of the annual financial statements and annual performance statements, and the integrity of those processes.

Risk & Audit Committee responsibilities are detailed in the Charter approved by the ABC Board on 8 February 2018 and include:

- Financial reporting;
- Performance reporting;
- Risk management / System of oversight and management;
- System of internal control;
- External audit; and
- Internal audit.

The Risk & Audit Committee held two meetings in 2017–18:

Meeting No. 1/2018                      28 March 2018

Meeting No. 2/2018                      12 June 2018

Meetings were attended by Peter Lewis (Chair of the Risk & Audit Committee), Donny Walford, Dr Vanessa Guthrie and Richard Rassi. Mr Rassi is the appointed External Member on the Risk & Audit Committee. He is not a member of the ABC Board.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
Peter Lewis	Committee Chairman	2	2
Donny Walford	Director	2	1
Dr Vanessa Guthrie	Director	2	1
Richard Rassi	External Member	2	2
Jane Connors*	Director	0	0

\*Jane Connors was appointed to the Risk & Audit Committee on 21 June 2018.

Committee meetings were attended by the Managing Director, Chief Financial and Strategy Officer, General Counsel, General Manager Finance and Operations, Head Group Audit, Head Risk, and representatives of the ANAO and its nominated representative KPMG.

In 2017-18, the Risk & Audit Committee considered the portfolio budgets statements, financial year end accounting issues and considerations and the pro-forma financial statements for FY18.

The Committee received papers relating to ABC strategic risks, risk management and the group risk plan, as well as governance and fraud risk and control.

The Committee considered the findings of audit reports and noted the implementation of audit recommendations by management.

## People & Remuneration Committee (formerly People Committee)

The People Committee was established by the ABC Board in February 2017, and following a review of group governance in early 2018, was renamed as the People & Remuneration Committee on 8 February 2018. An updated Charter was approved by the ABC Board at that time.

The purpose of the People & Remuneration Committee is to assist the Board to fulfil its duties and responsibilities as set out in the ABC Act focusing on:

- Remuneration policies and practices;
- Key performance indicators (KPIs) and performance;
- People strategy, culture and engagement;
- Succession planning and talent development;
- Equity and diversity strategy and reporting; and
- Work health and safety.

The People & Remuneration Committee held four meetings in 2017–18.

People Committee

Meeting No. 3/2017

2 August 2017

Meeting No. 4/2017

6 November 2017

People & Remuneration Committee

Meeting No 1/2018

5 March 2018

Meeting No. 2/2018

6 June 2018

Meetings were attended by Dr Kirstin Ferguson (Chair of the People & Remuneration Committee), and Committee members Donny Walford, Georgie Somerset and Matt Peacock.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
<b>Dr Kirstin Ferguson</b>	Committee Chair	4	4
<b>Donny Walford</b>	Director	4	4
<b>Georgie Somerset</b>	Director	4	4
<b>Matt Peacock*</b>	Director	2	2
<b>Joseph Gersh**</b>	Director	0	0

\*The appointment of Matt Peacock to the People & Remuneration Committee ended on 9 February 2018 coinciding with his retirement from the ABC Board.

\*\*Joseph Gersh was appointed to the People & Remuneration Committee on 21 June 2018.

Committee meetings were attended by the Managing Director, Director Engagement, Head People & Culture, Head HR Services and the WHS Manager.

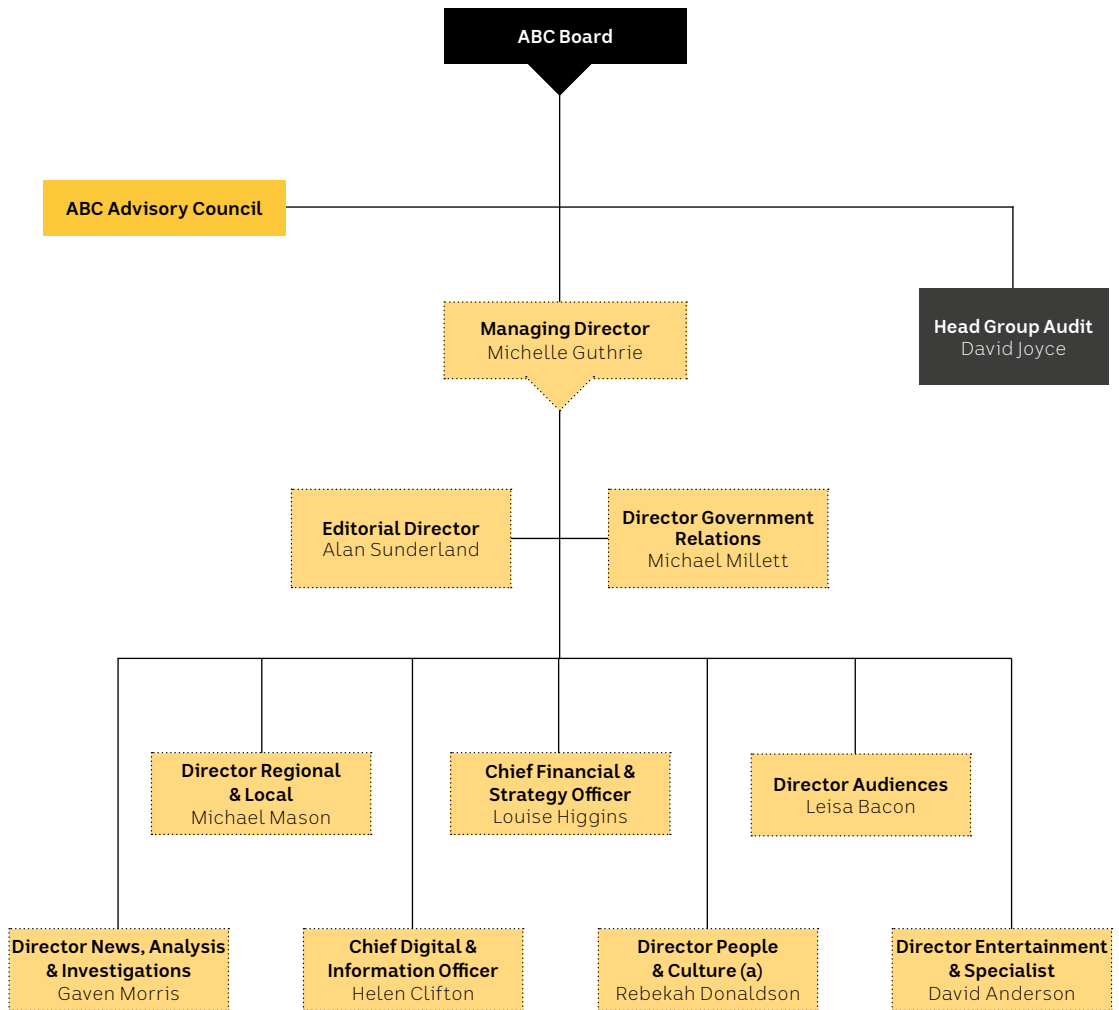
In 2017–18, the People & Remuneration Committee considered corporate key performance indicators, Mmanaging Director remuneration, Leadership Team performance and remuneration, succession planning and talent development, workplace and industrial relations strategies and gender pay equity.


The Committee also considered workplace behaviours, corporate policies, equity & diversity reporting, and WHS planning and reporting.



# Appendix 3 – ABC Organisational Structure

(as at 30 June 2018)



 Members of the Leadership Team

Note: Fiona Reynolds was acting Director of Government Relations from February – June 2018  
Samantha Liston was Director Engagement from July 2017 – June 2018

# Appendix 4 – ABC Code of Practice

Current as at 30 June 2018; last updated 1 March 2016

## 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”<sup>1</sup> or “age-restricted content”.<sup>2</sup> 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.

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

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.

- 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.

### 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.

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.

## 7. Harm and offence

### Principles:

The ABC broadcasts comprehensive and innovative content that aims to inform, entertain and educate diverse audiences. This involves a willingness to take risks, invent and experiment with new ideas. It 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. However, the community recognises that what is and is not acceptable in ABC content largely depends upon the particular context, including the nature of the content, its target audience, and any signposting that equips audiences to make informed choices about what they see, hear or read. Applying the harm and offence standard, therefore, requires careful judgement. 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.

### 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 with classification labels or other warnings or advice.
- 7.3 Ensure all domestic television programs – apart from 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.

## **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.

## **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 in accordance with Time Zone Charts at 7.3.5.

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 in accordance with the Time Zone Charts at 7.3.5.

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.

## **MA15+ – MATURE AUDIENCE**

**(Not suitable for people under 15 years)**

Subject to the Implementation Guidelines at 7.3.2, MA15+ programs may be shown in accordance with the Time Zone Charts at 7.3.5.

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**

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.

There must be sound reasons for any departure from the time zone for a program classification. Possible reasons might include, for example, the need to schedule programs which are serious presentations of moral, social or cultural issues in timeslots most suitable for their target audiences.

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 but ordinarily receives the ABC's New South Wales TV services. Given the time zone difference, some programs are 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.

#### ABC main channel / ABC NEWS

	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	•	•	•	•	•	•	•	•
PG	•	•	•	•	•	•	•	•
M		•			•	•	•	•
MA							•	•

#### ABC COMEDY

	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G					•	•	•	•
PG					•	•	•	•
M						•	•	•
MA							•	•

(ABC COMEDY is not on air at this time)

#### ABC KIDS

	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	•	•	•					
PG								
M								
MA								

(ABC KIDS is not on air at this time)

#### ABC ME

	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	•	•	•	•	•	•	•	•
PG	•	•	•	•	•	•	•	•
M							•	•
MA								•

## Appendix 5 – Television Content Analysis

### ABC main channel linear program hours transmitted – 24 hours

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	19	88	106	0	18	18	124	176
Children's	1	7	8	0	0	0	8	15
Current Affairs	644	390	1,035	1	0	1	1,035	1,185
Documentary	27	162	189	45	220	264	453	530
Drama	73	257	331	96	1,259	1,356	1,686	1,434
Entertainment	1,432	311	1,742	27	348	374	2,116	2,204
Factual	79	220	299	6	658	664	963	748
Indigenous	0	11	11	0	0	0	11	20
Movies	0	0	0	0	3	3	3	25
News	1,734	135	1,869	0	0	0	1,869	1,871
Religion and Ethics	18	29	47	2	24	26	73	74
Sport	15	43	58	0	66	66	125	154
<b>Total Program Hours</b>	<b>4,042</b>	<b>1,653</b>	<b>5,695</b>	<b>177</b>	<b>2,595</b>	<b>2,772</b>	<b>8,467</b>	<b>8,434</b>
<b>% of Total Program Hours</b>	<b>47.7%</b>	<b>19.5%</b>	<b>67.3%</b>	<b>2.1%</b>	<b>30.7%</b>	<b>32.7%</b>	<b>100.0%</b>	<b>100.0%</b>
*Other			293				293	326
<b>Total Hours</b>			<b>5,988</b>			<b>2,772</b>	<b>8,760</b>	<b>8,760</b>
<b>% of Total Hours</b>			<b>68%</b>			<b>32%</b>		

\*Other: includes interstitial material, program announcements and community service announcements.

**Notes:** This Table reflects linear 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 main channel linear program hours transmitted – 6am–midnight

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	18	59	77	0	4	4	81	120
Children's	1	7	8	0	0	0	8	15
Current Affairs	607	262	869	1	0	1	870	990
Documentary	27	136	163	45	138	183	345	421
Drama	73	219	293	96	781	877	1,170	1,085
Entertainment	503	256	760	27	283	309	1,069	1,023
Factual	77	200	277	6	492	498	776	639
Indigenous	0	5	6	0	0	0	6	8
Movies	0	0	0	0	3	3	3	3
News	1,730	133	1,864	0	0	0	1,864	1,857
Religion and Ethics	18	28	46	2	24	26	72	74
Sport	15	20	35	0	23	23	58	67
<b>Total Program Hours</b>	3,071	1,326	4,398	177	1,747	1,924	6,321	6,303
<b>% of Total Program Hours</b>	48.6%	21.0%	69.6%	2.8%	27.6%	30.4%	100.0%	100.0%
*Other			249				249	267
<b>Total Hours</b>			4,646			1,924	6,570	6,570
<b>% of Total Hours</b>			71%			29%		

\*Other: includes interstitial material, program announcements and community service announcements.

**Notes:** This Table reflects linear 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 main channel linear program hours transmitted – 6pm–midnight

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	18	20	39	0	4	4	43	57
Children's	1	2	3	0	0	0	3	14
Current Affairs	214	84	298	1	0	1	299	337
Documentary	27	39	66	45	62	107	173	187
Drama	73	101	174	96	302	398	572	552
Entertainment	182	105	287	27	59	86	372	379
Factual	69	9	78	6	127	133	210	190
Indigenous	0	3	3	0	0	0	3	0
Movies	0	0	0	0	2	2	2	2
News	256	111	367	0	0	0	367	345
Religion and Ethics	18	0	18	0	0	0	18	16
Sport	0	18	18	0	17	17	35	19
<b>Total Program Hours</b>	858	492	1,350	175	572	746	2,096	2,098
<b>% of Total Program Hours</b>	40.9%	23.5%	64.4%	8.3%	27.3%	35.6%	100.0%	100.0%
*Other			94				94	92
<b>Total Hours</b>			1,444			746	2,190	2,190
<b>% of Total Hours</b>			66%			34%		

\*Other: includes interstitial material, program announcements and community service announcements.

**Notes:** This Table reflects linear 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 KIDS (ABC2) linear program hours transmitted – 5am–7pm

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	0	0	0	0	0	0	0	0
Children's	138	1,457	1,595	124	3,059	3,183	4,778	4,798
Current Affairs	0	0	0	0	0	0	0	0
Documentary	0	0	0	0	0	0	0	0
Drama	0	0	0	0	0	0	0	0
Entertainment	0	0	0	0	0	0	0	0
Factual	0	0	0	0	0	0	0	0
Indigenous	0	0	0	0	0	0	0	0
Movies	0	0	0	0	0	0	0	0
News	0	0	0	0	0	0	0	0
Religion and Ethics	0	0	0	0	0	0	0	0
Sport	0	0	0	0	0	0	0	0
<b>Total Program Hours</b>	138	1,457	1,595	124	3,059	3,183	4,778	4,798
<b>% of Total Program Hours</b>	2.9%	30.5%	33.4%	2.6%	64.0%	66.6%	100.0%	100.0%
*Other			332				332	312
<b>Total Hours</b>			1,927			3,183	5,110	5,110
<b>% of Total Hours</b>			38%			62%		

\*Other: includes interstitial material, program announcements and community service announcements.

**Notes:** This Table reflects linear 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 COMEDY (ABC2) linear program hours transmitted – 7pm–2am

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	0	9	9	0	14	14	23	38
Children's	6	3	9	1	84	84	93	14
Current Affairs	0	0	0	0	0	0	0	6
Documentary	2	37	39	6	566	572	612	1,013
Drama	0	74	74	29	743	772	846	472
Entertainment	84	380	465	1	301	302	766	738
Factual	1	2	3	0	46	46	50	130
Indigenous	0	7	7	0	0	0	7	2
Movies	0	0	0	0	0	0	0	0
News	1	0	1	0	0	0	1	2
Religion and Ethics	0	0	0	0	0	0	0	0
Sport	0	4	4	0	0	0	4	7
<b>Total Program Hours</b>	95	516	611	37	1,754	1,791	2,402	2,421
<b>% of Total Program Hours</b>	3.9%	21.5%	25.4%	1.5%	73.0%	74.6%	100.0%	100.0%
*Other			153				153	134
<b>Total Hours</b>			764			1,791	2,555	2,555
<b>% of Total Hours</b>			30%			70%		

\*Other: includes interstitial material, program announcements and community service announcements.

**Notes:** This Table reflects linear 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 ME linear program hours transmitted – 6am–varied close

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	0	2	2	0	5	5	7	3
Children's	103	1,272	1,375	136	4,335	4,471	5,847	5,567
Current Affairs	0	4	4	0	0	0	4	2
Documentary	3	4	7	0	1	1	7	5
Drama	0	0	0	0	106	106	106	11
Entertainment	1	418	419	0	29	29	448	437
Factual	0	14	14	0	18	18	32	46
Indigenous	0	2	2	0	0	0	2	3
News	44	4	48	0	0	0	48	53
<b>Total Program Hours</b>	151	1,720	1,871	136	4,494	4,630	6,501	6,126
<b>% of Total Program Hours</b>	2.3%	26.5%	28.8%	2.1%	69.1%	71.2%	100.0%	100%
*Other			253				253	255
<b>Total Hours</b>			2,124			4,630	6,754	6,381
<b>% of Total Hours</b>			31%			69%		

\*Other: includes interstitial material, program announcements and community service announcements.

Notes: This Table reflects linear 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.

The ABC ME close times are varied. Hours have been rounded to nearest whole number.



**ABC iview linear program hours transmitted – 24 hours**

	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2017-18	2016-17
Arts and Culture	32	100	132	0	79	79	211	301
Children's	76	2,139	2,215	7	6,719	6,726	8,941	8,141
Current Affairs	5	963	969	0	1	1	969	824
Documentary	7	170	176	0	509	509	686	928
Drama	8	443	450	4	1,373	1,376	1,826	1,242
Entertainment	67	672	739	0	242	242	980	746
Factual	7	212	218	0	356	356	575	569
Indigenous	4	11	15	0	0	0	15	25
Movies	0	0	0	0	2	2	2	3
News	24	2,542	2,567	0	0	0	2,567	2,472
Religion and Ethics	0	37	37	0	2	2	39	28
Sport	0	55	55	0	43	43	98	90
<b>Total Program Hours</b>	230	7,343	7,573	11	9,325	9,336	16,909	15,370
<b>% of Total Program Hours</b>	1.4%	43.4%	44.8%	0.1%	55.2%	55.2%	100.0%	100.0%
*Other			0				0	3
<b>Total Hours</b>			7,573			9,336	16,909	15,373
<b>% of Total Hours</b>			45%			55%		

## Appendix 6 – Promotion and Market Research

Expenditure	2017–18 \$	2016-17 \$
Market Research	5,636,026	5,353,950
Advertising	5,216,228	3,558,789
Promotion	1,126,021	1,107,715
<b>Total</b>	<b>11,978,275</b>	<b>10,020,454</b>

## Appendix 7 – Performance Pay

In 2017–18, the ABC paid bonuses to 157 executives totalling \$2,053,946 – an average of \$13,082 per executive. Bonuses were paid to 47 non-executive employees totalling \$150,445 – an average of \$3,201 per employee.

## Appendix 8 – Consultants

Consultant	Purpose of Consultancy	Total \$ (paid or payable as at 30 June 2018)
<i>Below \$10,000</i>		
Various	Various	\$87,751
<i>\$10,000-\$50,000</i>		
David Hicks & Co Pty Ltd	Finance and other advisory services	\$12,104
Dart Centre Asia Pacific	Technical advice	\$14,149
PricewaterhouseCoopers Securities Ltd	Finance and other advisory services	\$14,929
Safetylec Management Solutions	Risk assessment and analysis	\$16,608
RiskLogic Pty Ltd	Risk assessment and analysis	\$16,800
O'Connor Marsden & Associates Pty Ltd	Strategic advice	\$19,805
Deloitte Touche Tohmatsu	Finance and other advisory services	\$38,982
BidEnergy (Operations) Pty Ltd	Technical advice	\$50,000
<b>Sub-total</b>		<b>\$183,377</b>
<i>Above \$50,000</i>		
Trevor-Roberts Associates	Career advice - redundancies	\$81,300
Bendelta Pty Ltd	Strategic advice	\$83,633
BAE Systems Applied Intelligence Pty Ltd	Technical advice	\$86,950
Deloitte Access Economics Pty Ltd	Economic analysis	\$100,660
Venture Consulting Pty Ltd	Strategic advice	\$160,096
RBB Economics	Strategic advice	\$253,600
CBRE (GCS) Pty Ltd	Risk assessment and analysis	\$262,709
L.E.K. Consulting Australia Pty Ltd	Strategic advice	\$424,878
Partners in Performance International Pty Ltd	Efficiency review	\$474,100
<b>Sub-total</b>		<b>\$1,927,926</b>
<b>Total</b>		<b>\$2,199,054</b>

## Appendix 9 – Overseas Travel Costs

	2017–18 \$m	2016–17 \$m
Travel allowances and accommodation	2.1	1.8
Airfares	1.4	1.3
Other*	0.6	0.7
<b>TOTAL</b>	<b>4.1</b>	<b>3.8</b>

\* Other includes car hire, taxis, excess baggage, hire of personnel and equipment.

## Appendix 10 – Employee Profile

Total ABC employee strength as at the end of the last pay period in 2017–18 (24 June 2018)

	ACT	NSW	NT	O/S	QLD	SA	TAS	VIC	WA	Total
ABC Commercial	0.00	85.16	0.00	0.00	0.00	0.00	0.00	2.60	0.00	<b>87.76</b>
Audiences	0.50	136.21	1.00	0.00	7.20	3.00	2.00	15.73	2.00	<b>167.63</b>
Content Ideas Lab	0.00	35.20	0.00	0.00	1.00	0.00	0.00	2.90	0.00	<b>39.10</b>
Corporate Management*	1.00	6.00	0.00	0.00	0.00	0.00	0.80	0.00	0.00	<b>7.80</b>
Editorial Policies	1.00	13.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<b>14.48</b>
Engagement	1.25	78.34	0.00	1.00	2.00	24.38	1.00	11.96	1.00	<b>120.94</b>
Entertainment & Specialist	2.00	592.03	1.00	0.00	26.77	7.64	5.14	190.42	7.80	<b>832.81</b>
Finance	2.53	130.69	2.00	0.00	9.39	26.95	2.00	12.93	4.60	<b>191.08</b>
News, Analysis, Investigations	75.71	572.55	46.38	19.00	155.18	96.73	60.71	232.49	75.40	<b>1,334.15</b>
Regional & Local	54.62	201.79	48.49	0.00	178.90	71.73	42.57	127.01	90.39	<b>815.50</b>
Technology	24.48	416.83	11.50	0.00	33.39	20.21	15.96	77.15	22.43	<b>621.95</b>
<b>Grand Total</b>	<b>163.08</b>	<b>2,268.28</b>	<b>110.36</b>	<b>20.00</b>	<b>413.84</b>	<b>250.64</b>	<b>130.18</b>	<b>673.19</b>	<b>203.62</b>	<b>4,233.20</b>

\* Includes Managing Director's Office and Government Relations

**Notes:**

1. Values in Full-Time Equivalents (FTE)
2. Including casuals that are paid in the last fortnight
3. Number of overseas employees in the above table does not include locally-hired employees.
4. ABC Commercial sits under Finance.

Gender	Head count	% of Total
Female	2,585	52.34%
Male	2,354	47.66%
<b>Grand Total</b>	<b>4,939</b>	<b>100.00%</b>

## Appendix 11 – Television Transmission Channels

<b>Australian Capital Territory</b>		Glen Innes	41
Canberra	8	Gloucester	29
Tuggeranong	41	Goodooga	7
Weston Creek/Woden	41	Gosford	41
<b>New South Wales</b>		Goulburn	41
Adelong	39	Grafton/Kempsey	36
Albury North	31	Hay	41
Armidale	36	Illawarra	35
Armidale North	7	Inverell	41
Ashford	41	Ivanhoe	8
Balranald	40	Jerilderie	41
Batemans Bay/Moruya	41	Jindabyne	41
Bathurst	7	Kandos	47
Batlow	41	Khancoban	46
Bega	31	Kings Cross	30
Bombala	47	Kotara	37
Bonalbo	41	Kyogle	41
Bouddi	41	Laurieton	41
Bourke	6	Lightning Ridge	11
Bowral/Mittagong	47	Lithgow	31
Braidwood	47	Lithgow East	47
Broken Hill	10	Manly/Mosman	30
Captains Flat	41	Manning River	7
Cassilis	30	Menindee	41
Central Tablelands	36	Merewether	37
Central Western Slopes	12	Merriwa	43
Cobar	6	Mudgee	41
Coffs Harbour	45	Murrumbidgee Irrigation Area	28
Condobolin	41	Murrurundi	37
Coolah	47	Murwillumbah	29
Cooma Town	41	Narooma	47
Cooma/Monaro	29	Newcastle	37
Cowra	42	Nowra North	47
Crookwell	32	Nyngan	41
Deniliquin	41	Oberon	42
Dubbo	41	Port Stephens	30
Dungog	41	Portland/Wallerawang	41
Eden	47	Richmond/Tweed	29

Stanwell Park	47
SW Slopes/E Riverina	46
Sydney	12
Talbingo	41
Tamworth	41
Tenterfield	47
Thredbo	33
Tottenham	47
Tumbarumba	41
Tumut	41
Ulladulla	28
Upper Hunter	47
Upper Namoi	29
Vacy	32
Wagga Wagga	41
Walcha	45
Walgett	40
Wilcannia	9
Wollongong	41
Wyong	41
Young	41

#### **Northern Territory**

Alice Springs	8
Batchelor	41
Bathurst Island	11
Borrooloola	10
Daly River	7
Darwin	30
Darwin City	41
Galiwinku	10
Groote Eylandt	7
Jabiru	7
Katherine	8
Mataranka	8
Nhulunbuy	7
Pine Creek	10
Tennant Creek	9A

#### **Queensland**

Airlie Beach	39
Alpha	7
Aramac	8
Atherton	47
Augathella	7
Ayr	45
Babinda	48
Barcaldine	7
Bedourie	6
Bell	41
Birdsville	7
Blackall	7
Blackwater	47
Boonah	42
Bowen Town	39
Boyne Island	41
Brisbane	12
Cairns	8
Cairns East	42
Cairns North	35
Camooweal	7
Capella	31
Cardwell	48
Charleville	11
Charters Towers	45
Clermont	35
Cloncurry	6
Collinsville	35
Cooktown	40
Cunnamulla	11
Currumbin	50
Darling Downs	29
Dimbulah	42
Dirranbandi	7
Dysart	41
Eidsvold	47
Emerald	11
Esk	39
Georgetown	7

Gladstone East	33	Proserpine	45
Gladstone West	47	Quilpie	9
Gold Coast	41	Ravenshoe	42
Gold Coast Southern Hinterland	50	Redlynch	47
Goondiwindi	41	Richmond	7
Gordonvale	48	Rockhampton	34
Gympie	41	Rockhampton East	41
Gympie Town	49	Roma	8
Herberton	35	Shute Harbour	47
Hervey Bay	41	Southern Downs	35
Hughenden	8	Springsure	41
Injune	6	St George	12
Jericho	6	Stuart	46
Julia Creek	11	Sunshine Coast North	49
Karumba	7	Sunshine Coast South	39
Longreach	10	Surat	10
Mackay	28	Tambo	7
Mareeba	42	Tara	41
Meandarra	47	Taroom	10
Middlemount	35	Texas	41
Miles	41	Theodore	41
Miriam Vale/Bororen	41	Thursday Island	9
Mission Beach	48	Tieri	35
Mitchell	12	Toowoomba	47
Monto	41	Townsville	34
Moranbah	48	Townsville North	46
Moranbah Town	35	Tully	41
Morven	8	Wandoan	47
Mossman	33	Wangetti	42
Mount Garnet	35	Warwick	41
Mount Isa	7	Weipa	6
Mount Molloy	42	Wide Bay	11
Moura	47	Winton	7
Murgon	41	Yeppoon	41
Muttaburra	11		
Nambour	41	<b>South Australia</b>	
Nebo	35	Adelaide	12
Noosa/Tewantin	41	Adelaide Foothills	39
Normanton	8	Andamooka	7
Port Douglas	47	Bordertown	42

Burra	35
Caralue Bluff	47
Ceduna/Smoky Bay	39
Clare	47
Coffin Bay	44
Coober Pedy	7
Cowell	36
Craigmore/Hillbank	39
Hawker	47
Keith	38
Kingston SE/Robe	38
Lameroo	42
Leigh Creek South	8
Naracoorte	42
Pinnaroo	38
Port Lincoln	49
Quorn	47
Renmark/Loxton	31
Roxby Downs	40
South East	31
Spencer Gulf North	43
Streaky Bay	11
Tumby Bay	30
Victor Harbor	39
Waikerie	47
Wirrulla	9A
Woomera	37
Wudinna	36

### Tasmania

Acton Road	36
Barrington Valley	48
Bicheno	36
Binalong Bay	37
Burnie	47
Cygnets	44
Derby (Tas)	47
Dover	47
Dover South	43
East Devonport	35

Geeveston	35
Gladstone	47
Goshen/Goulds Country	35
Hillwood	47
Hobart	8
Hobart NE Suburbs	47
King Island	47
Launceston	35
Lileah	8
Lilydale	47
Maydena	42
Meander	48
Montumana IBL	47
NE Tasmania	41
New Norfolk	35
Orford	41
Penguin	35
Port Sorell	28
Queenstown/Zeehan	47
Ringarooma	29
Rosebery	32
Savage River	47
Smithton	35
St Helens	29
St Marys	47
Strahan	41
Swansea	47
Taroona	45
Ulverstone	35
Waratah	35
Wynyard	28

### Victoria

Alexandra	47
Alexandra Environs	41
Apollo Bay	47
Bairnsdale	35
Ballarat	35
Bendigo	29
Bonnie Doon	32

Bright	31
Bruthen	47
Cann River	47
Casterton	41
Churchill	49
Cobden	41
Colac	47
Coleraine	47
Corryong	36
Eildon	34
Eildon Town	41
Ferntree Gully	43
Foster	41
Genoa	36
Goulburn Valley	37
Halls Gap	47
Hopetoun-Beulah	33
Horsham	41
Kiewa	41
Lakes Entrance	47
Latrobe Valley	29
Lorne	35
Mallacoota	47
Mansfield	47
Marysville	35
Melbourne	12
Mildura/Sunraysia	11
Murray Valley	47
Myrtleford	47
Nhill	47
Nowa Nowa	29
Orbost	41
Portland	41
Rosebud	43
Safety Beach	43
Selby	35
Seymour	41
South Yarra	43
Tawonga South	31
Upper Murray	11

Upwey	35
Warburton	35
Warrnambool	50
Warrnambool City	29
Western Victoria	6
Yea	34

#### **Western Australia**

Albany	43
Augusta	46
Bridgetown	45
Broome	9
Bruce Rock	50
Bunbury	36
Carnamah	46
Carnarvon	6
Central Agricultural	45
Cervantes	47
Cue	10
Dalwallinu	49
Dampier	28
Denham	7
Derby (WA)	9
Esperance	9A
Exmouth	7
Fitzroy Crossing	41
Geraldton	41
Halls Creek	9
Hopetoun (WA)	40
Jurien	37
Kalbarri	8
Kalgoorlie	9A
Kambalda	40
Karratha	42
Katanning	45
Kojonup	50
Kununurra	8
Kununurra East	40
Lake Grace	34
Laverton	11



Leeman	6
Leinster	11
Leonora	10
Mandurah/Waroona	41
Manjimup	46
Marble Bar	7
Margaret River	45
Meekatharra	9
Menzies	10
Merredin	50
Mingenew	46
Moora	38
Morawa	7
Mount Magnet	9
Mullewa	46
Nannup	31
Narembeen	50
Narrogin	50
Newman	6
Norseman	6
Northam	50

Northampton	46
Onslow	7
Pannawonica	9
Paraburdoo	9A
Pemberton	32
Perth	12
Port Hedland	8
Ravensthorpe	10
Roebourne	9A
Roleystone	41
Southern Agricultural	11
Southern Cross	7
Tom Price	12
Toodyay	47
Wagin	29
Wongan Hills	47
Wyndham	12
Yalgoo	10

**Notes:** The ABC has listed only terrestrial transmission services with apparatus licences held by the ABC. The ABC has no control over ABC television and radio services retransmitted under Sections 212 or 212A of the Broadcasting Services Act 1992 (Cth) (the BSA).

### Television transmitter statistics as at 30 June 2018

	ACT	NSW	NT	QLD	SA	TAS*	VIC	WA	Total
ABC Television	3	92	15	113	32	41	53	71	420

**Notes:** For six television services, two transmitters are in use (main and standby). These are counted as a single transmitter for the purposes of these numbers as only one is in use at any given time.

\*The new Hobart Antenna was commissioned in February 2018, consequently the temporary Hobart City Infill Service was switched off on 8 May 2018.

## Appendix 12 – Radio Transmission Frequencies

### Digital as at 30 June 2018

Canberra	206.352MHz	Adelaide	206.352MHz
Tuggeranong	206.352MHz	Hobart	206.352MHz
Sydney	206.352MHz	Taroona	206.352MHz
Darwin	206.352MHz	Melbourne	206.352MHz
Brisbane	206.352MHz	Perth	206.352MHz

## Analog as at 30 June 2018

### Local Radio

#### Australian Capital Territory

Canberra	666
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#### 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
Lithgow	1395
Manning River	95.5
Menindee	97.3
Merriwa	101.9
Mudgee	99.5

Murrumbidgee Irrigation Area	100.5
Murrurundi	96.9
Murwillumbah	720
Muswellbrook	1044
Newcastle	1233
Nyngan	95.1
Port Stephens	95.9
Portland/Wallerawang	94.1
Richmond/Tweed	94.5
SW Slopes/E Riverina	89.9
Sydney	702
Tamworth	648
Taree	756
Tenterfield	88.9
Thredbo	88.9
Tottenham	99.3
Tumut	97.9
Upper Hunter	105.7
Upper Namoi	99.1
Wagga Wagga	102.7
Walcha	88.5
Walgett	105.9
Wilcannia	1584
Young	96.3

#### Northern Territory

Adelaide River	98.9
Alice Springs	783
Bathurst Island	91.3
Borroloola	106.1
Daly River	106.1
Darwin	105.7
Galiwinku	105.9
Groote Eylandt	106.1
Jabiru	747
Katherine	106.1
Mataranka	106.1
Newcastle Waters	106.1
Nhulunbuy	990
Pine Creek	106.1

Tennant Creek	106.1
<b>Queensland</b>	
Airlie Beach	89.9
Alpha	105.7
Atherton	720
Babinda	95.7
Bedourie	106.1
Biloela	94.9
Birdsville	106.1
Boulia	106.1
Brisbane	612
Cairns (AM)	801
Cairns	106.7
Cairns North	95.5
Camooweal	106.1
Charleville	603
Coen	105.9
Collinsville	106.1
Cooktown	105.7
Croydon	105.9
Cunnamulla	106.1
Dimbulah	91.7
Dysart	91.7
Eidsvold	855
Emerald	1548
Georgetown	106.1
Gladstone	99.1
Glenden	92.5
Gold Coast	91.7
Goondiwindi	92.7
Greenvale	105.9
Gympie	95.3
Gympie	1566
Hughenden	1485
Injune	105.9
Julia Creek	567
Karumba	106.1
Lakeland	106.1
Laura	106.1
Longreach	540

Mackay	101.1
Middlemount	106.1
Miriam Vale	88.3
Mission Beach	89.3
Mitchell	106.1
Moranbah	104.9
Mossman	639
Mount Garnet	95.7
Mount Isa	106.5
Mount Molloy	95.7
Moura	96.1
Nambour	90.3
Normanton	105.7
Pentland	106.1
Pialba-Dundowran (Wide Bay)	855
Quilpie	106.1
Rockhampton	837
Roma	105.7
Roma/St George	711
Southern Downs	104.9
Tambo	105.9
Taroom	106.1
Theodore	105.9
Thursday Island (Torres Strait)	1062
Toowoomba	747
Townsville	630
Tully	95.5
Wandoan	98.1
Weipa	1044
Wide Bay	100.1
<b>South Australia</b>	
Adelaide	891
Andamooka	105.9
Coober Pedy	106.1
Leigh Creek South	1602
Marree	105.7
Mount Gambier	1476
Naracoorte	1161
Port Lincoln	1485
Port Pirie	639

Renmark/Loxton	1062
Roxby Downs	102.7
Streaky Bay	693
Woomera	1584

#### Tasmania

Bicheno	89.7
Burnie	102.5
East Devonport	100.5
Fingal	1161
Hobart	936
King Island	88.5
Launceston City	102.7
Lileah	91.3
NE Tasmania	91.7
Orford	90.5
Queenstown/Zeehan	90.5
Rosebery	106.3
Savage River/Waratah	104.1
St Helens	1584
St Marys	102.7
Strahan	107.5
Swansea	106.1
Waratah	103.3
Weldborough	97.3

#### Victoria

Alexandra	102.9
Apollo Bay	89.5
Ballarat	107.9
Bendigo	91.1
Bright	89.7
Cann River	106.1
Corryong	99.7
Eildon	98.1
Goulburn Valley	97.7
Horsham	594
Latrobe Valley	100.7
Mallacoota	104.9
Mansfield	103.7
Melbourne	774

Mildura/Sunraysia	104.3
Murray Valley	102.1
Myrtleford	91.7
Omeo	720
Orbost	97.1
Portland	96.9
Sale	828
Upper Murray , Albury/Wodonga	106.5
Warrnambool	1602
Western Victoria	94.1

#### Western Australia

Albany	630
Argyle	105.9
Augusta	98.3
Bridgetown	1044
Broome	675
Bunbury (Busselton)	684
Carnarvon	846
Cue	106.1
Dalwallinu	531
Derby	873
Esperance	837
Exmouth	1188
Fitzroy Crossing	106.1
Geraldton	828
Halls Creek	106.1
Hopetoun	105.3
Kalbarri	106.1
Kalgoorlie	648
Karratha	702
Kununurra	819
Laverton	106.1
Leonora	105.7
Manjimup	738
Marble Bar	105.9
Meekatharra	106.3
Menzies	106.1
Mount Magnet	105.7
Nannup	98.1
Newman	567

Norseman	105.7
Northam	1215
Pannawonica	567
Paraburdoo	567
Perth	720
Port Hedland	603
Ravensthorpe	105.9
Southern Cross	106.3
Tom Price	567
Wagin	558
Wyndham	1017
Yalgoo	106.1

## RN

### Australian Capital Territory

Canberra	846
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### New South Wales

Armidale	720
Balranald	93.1
Batemans Bay/Moruya	105.1
Bathurst (City)	96.7
Bega/Cooma	100.9
Bonalbo	92.1
Bourke	101.1
Broken Hill	102.9
Central Tablelands	104.3
Central Western Slopes	107.9
Cobar	107.7
Condobolin	88.9
Cooma (town)	95.3
Crookwell	107.7
Deniliquin	99.3
Eden	107.9
Emmaville	93.1
Glen Innes	105.1
Gloucester	102.5
Goodooga	100.9
Goulburn	1098
Grafton/Kempsey	99.5
Hay	88.9

Ivanhoe	107.7
Jerilderie	94.1
Jindabyne	97.1
Kandos	100.3
Lightning Ridge	93.7
Lithgow	92.1
Manning River	97.1
Menindee	95.7
Merriwa	103.5
Murrumbidgee Irrigation Area	98.9
Murrurundi	104.1
Newcastle	1512
Nowra	603
Port Stephens	98.3
Portland/Wallerawang	92.5
Richmond/Tweed	96.9
SW Slopes/E Riverina	89.1
Sydney	576
Tamworth	93.9
Tenterfield	90.5
Thredbo	90.5
Tumut	99.5
Upper Namoi	100.7
Wagga Wagga	104.3
Walcha	90.1
Walgett	107.5
Wilcannia	1485
Wollongong	1431
Young	97.1

### Northern Territory

Adelaide River	100.5
Alice Springs	99.7
Bathurst Island	92.9
Borroloola	107.7
Daly River	107.7
Darwin	657
Galiwinku	107.5
Groote Eylandt	107.7
Jabiru	107.7
Katherine	639

Mataranka	107.7
Newcastle Waters	107.7
Nhulunbuy	107.7
Pine Creek	107.7
Tennant Creek	684

## Queensland

Airlie Beach	93.1
Alpha	107.3
Aramac	107.9
Augathella	107.7
Babinda	94.1
Barcaldine	107.3
Bedourie	107.7
Birdsville	107.7
Blackall	107.9
Blackwater	94.3
Boulia	107.7
Bowen	92.7
Brisbane	792
Cairns	105.1
Cairns North	93.9
Camooweal	107.7
Capella	107.3
Charleville	107.3
Charters Towers	97.5
Clermont	107.7
Cloncurry	107.7
Coen	107.5
Collinsville	107.7
Cooktown	107.3
Corfield	107.3
Croydon	107.5
Cunnamulla	107.7
Darling Downs	105.7
Dimbulah	93.3
Dirranbandi	107.3
Dysart	93.3
Eidsvold	102.7
Emerald	93.9
Georgetown	107.7

Gladstone	95.9
Glenden	93.3
Gold Coast	90.1
Goondiwindi	94.3
Greenvale	101.9
Gympie	96.9
Herberton	93.1
Hughenden	107.5
Injune	107.5
Isisford	107.7
Jericho	107.7
Julia Creek	107.5
Karumba	107.7
Lakeland	107.7
Laura	107.7
Longreach	99.1
Mackay	102.7
Meandarra	104.3
Middlemount	107.7
Miles	92.1
Miriam Vale	89.9
Mission Beach	90.9
Mitchell	107.7
Monto	101.9
Moranbah	106.5
Morven	107.5
Mossman	90.1
Mount Garnet	97.3
Mount Isa	107.3
Mount Molloy	97.3
Moura	96.9
Muttaburra	107.7
Normanton	107.3
Pentland	107.7
Quilpie	107.7
Richmond	107.7
Rockhampton	103.1
Roma	107.3
Southern Downs	106.5
Springsure	100.9
St George	107.7

Surat	107.5
Tambo	107.5
Taroom	107.7
Theodore	107.5
Thursday Island	107.7
Townsville	104.7
Townsville North	96.7
Tully	96.3
Wandoan	98.9
Weipa	107.3
Wide Bay	100.9
Winton	107.9

<b>South Australia</b>	
Adelaide	729
Andamooka	107.5
Ceduna/Smoky Bay	107.7
Cooper Pedy	107.7
Hawker	107.5
Keith	96.9
Leigh Creek South	106.1
Marree	107.3
Mount Gambier	103.3
Quorn	107.9
Renmark/Loxton	1305
Roxby Downs	101.9
Spencer Gulf North	106.7
Streaky Bay	100.9
Tumby Bay	101.9
Wirrulla	107.3
Woomera	105.7
Wudinna	107.7

#### **Tasmania**

Bicheno	91.3
Hobart	585
Lileah	89.7
NE Tasmania	94.1
Orford	88.9
Queenstown	630
Rosebery	107.9

St Helens	96.1
St Marys	101.1
Strahan	105.9
Swansea	107.7
Waratah	104.9
Weldborough	98.9

#### **Victoria**

Albury/Wodonga	990
Alexandra	104.5
Bairnsdale	106.3
Bright	88.9
Cann River	107.7
Corryong	98.1
Eildon	97.3
Hopetoun (VIC)	88.3
Horsham	99.7
Mallacoota	103.3
Mansfield	105.3
Melbourne	621
Mildura/Sunraysia	105.9
Nhill	95.7
Omeo	99.7
Orbost	98.7
Portland	98.5
Swifts Creek	103.5
Wangaratta	756
Warrnambool	101.7
Western Victoria	92.5

#### **Western Australia**

Argyle	107.5
Augusta	99.1
Broome	107.7
Bunbury (Busselton)	1269
Carnarvon	107.7
Cue	107.7
Dalwallinu	612
Dampier	107.9
Denham	107.5
Derby	107.5

Eneabba	107.7
Esperance	106.3
Exmouth	107.7
Fitzroy Crossing	107.7
Geraldton	99.7
Halls Creek	107.7
Hopetoun (WA)	106.9
Jurien	107.9
Kalbarri	107.7
Kalgoorlie	97.1
Kambalda	93.9
Karratha	100.9
Kununurra	107.3
Laverton	107.7
Leeman	107.3
Leonora	107.3
Marble Bar	107.5
Meekatharra	107.9
Menzies	107.7
Merredin	107.3
Mount Magnet	107.3
Mullewa	107.5
Nannup	98.9
Narembeen	107.7
Newman	93.7
Norseman	107.3
Onslow	107.5
Pannawonica	107.7
Paraburdoo	107.7
Perth	810
Port Hedland	95.7
Ravensthorpe	107.5
Roebourne	107.5
Salmon Gums	100.7
Southern Agricultural	96.9
Southern Cross	107.9
Tom Price	107.3
Wagin	1296
Wyndham	107.7
Yalgoo	107.7

## **ABC Classic FM**

### **Australian Capital Territory**

Canberra	102.3
Tuggeranong	99.1

### **New South Wales**

Armidale	103.5
Batemans Bay/Moruya	101.9
Bathurst (City)	97.5
Bega/Cooma	99.3
Broken Hill	103.7
Central Tablelands	102.7
Central Western Slopes	105.5
Goulburn (town)	89.5
Grafton/Kempsey	97.9
Illawarra	95.7
Manning River	98.7
Murrumbidgee Irrigation Area	97.3
Newcastle	106.1
Richmond/Tweed	95.3
SW Slopes/E Riverina	88.3
Sydney	92.9
Tamworth	103.1
Upper Namoi	96.7
Wagga Wagga	105.9

### **Northern Territory**

Alice Springs	97.9
Darwin	107.3

### **Queensland**

Airlie Beach	95.5
Brisbane	106.1
Cairns	105.9
Cairns North	94.7
Clermont	104.5
Darling Downs	107.3
Emerald	90.7
Gold Coast	88.5
Gympie	93.7
Mackay	97.9



Mount Isa	101.7
Nambour	88.7
Rockhampton	106.3
Roma	97.7
Southern Downs	101.7
Townsville	101.5
Townsville North	95.9
Wide Bay	98.5
South Australia	
Adelaide	103.9
Adelaide Foothills	97.5
Mount Gambier	104.1
Renmark/Loxton	105.1
Roxby Downs	103.5
Spencer Gulf North	104.3

#### Tasmania

Hobart	93.9
NE Tasmania	93.3

#### Victoria

Ballarat (Lookout Hill)	105.5
Bendigo	92.7
Bright	88.1
Goulburn Valley	96.1
Latrobe Valley	101.5
Melbourne	105.9
Mildura/Sunraysia	102.7
Murray Valley	103.7
Upper Murray	104.1
Warrnambool	92.1
Western Victoria	93.3

#### Western Australia

Bunbury	93.3
Central Agricultural	98.9
Esperance	104.7
Geraldton	94.9
Kalgoorlie	95.5
Narrogin	92.5
Perth	97.7

Southern Agricultural	94.5
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##### Australian Capital Territory

Canberra	101.5
Tuggeranong	95.9

##### New South Wales

Armidale	101.1
Bathurst (City)	95.9
Bega/Cooma	100.1
Broken Hill	102.1
Central Tablelands	101.9
Central Western Slopes	102.3
Goulburn (town)	88.7
Grafton/Kempsey	91.5
Illawarra	98.9
Manning River	96.3
Murrumbidgee Irrigation Area	96.5
Newcastle	102.1
Richmond/Tweed	96.1
SW Slopes/E Riverina	90.7
Sydney	105.7
Tamworth	94.7
Upper Namoi	99.9
Wagga Wagga	101.1

##### Northern Territory

Alice Springs	94.9
Darwin	103.3

##### Queensland

Brisbane	107.7
Cairns	107.5
Cairns North	97.1
Darling Downs	104.1
Gold Coast	97.7
Mackay	99.5
Mount Isa	104.1
Nambour	89.5
Rockhampton	104.7

Southern Downs	103.3
Townsville	105.5
Townsville North	97.5
Wide Bay	99.3

### South Australia

Adelaide	105.5
Adelaide Foothills	95.9
Mount Gambier	102.5
Renmark/Loxton	101.9
Spencer Gulf North	103.5

### Tasmania

Hobart	92.9
NE Tasmania	90.9
Victoria	
Ballarat (Lookout Hill)	107.1
Bendigo	90.3
Goulburn Valley	94.5
Latrobe Valley	96.7
Melbourne	107.5
Mildura/Sunraysia	101.1
Murray Valley	105.3
Upper Murray	103.3
Warrnambool	89.7
Western Victoria	94.9

### Western Australia

Bunbury	94.1
Central Agricultural	98.1
Geraldton	98.9
Kalgoorlie	98.7
Perth	99.3
Southern Agricultural	92.9

### ABC NEWS on radio

#### Australian Capital Territory

Canberra	103.9
Tuggeranong	99.9

### New South Wales

Armidale	102.7
Batemans Bay/Moruya	100.5
Bathurst	98.3
Bega/Cooma	89.7
Broken Hill	104.5
Central Tablelands	91.9
Central Western Slopes	106.3
Deniliquin	100.9
Gosford	98.1
Goulburn	99.9
Grafton/Kempsey	90.7
Illawarra	90.9
Inverell	93.5
Lithgow	91.3
Manning River	94.7
Mudgee	101.1
Murrumbidgee Irrigation Area	98.1
Newcastle	145.8
Port Stephens	95.1
Richmond/Tweed	98.5
SW Slopes/E Riverina	91.5
Sydney	63.0
Tamworth	91.7
Upper Hunter	104.9
Upper Namoi	101.5
Wagga Wagga	105.1

### Northern Territory

Alice Springs	104.1
Darwin	102.5
Katherine	105.3

### Queensland

Airlie Beach	93.9
Bowen	96.7
Brisbane	93.6
Cairns	101.1
Cairns North	96.3
Emerald	89.1

Gladstone	96.7
Gold Coast	95.7
Gympie	94.5
Mackay	104.3
Mount Isa	104.9
Rockhampton	105.5
Sunshine Coast	94.5
Toowoomba	96.7
Townsville	94.3
Townsville North	93.5
Warwick	96.3
Wide Bay	97.7

Bendigo	89.5
Colac	104.7
Goulburn Valley	107.7
Horsham	89.3
Latrobe Valley	95.1
Melbourne	102.6
Mildura/Sunraysia	100.3
Murray Valley	95.9
Portland	97.7
Upper Murray	100.9
Warrnambool	91.3
Western Victoria	91.7

#### South Australia

Adelaide	97.2
Mount Gambier	105.7
Renmark/Loxton	93.9
Spencer Gulf North	102.7
Tumby Bay	91.5

#### Tasmania

Burnie	90.5
East Devonport	102.1
Hobart	74.7
NE Tasmania	92.5

#### Victoria

Bairnsdale	107.9
Ballarat	94.3

#### Western Australia

Broome	106.9
Bunbury (Busselton)	115.2
Carnarvon	106.1
Central Agricultural	99.7
Esperance	103.1
Geraldton	101.3
Kalgoorlie	100.3
Karratha	104.1
Perth	58.5
Port Hedland	94.9
Southern Agricultural	92.1
Wagin	96.3

**Notes:** The ABC has listed only terrestrial transmission services with apparatus licences held by the ABC. The ABC has no control over ABC television and radio services retransmitted under Sections 212 or 212A of the Broadcasting Services Act 1992 (Cth) (the BSA).

## Radio transmitter statistics as at 30 June 2018

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
ABC Digital Radio	2	1	1	1	1	2	1	1	10
ABC Radio	1	59	15	68	13	19	24	41	240
RN	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
ABC NEWS on radio	2	26	3	18	5	4	14	12	84
<b>TOTAL</b>	<b>10</b>	<b>175</b>	<b>38</b>	<b>205</b>	<b>48</b>	<b>42</b>	<b>81</b>	<b>118</b>	<b>717</b>

## Appendix 13 – Radio Australia and Australia Plus Distribution and Transmission

### Radio Australia Frequencies

<i>Radio English—24 hours</i>		
Tonga	Nuku'alofa	103 FM
Fiji	Nadi	106.6 FM
	Suva	106.6 FM
Vanuatu	Port Vila	103 FM
	Luganville	103 FM
Solomon Islands	Honiara	107 FM
Papua New Guinea	Port Moresby	101.9 FM
	Lae	101.9 FM
	Goroka	101.9 FM
	Mt Hagan	101.9 FM
	Arawa	101.9 FM
Samoa	Apia	102 FM
East Timor	Dili	106.5 FM
<i>Radio English—Part rebroadcast</i>		
Nauru	Radio Nauru	105 FM
Papua New Guinea	NBC network	1 national station and 19 provincial
Papua New Guinea	FM100 network:	
	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
Samoa	Samoa Quality Broadcasting	89.9 FM
Solomon Islands	Honiara Paoa FM	97.7/101.7 FM
Tonga	Tonga Broadcasting	101.7 AM
<i>Languages other than English—rebroadcast partner stations</i>		
Pidgin (Tok Pisin)		
Papua New Guinea	FM100 Network	
	Madang	100.8 FM
	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

	NBC Provincial Stations	
	Bougainville	
	Central	
	East New Britain	
	East Sepic	
	Eastern Highlands	
	Enga	
	Gulf	
	Madang	
	Manus	
	Milne Bay	
	Marobe	
	New Island	
	Northern	
	Simbu	
	Southern Highlands	
	West New Britain	
	West Sepik	
	Western	
	Western Highlands	
Solomon Islands	Honiara	1035 AM

## **Satellite distribution – Australia Plus and Radio Australia**

Australia Plus Television and Radio Australia are distributed together across the Asia-Pacific region on Intelsat 18 and Intelsat 20 satellites. This makes the two networks available to rebroadcasters and direct-to-home viewers across the region.

## **Australia Plus – rebroadcasts and free-to-air transmitters**

Australia Plus had 120 rebroadcast partners across the Asia-Pacific region in 2017-18. Information on rebroadcast partners can be found at the ABC Australia site, formerly Australia Plus Television. Australia Plus will cease on 1 July 2018.

<http://www.abcaustralia.net.au/>

## Appendix 14 – ABC Offices

### ABC Head Office

#### Australian Broadcasting Corporation

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
Managing Director: Michelle Guthrie

### Corporate

#### Audiences

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
Director: Leisa Bacon

#### Engagement

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
a/Director: Rebekah Donaldson

#### Entertainment & Specialist

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
Director: David Anderson

#### Finance

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
CFSO: Lou Higgins

### Government Relations

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
Director: Michael Millett

### News, Analysis & Investigations

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
Director: Gaven Morris

### Regional & Local

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
Director: Michael Mason

### Technology

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1500  
CDIO: Helen Clifton

### Australian Capital Territory

#### ABC Radio Canberra

Cnr Northbourne and Wakefield Avenues  
Dickson ACT 2602  
(GPO Box 9994  
Canberra ACT 2601)  
Phone (02) 6275 4555  
SMS: 0467 922 666  
Editor, ABC Canberra:  
Michelle Ainsworth

## **New South Wales**

### **ABC Radio Sydney**

ABC Ultimo Centre  
700 Harris Street  
Ultimo NSW 2007  
(GPO Box 9994  
Sydney NSW 2001)  
Phone (02) 8333 1234  
SMS: 0467 922 702  
Manager, ABC Radio Sydney:  
Melanie Withnall

### **Bega**

Unit 1, First Floor  
The Roy Howard Building  
Ayers Walkway  
184 Carp Street  
(PO Box 336)  
Bega NSW 2550  
Phone (02) 6491 6011  
SMS 0467 922 684  
(Local Radio station:  
ABC South East NSW)  
Chief of Staff: Lisa Markham

### **Coffs Harbour**

24 Gordon Street  
Coffs Harbour NSW 2450  
Phone (02) 6650 3611  
(Local Radio station:  
ABC Coffs Coast)  
Chief of Staff: Benjamin Shuhyta

### **Dubbo**

45 Wingewarra Street  
(PO Box 985)  
Dubbo NSW 2830  
Phone (02) 6881 1811  
SMS 0467 922 684  
(Local Radio station:  
ABC Western Plains)  
Chief of Staff: Nick Lowther

### **Lismore**

61 High Street  
(PO Box 908)  
Lismore Heights NSW 2480  
Phone (02) 6627 2011  
SMS 0467 922 684  
(Local Radio station:  
ABC North Coast NSW)  
Chief of Staff: Justine Frazier

### **Muswellbrook**

36A Brook Street  
Muswellbrook NSW 2333  
Phone (02) 6542 2811  
SMS 0467 922 684  
(Local Radio station:  
ABC Upper Hunter)  
Chief of Staff: Lucia Hill (Acting)

### **Newcastle**

24 Wood Street (Cnr Wood and Parry Streets)  
Newcastle West NSW 2302  
PO Box 2205  
Dangar NSW 2309  
Phone (02) 4922 1200  
(Local Radio station:  
1233 ABC Newcastle)  
Chief of Staff: Lucia Hill (Acting)

### **Orange**

46 Bathurst Road  
(PO Box 8549)  
East Orange NSW 2800  
Phone (02) 6393 2511  
(Local Radio station:  
ABC Central West)  
Chief of Staff: Brooke Daniels

### **Port Macquarie**

51 Lord St  
(PO Box 42)  
Port Macquarie NSW 2444  
Phone (02) 6588 1211  
(Local Radio station:  
ABC Mid North Coast)  
Chief of Staff: Benjamin Shuhyta

### **Tamworth**

470 Peel Street Level 1, Parry Shire Building  
(PO Box 558)  
Tamworth NSW 2340  
Phone (02) 6760 2411  
(Local Radio station:  
ABC New England North West)  
Chief of Staff: Anna Moulder

### **Wagga Wagga**

100 Fitzmaurice Street  
Wagga Wagga NSW 2650  
Phone (02) 6923 4811  
(Local Radio station:  
ABC Riverina)  
Chief of Staff: Lauren Pezet



**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)  
Chief of Staff: Jennifer Lacey

**Northern Territory****ABC Radio Darwin**

1 Cavenagh Street  
Darwin NT 0800  
(GPO Box 9994  
Darwin NT 0801)  
Phone (08) 8943 3222  
Manager, ABC Radio Darwin:  
Richard Clarke (a)

**Alice Springs**

Cnr Gap Road and Speed Street  
Alice Springs NT 0870  
(PO Box 1144  
Alice Springs NT 0871)  
Phone (08) 8950 4711  
(Local Radio station:  
783 ABC Alice Springs)  
Chief of Staff: Richard Hind

**Katherine**

Stuart Highway  
Katherine NT 0850  
(PO Box 1240  
Katherine NT 0851)  
Phone (08) 8972 5711  
(Local Radio station:  
106.1 ABC Katherine)  
Chief of Staff: Richard Hind

**Queensland****ABC Radio Brisbane**

114 Grey Street  
South Brisbane QLD 4101  
(GPO Box 9994  
Brisbane QLD 4001)  
Phone (07) 3377 5222  
SMS: 0467 922 612  
Manager, ABC Radio Brisbane:  
Simon Scoble

**Bundaberg**

Shop 6  
58 Woongarra Street  
(PO Box 1152)  
Bundaberg QLD 4670  
Phone (07) 4155 4911  
(Local Radio station:  
ABC Wide Bay)  
Chief of Staff: Scott Lamond

**Cairns**

Cnr Sheridan and Upward Streets  
(PO Box 932)  
Cairns QLD 4870  
Phone (07) 4044 2011  
(Local Radio station:  
ABC Far North Queensland)  
Chief of Staff: Fiona Sewell (Acting)

**Gold Coast**

Cnr Gold Coast Highway and Francis Street  
(PO Box 217)  
Mermaid Beach QLD 4218  
Phone (07) 5595 2917  
(Local Radio station:  
91.7 Coast FM)  
Chief of Staff: Andrew Arthur

**Longreach**

Duck Street  
(PO Box 318)  
Longreach QLD 4730  
Phone (07) 4658 4011  
(Local Radio station:  
ABC Western Queensland)  
Acting Chief of Staff: Andrew Saunders (Acting)

### **Mackay**

2 Wellington Street  
(PO Box 127)  
Mackay QLD 4740  
Phone (07) 4957 1111  
(Local Radio station:  
ABC Tropical North)  
Chief of Staff: Fidelis Rego

### **Mt Isa**

114 Camooweal Street  
Mt Isa QLD 4825  
Phone (07) 4744 1311  
(Local Radio station:  
ABC North West Queensland)  
Chief of Staff: Andrew Saunders

### **Rockhampton**

236 Quay Street  
(PO Box 911)  
Rockhampton QLD 4700  
Phone (07) 4924 5111  
(Local Radio station:  
ABC Capricornia)  
Chief of Staff: Chrissy Arthur

### **Sunshine Coast**

Level 1  
15 Carnaby Street  
(PO Box 1212)  
Maroochydore QLD 4558  
Phone (07) 5475 5000  
(Local Radio station:  
90.3 Coast FM)  
Chief of Staff: Bianca Clare

### **Toowoomba**

297 Margaret Street  
(PO Box 358)  
Toowoomba QLD 4350  
Phone (07) 4631 3811  
(Local Radio station:  
ABC Southern Queensland)  
Chief of Staff: Vicki Thompson

### **Townsville**

8-10 Wickham Street  
(PO Box 694)  
Townsville QLD 4810  
Phone (07) 4722 3011  
(Local Radio station:  
630 ABC North Queensland)  
Chief of Staff: Paula Tapiolas

### **South Australia**

#### **ABC Radio Adelaide**

85 North East Road  
Collinswood SA 5081  
(GPO Box 9994  
Adelaide SA 5001)  
Phone (08) 8343 4000  
SMS: 0467 922 891  
Manager, ABC Radio Adelaide:  
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)  
Chief of Staff: Andrew Schmidt

#### **Mount Gambier**

31 Penola Road  
(PO Box 1448)  
Mt Gambier SA 5290  
Phone (08) 8724 1011  
Fax (08) 8724 1099  
(Local Radio station:  
ABC South East)  
Chief of Staff: Stuart Stansfield

#### **Port Lincoln**

First Floor, Civic Centre 60 Tasman Terrace  
(PO Box 679)  
Port Lincoln SA 5606  
Phone (08) 8683 2611  
Fax (08) 8683 2699  
(Local Radio station:  
1485 Eyre Peninsula and West Coast)  
Chief of Staff: Petria Ladgrove

#### **Port Pirie**

85 Grey Terrace  
(PO Box 289)  
Port Pirie SA 5540  
Phone (08) 8638 4811  
(Local Radio station:  
639 ABC North and West SA)  
Chief of Staff: Petria Ladgrove

**Renmark**

Ral Ral Avenue  
(PO Box 20)  
Renmark SA 5341  
Phone (08) 8586 1311  
(Local Radio station:  
1062 ABC Riverland)  
Chief of Staff: Meg Vonic-Joyce

**Tasmania****ABC Radio Hobart**

ABC Centre  
1–7 Liverpool Street  
(GPO Box 9994)  
Hobart TAS 7001  
Phone (03) 6235 3217  
SMS: 0438 922 936  
Manager, ABC Radio Hobart:  
Samantha Stayner

**Burnie**

81 Mount Street  
(PO Box 533)  
Burnie TAS 7320  
Phone (03) 6430 1211  
(Local Radio station:  
ABC Northern Tasmania)  
Chief of Staff: Deniker Gerrity

**Launceston**

45 Ann Street  
(PO Box 201)  
Launceston TAS 7250  
Phone (03) 6323 1011  
(Local Radio station:  
ABC Northern Tasmania)  
Chief of Staff: Deniker Gerrity

**Victoria****ABC Radio Melbourne**

ABC Southbank Centre  
120 Southbank Boulevard  
Southbank VIC 3006  
(GPO Box 9994)  
Melbourne VIC 3001)  
Phone (03) 8646 1500  
SMS: 0437 774 774  
Manager, ABC Radio Melbourne:  
Dina Rosendorff

**Ballarat**

5 Dawson Street South  
Ballarat VIC 3350  
(PO Box 7  
Ballarat VIC 3353)  
Phone (03) 5320 1011  
(Local Radio station:  
107.9 ABC Ballarat)  
Chief of Staff: Prue Bentley

**Bendigo**

278 Napier Street  
(PO Box 637)  
Bendigo VIC 3550  
Phone (03) 5440 1711  
(Local Radio station:  
ABC Central Victoria)  
Chief of Staff: Sian Gard

**Horsham**

Shop 3  
148 Baillie Street  
Horsham VIC 3400  
(PO Box 506  
Horsham VIC 3402)  
Phone (03) 5381 5311  
(Local Radio station:  
ABC Western Victoria)  
Chief of Staff: Prue Bentley

**Mildura**

73 Pine Ave  
(PO Box 10083)  
Mildura VIC 3502  
Phone (03) 5022 4511  
(Local Radio station:  
ABC Mildura-Swan Hill)  
Chief of Staff: Lauren Henry

**Sale**

340 York Street  
(PO Box 330)  
Sale VIC 3850  
Phone (03) 5143 5511  
(Local Radio station: ABC Gippsland)  
Chief of Staff: Laura Poole

**Shepparton**

50A Wyndham Street  
(PO Box 1922)  
Shepparton VIC 3630  
Phone (03) 5820 4011  
(Local Radio Station:  
ABC Goulburn Murray)  
Chief of Staff: Gaye Pattison

**Warrnambool**

166B Koroit Street  
(PO Box 310)  
Warrnambool VIC 3280  
Phone (03) 5560 3111  
(Local Radio station:  
ABC South Western Victoria)  
Chief of Staff: Prue Bentley

**Wodonga**

1 High Street  
(PO Box 1063)  
Wodonga VIC 3690  
Phone (02) 6049 2011  
(Local Radio station:  
ABC Goulburn Murray)  
Chief of Staff: Gaye Pattison

**Western Australia****ABC Radio Perth**

30 Fielder Street  
East Perth WA 6004  
(GPO Box 9994  
Perth WA 6848)  
Phone (08) 9220 2700  
SMS: 0437 922 720  
Manager, ABC Radio Perth:  
Sarah Knight

**Albany**

2 St Emilie Way  
Albany WA 6330  
Phone (08) 9842 4011  
(Local Radio Station:  
ABC Great Southern)  
Chief of Staff: Andrew Collins

**Broome**

23 Hamersley Street  
(PO Box 217)  
Broome WA 6725  
Phone (08) 9191 3011  
(Local Radio station: ABC Kimberley)  
Chief of Staff: Sam Tomlin

**Bunbury**

72 Wittenoorn Street  
(PO Box 242)  
Bunbury WA 6231  
Phone (08) 9792 2711  
(Local Radio station:  
ABC South West)  
Chief of Staff: Meghan Woods (Acting)

**Esperance**

80b Windich Street  
(PO Box 230)  
Esperance WA 6450  
Phone (08) 9083 2011  
(Local Radio station:  
ABC Goldfields-Esperance)  
Chief of Staff: Christien de Garis (Acting)

**Geraldton**

245 Marine Terrace  
(PO Box 211)  
Geraldton WA 6531  
Phone (08) 9923 4111  
(Local Radio station:  
ABC Midwest and Wheatbelt)  
Chief of Staff: Natasha Harradine

**Kalgoorlie**

353 Hannan Street  
(PO Box 125)  
Kalgoorlie WA 6430  
Phone (08) 9093 7011  
(Local Radio station:  
ABC Goldfields-Esperance)  
Chief of Staff: Christien de Garis (Acting)

**Karratha**

DeGrey Place  
(PO Box 994)  
Karratha WA 6714  
Phone (08) 9183 5011  
(Local Radio station:  
ABC North West)  
Chief of Staff: Karen Michelmore

**Kununurra**

114b Collabah Drive  
(PO Box 984)  
Kununurra WA 6743  
Phone: (08) 9168 4300  
(Local Radio station:  
ABC Kimberley)  
Chief of Staff: Sam Tomlin

In addition: ABC Regional & Local has a home-based reporter in **Nowra**

**Overseas Offices****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  
Jl. Imam Bonjol 80  
Jakarta 10310  
Indonesia  
Phone +62 21 390 8123  
Fax +62 21 390 8124

**London**

2nd floor  
4 Millbank  
Westminster SW1P 3JA  
London  
United Kingdom  
Phone +44 20 7808 1360  
Fax +44 20 7799 5482

**Nairobi**

Nivina Towers  
Westlands Road  
Museum Hill, Westlands  
Nairobi  
Kenya

**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

In addition: the ABC has home-based reporters in **Bangkok** (Thailand), **Beirut** (Lebanon), **Jerusalem** (Israel) and **New Delhi** (India).

## Appendix 15 – Awards

### International Awards

#### American Association for the Advancement of Science (AAAS) Journalism awards 2017

Audio - Silver Medal: *Earshot* 'Chasing Meteors', Claudia Taranto and Robbie McEwan, ABC RN

#### Berlin Independent Film Festival 2018

Crystal Bear Award: *A Field Guide to Being a 12-Year-Old Girl*, Tilda Cobham-Hervey (in association with ABC and Screen Australia)

#### Eyes & Ears of Europe Awards 2017

- Best Lead-In, News & Information: ABC News, BDA Creative
- Best News Design, Best Information Design: ABC News, BDA Creative

#### New York Festivals International Radio Awards 2018

- Bronze Award – Best Announce Presentation: Joel Carnegie, *The History Listen* 'Fairy Investigation Society', ABC RN
- Silver Award – History: Joel Carnegie, *The History Listen* 'Fairy Investigation Society', ABC RN

#### Prix Jeunesse 2018

- Gender Equity Prize: *First Day*, ABC Children's (Epic Films)
- International Youth Jury, Category 11–15 Non-fiction: *What It's Like* 'to experience a disability', ABC Children's

#### Promax BDA ANZ Awards 2017

- Bronze Award: David Williams and ABC Made Team, Radio promos for *Gruen*

#### Rose D'Or Awards 2017

- Best Reality or Factual Entertainment: *You Can't Ask That*

#### SCINEMA International Science Film Festival 2018

- Award for Scientific Merit: Aidan Laverty and David Symonds, *Catalyst* 'The Secret To Making Better Decisions'

### Series Mania 2018

- Marathon Comedies: *Kiki and Kitty*, Porchlight Films (in association with ABC)
- Panorama Formats: *Kiki and Kitty*, Porchlight Films (in association with ABC)

### National Awards

#### AIR Independent Music Awards 2018

- Best Independent Classical Album: Slava Grigoryan, *Bach: Cello Suites Volume 1*, ABC Classics and Universal Music
- Best Independent Country Album: Henry Wagons, *After What I Did Last Night*, ABC Music and Universal Music
- Best Independent Jazz Album: James Morrison & Don Burrows, *In Good Company*, ABC Jazz

#### Amnesty International Australia Media Awards 2017

- Radio: Sarah Dingle and Wendy Carlisle, *Background Briefing*, 'Death In Kalgoorlie', ABC RN
- Australasian Association of Philosophy (AAP) Media Prize 2018
- AAP Media Prize: Dr Daniel Halliday, *Ethics Matter*, ABC TV Education

#### Australian Academy Cinema Television Arts (AACTA) Awards 2017

- Best Cinematography in Television: Bonnie Elliott, *Seven Types of Ambiguity* (Episode 1), Matchbox Pictures (in association with ABC)
- Best Children's Television Series: *Little Lunch* –The Specials, Gristmill (in association with ABC)
- Best Direction in a Television Drama or Comedy: Glendyn Ivin, *Seven Types of Ambiguity* (Episode 2), Matchbox Pictures (in association with ABC)
- Best Direction of a Television or SVOD Comedy Program: Jonathan Brough, *Rosehaven* (Series 2, Episode 4), Guesswork Television (in association with ABC)
- Best Documentary Television Program: Jodi Boylan, *War on Waste*, Lune Media (in association with ABC)
- Best Editing in Television: Rodrigo Balart, *Seven Types of Ambiguity* (Episode 1), Matchbox Pictures (in association with ABC)

- Best Hair and Makeup: Katherine Brown, Troy Follington & Simon Joseph, *Cleverman*, Goalpost Pictures and Pukeko Pictures (in association with the ABC)
- Best Lead Actor in a Television Drama: Hugo Weaving, *Seven Types of Ambiguity*, Matchbox Pictures (in association with ABC)
- Best Performance in a Television Comedy: Celia Pacquola, *Rosehaven*, Guesswork Television (in association with ABC)
- Best Screenplay in Television: Jacquelin Perske, *Seven Types of Ambiguity* (Episode 2), Matchbox Pictures (in association with ABC)
- Best Television Comedy Series: Santo Cilauro, Tom Gleisner, Rob Sitch & Michael Hirsh, *Utopia*, Working Dog (in association with ABC)

#### **Australian Citi Journalism Awards for Excellence 2018**

- Broadcast Media Category: Peter Ryan, 'Commonwealth Bank AUSTRAC', ABC News
- Economy Category: Carrington Clarke, 'Population and the Economy', ABC News

#### **Australian Directors Guild Awards 2018**

- Best Direction of a Children's TV or SVOD Drama: Fiona Banks, *Mustangs FC* (Series 1, Episode 13) Matchbox Pictures (in association with ABC)
- Best Direction of a TV or SVOD Comedy: Jonathan Brough, *Rosehaven* (Series 2, Episode 4), Guesswork Television (in association with ABC)

#### **Australian Podcast Awards 2018**

- Documentary Style: Rachel Brown, *Trace True Crime Series*, ABC RN and ABC News
- Lifestyle and Health: Kellie Riordan, Claudine Ryan, Jess Bineth, Olivia Wills and Yumi Stynes (Host), *Ladies, We Need to Talk*, ABC Radio

#### **Australian Recording Industry Association Awards (the ARIAs) 2017**

- Best Blues & Roots Album: All Our Exes Live in Texas, *When We Fall*, ABC Music
- Best Children's Album: Jimmy Barnes & The Wiggles, *Och Aye The Gnu*, ABC Music
- Best Classical Album: Slava Grigoryan, *Bach Cello Suites Volume I*, ABC Classics and Universal Music

- Best Comedy Release: John Clarke, *Clarke's Classics*, ABC Classics and Universal Music
- Best Jazz Album: James Morrison, BBC Concert Orchestra, Keith Lockhart, Harry Morrison, William Morrison & Patrick Danao, *The Great American Songbook*, ABC Jazz and Universal Music
- Best Original Soundtrack / Cast / Show Album: Nigel Westlake & Sydney Symphony Orchestra with Joseph Tawards, Slava Grigoryan & Lior, *Ali's Wedding*, ABC Classics and Universal Music

#### **Australian Writers Guild Awards (the AWGIEs) 2017**

- Comedy – Situation or Narrative: Luke McGregor and Celia Pacquola, *Rosehaven* (Episode 6), Guesswork Television (in association with ABC)
- Television – Series or Miniseries (of more than 4 hours duration): Jacquelin Perske, *Seven Types of Ambiguity*, Matchbox Pictures (in association with ABC)

#### **Casting Guild of Australia Awards 2017**

- Best Casting for TV Drama, Mini Series or Telemovie: Alison Telford, *Seven Types of Ambiguity*, Matchbox Pictures (in association with ABC)

#### **Country Music Australia Awards (the Golden Guitars) 2017**

- Single of the Year: Travis Collins & Amber Lawrence, *Our Backyard*, ABC Music and Universal Music
- Song of the Year: Travis Collins & Amber Lawrence, *Our Backyard*, ABC Music and Universal Music
- Vocal Collaboration of the Year: Travis Collins & Amber Lawrence, *Our Backyard*, ABC Music and Universal Music

#### **Country Music Channel (CMC) Awards 2018**

- Australian Artist of the Year: Adam Brand, ABC Music and Universal Music
- Female Artist of the Year: Christie Lamb, ABC Music and Universal Music
- Highest Selling Australian Artist: Lee Kernaghan, ABC Music and Universal Music
- Male Artist of the Year: Travis Collins, ABC Music and Universal Music

### **The Davitt Awards 2017**

- Children's category: Judith Rossell, Wormwood Mire

### **Elizabeth O'Neill Journalism Award 2018 (sponsored by the Australian Government through the Australia-Indonesia Institute)**

- Recipient: Andrew Greene, Defence Correspondent, ABC News

### **Equity Ensemble Awards 2018**

- Outstanding Performance by an Ensemble in a Mini-Series/Telemovie: Xavier Samuel, Alex Dimitriades, Leeanna Walsman, Hugo Weaving, Sarah Peirse, Anthony Hayes, Susie Porter, Janet Andrewartha, Harrison Molloy, Andrea Demetriades, *Seven Types of Ambiguity*, Matchbox Pictures (in association with ABC)
- Outstanding Performance by an Ensemble Series in a Drama Series: Hunter Page-Lochard, Rob Collins, Iain Glen, Frances O'Connor, Deborah Mailman, Tasma Walton, Rarriwuy Hick, Rachael Blake, Luke Ford, Jada Alberts, Clarence Ryan, Tony, *Cleverman* (Series 2), Goalpost Pictures and Pukeko Pictures (in association with the ABC)

### **Indie Book Awards 2018**

- Non-Fiction: Richard Fidler & Kari Gislason, *Saga Land*

### **The Industry Observer Awards 2018**

- Radio Host of the Year: Ben and Liam, triple j *Breakfast*

### **Logies 2018**

- Graham Kennedy Award for Most Popular New Talent: Dilruk Jayasinha, *Utopia*, Working Dog (in association with ABC)
- Most Outstanding Actor: Hugo Weaving, *Seven Types of Ambiguity*, Matchbox Pictures (in association with ABC)
- Most Outstanding Factual or Documentary Program: Jodi Boylan, *War on Waste*, Lune Media (in association with ABC)
- Most Outstanding News Coverage or Public Affairs Report: ABC, *Four Corners* 'The Seige'

### **Older People Speak Out Media Awards 2017**

- Best Coverage of a Controversial Issue for Older People: Nicole Gage & Angelique Donnellan, 'Oakden Nursing Home Scandal', ABC News
- People's Choice Award: Larissa Romensky & Anne-Marie Middlemast, 'Dance me to the end of Adulthood', ABC Central Victoria

### **Queer Screen Film Festival 2018**

- Short Screenplay & Audience Award for Best Film: *First Day*, Epic Films (in association with ABC)

### **Screen Producers Australia Awards 2017**

- Children's Series of the Year: *Nowhere Boys: Two Moons Rising*, Matchbox Pictures (in association with ABC)
- Comedy Series of the Year: *Please Like Me*, Guesswork Television (in association with ABC)
- Drama Series of the Year: *Cleverman*, Goalpost Pictures and Pukeko Pictures (in association with the ABC)
- Light Entertainment Series of the Year: *Anh's Brush with Fame*, Screentime (in association with the ABC)
- Single Documentary of the Year: *The Go-Betweens: Right Here* Essential Media & Entertainment (in association with the ABC)

### **United Nations Association of Australia (UNAA) Media Peace Awards 2017**

- Best Online: Solua Middleton, Yale Macgillivray, Scott Gamble, Bronwyn Purvis, Dan Battley & Lorena Allam, *Right Wrongs*, ABC Online
- Best Print: Antony Funnell, 'Our favourite paedophile: Why is Donald Friend still celebrated', ABC RN Online
- Best Radio: Sally Sara & Dingani Masuku, *Somaliland Children*, Correspondents Report, ABC Radio
- Best TV News/Current Affairs: Sally Sara, Dingani Masuku, 'Six Days in Somaliland', ABC News
- Promotion of Children's Rights and Issues: Matthew Carney, Zhang Qian & Wayne McAllister, *Foreign Correspondent*, 'Generation Left Behind'



- Promotion of Disability Rights and Issues: *You Can't Ask That: 'Down Syndrome; Facial Difference and Blind'* ABC TV
- Promotion of Empowerment of Older People: *You Can't Ask That: 'Centenarians'*, ABC TV
- Promotion of Social Cohesion: *You Can't Ask That: 'Suicide Attempt Survivors'; 'Refugees'; and 'Children of Same-Sex Parents'*, ABC TV

#### **Walkley Awards 2017**

- Coverage of Indigenous Affairs: Jane Bardon, 7.30 'Demanding Justice: Marshall Wallace, BushMob and Stolen Generation 2', ABC Radio and ABC Online
- Coverage of a Major News Event or Issue: Peter Ryan, AM, PM and The World Today, 'Commonwealth Bank Scandal – accused of 53,000 breaches of anti-money laundering and terror financing laws', ABC Radio, ABC News, and BBC World Service
- Innovation Award: Rachael Brown, Jesse Cox, Jeremy Story-Carter, Trace
- Investigative Journalism: Adele Ferguson, Sarah Danckert & Klaus Toft, *Four Corners*, The Age and The Sydney Morning Herald, 'Bleed Them Dry Until They Die', Fairfax Media and ABC TV
- Radio News and Current Affairs Journalism: Matt Brown, 'The War on Islamic State', ABC Radio
- Television/Video News Reporting: Sally Sara & Dingani Masuku, 'Six Days in Somaliland' ABC News
- Walkley Documentary Award: Martin Butler, Liz Jackson, Bentley Dean and Tania Nehme, 'A Sense of Self', ABC TV
- The Women's Leadership in Media Award 2018: Jane Caro, 'Women's Entrappings of High Office'; 'Women over 50 are living out two fates that show feminism is an incomplete project'; and 'Unbreakable: Women share stories of resilience and hope', ABC News Online, The Saturday Paper, and University of Queensland Press

#### **Walkley Young Journalist of the Year 2018**

- Shortform Journalism: Cassie Zervos, 'Investigation into illegal solariums', Herald Sun (supported by ABC)

## **State and Territory Awards**

### **Australian Capital Territory**

Australian National University (ANU) HC Coombs Creative Arts fellowship: Andrew Ford, The Music Show

### **New South Wales**

#### **NSW & ACT Australian Cinematographers Society Awards 2017**

- Gold Award: Louie Eroglu, *Four Corners* 'China Rising'

#### **NSW Kennedy Awards 2018**

- Paul Lockyer Award for Outstanding Regional Broadcast Reporting: Anna Henderson, 7.30, ABC
- Outstanding Radio Current Affairs and Audio Blog: Peter Ryan, ABC Radio

#### **Professional Teachers' Council NSW Awards**

- 2017 Media Award: Philippa Byers (Editor), *Compass* 'The Staff Room'

#### **TAFE NSW 2018 Awards**

- Aboriginal and Torres Strait Islander Student of the Year: Jamie Toomey, ABC News

### **Northern Territory**

#### **NT Media Awards 2017**

- Best Current Affairs or Feature: Kristy O'Brien, Owain Stia-James & Ian Redfearn, 'Seven Emu: Wild Bull Catching in the Top End', ABC
- All Media – Best Environment/Innovation Reporting: Jane Bardon, 'Development problems exposed: McArthur River Mine and NT Fracking', ABC News
- Best News Camerawork of the Year: Mitchell Woolnough, Body of Work, ABC
- Best News Coverage: Jano Gibson, 'Aviation fuel sniffing in Arnhem Land sparks public health emergency', ABC News
- All Media – Best Scoop/Newsbreaker: Nadia Daly, 'Unforgivable error: Medical bungle leaves two women without their breasts', ABC News

- All Media – Best Sports Journalism: Jane Bardon and Tristan Hooft, 'Sport programs changing lives need more support', ABC News
- All Media – Excellence in Indigenous Reporting: Jane Bardon, 'Regaining life control: Marshall Wallace, Bush Mob, Stolen Generation, Retta Dixon'
- Journalist/Photojournalist of the Year: Jano Gibson, ABC

## Queensland

### Queensland Clarion Awards 2017

- Broadcast Interview: Bruce Atkinson, 'Drama at Long Tan', ABC Sunshine Coast
- Indigenous Issues Reporting: Michael Atkin, 7.30 'Rough Justice: The Treatment of Young Indigenous Offenders in North QLD'
- Investigative Journalism: Michael Atkin, 'The Rise and Fall of Careers Australia', ABC News Online
- John Bean Award for News and Current Affairs Camerawork: Scott Kyle, 7.30 'Quinkan Country'
- Multicultural Queensland Award: Kristine Taylor, Roger Carter, Greg Hassall, *Australian Story* 'A Field of Dreams'
- Print/Text News Report: Mark Willacy, Alexandra Blucher, 'Environment Series', ABC News Online
- Radio-Audio News Report: Mark Jeffery, 'Farmers Attack Defence', ABC Radio North & Far North Queensland
- Regional and Community -Broadcast Report: Ben Millington, *Lateline* and *AM* 'Inside Cleveland Youth Detention'
- Rural Journalism: Dominique Schwartz, 'Death Row Dingoes', ABC News
- Social Issues Reporting: Kirstin Murray & Roger Carter, *Australian Story* 'Tough Love'

### Queensland Rural Media Awards 2018

- Excellence in Rural Journalism Online: Dominique Schwartz, Alexandra Blucher, ABC News Online 'Tension on the track'
- Excellence in Rural Journalism Radio: Kallee Buchanan, 'Farm lending practices', ABC Rural
- Excellence in Rural Journalism Television: Kathy McLeish, *Landline* 'Night parrot', ABC TV

## South Australia

### SA Media Awards 2018

- Best Radio/Audio Broadcaster: Caroline Winter, ABC
- Best TV Broadcaster: Angelique Donnellan
- Bronze TV/Video Current Affairs or Feature: Angelique Donnellan and Sophie Wainwright, 'Who is Sally Zou?'
- Journalist of the Year: Angelique Donnellan
- Public Service Journalism Award: Angelique Donnellan, Nicola Gage, ABC News 'Oakden Nursing Home Scandal'
- Radio/Audio News & Current Affairs or Feature: Caroline Winter, Summer Special 'Australia's Space Race'
- TV /Video News Report: Angelique Donnellan and Nicola Gage, 'Oakden Nursing Home Scandal', ABC News

### SA Press Club Awards 2017

- Best Broadcaster, Television, Radio or Online: Angelique Donnellan, 'Oakden', 'Lucy Paveley Hit-run tragedy', 'Angel flight', ABC News
- Best Investigative Coverage of an Issue or Event in Any Medium: Nicola Gage & Angelique Donnellan, 'Abuse in state care', ABC News
- Best News Report in Print: Nicola Gage & Angelique Donnellan, 'Abuse in state care – Father over-medicated at Oakden', ABC News
- Gold Award: Nicola Gage & Angelique Donnellan
- Scoop of the Year in Any Medium: Nicola Gage & Angelique Donnellan, 'Abuse in state care – Investigation launched after father overmedicated', ABC News

## Tasmania

### Tasmanian Media Awards 2018

- Journalist of the Year: Richard Baines, ABC
- Public Service Journalism: Linda Hunt, 'Unhealthy Royal Hobart Hospital', ABC News
- Science, Technology & Environment: Natalie Whiting, *Body of Work*, ABC
- Sports Coverage: Chris Rowbottom, *Body of Work*, ABC

## Victoria

### AGE Music Victoria Awards 2017

- Best Country Album: Raised By Eagles, *I Must Be Somewhere*, ABC Music and Universal Music
- Melbourne Press Club Quill Awards 2017
- Gold Quill: *Four Corners* 'Power and Influence'
- Innovation in Journalism/Podcasting: Rachael Brown, *Trace*
- Reporting on Disability Issues: Louise Milligan, 7.30 'Intervention frees disabled young man from jail'
- Sports Feature: Lisa McGregor, Trish Drum & Louise Milligan, *Four Corners* 'After The Game'
- TV/Long Form: *Four Corners* 'Bleed Them Dry Until They Die'"

### Rural Press Club of Victoria Awards 2017

- Best Feature Story Broadcast: Fiona Pepper, *Off Track* 'Pipis and prejudice', ABC RN
- Best News Story: Bridget Judd, 'Loopholes', ABC South West Victoria
- Ray Frawley Young Journalist of the Year: Bridget Judd, ABC South West Victoria

## Victoria Police Blue Ribbon Foundation Community Sports Award 2017

- John Forbes Community Sports Award: The Coodabeen Champions, c/o ABC Radio Melbourne

## Western Australia

### Next Gen Short Film Festival 2018

- Best Actress: Tasia Zalar, *Blight*
- Best Director: Perun Bonser, *Blight*

### Rural Media Association of Western Australia (RMA) Awards 2017

- Award for Excellence: WA Rural Team, ABC
- Best New Entrant: Tyne Logan, ABC South West
- Best News Broadcast: Jo Prendergast, ABC Mid West & Wheatbelt

### WA Media Awards 2017

- Best Social Equity Report: Kirsti Melville, 'Rottnest Island: Black Prison, White Playground', ABC RN
- Regional and Community – Best Three News Stories or Features: Nathan Morris, 'Social Affairs coverage', ABC News Online

# Compliance Index

## ABC Annual Report 2018

### Reports required under section 80 of the *Australian Broadcasting Corporation Act 1983*

s.80(a) - s.80(daa)	Directions from the Minister relating to a broadcast or provision of content on a digital media service	No such directions received 2017–18
s.80(da)	Codes of practice developed under subsection 8(1)	See Appendix 4 (Volume II, pages 210–8)
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 (Volume II, page 206)
s.80(f)	Particulars of any gift, devise or bequest accepted by the Corporation during that year	The Corporation received no gifts of donations within the meaning of section 80 of the <i>Australian Broadcasting Act 1983</i>
s.80(g)	Particulars of any advice received by the Board during that year from the ABC Advisory Council	See Volume II, pages 45
s.80(j)	Activities under subsection 25A	See Financial Statements Volume II, page 142
s.80(k)	Particulars of any activities during the year of any authorised business with which the Corporation is associated under that subsection	See Infrastructure and Operations, Volume II page 106
s.80(l)	Particulars of significant changes of transmission coverage and quality	See Volume II, pages 107–8, and Volume II, page 88

### Reports required under section 43 of the *Public Governance, Performance and Accountability Act 2013*

s.43(1)	Auditor-General's report	Provided to the Minister on 10 August 2018 (Volume II, page 148)
s.43(4)	Financial Statements	See Volume II, pages 142–99

### Reports required under the *Public Governance, Performance and Accountability Rule 2014*

s.17BE(q)	Judicial decisions and reviews by Outside Bodies	Matters referred to the Australian Communications and Media Authority for review: see Volume II, page 141 No other judicial decisions or decision of administrative tribunals were made in 2017–18 which had, or may have, a significant effect on the ABC's operations
s.17BE(t)	Indemnities and insurance premiums for Officers	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 Public Governance, Performance and Accountability Rule 2014 and the standing Board resolutions. The premium for the Directors and Officers liability insurance was \$188,185
s.17BE(u)	Index of Annual Report Requirements	This Compliance Index satisfies section 17BE(u)

#### Other requirements of section 17BE of the Public Governance, Performance and Accountability Rule 2014

s.17BE(a)	Details of the legislation establishing the body	See Enabling legislation (Volume II, page 134)
s.17BE(b)(i)	Summary of the objects and functions of the entity	See Appendix 1 (Volume II, pages 204–5)
s.17BE(b)(ii)	Purposes of the entity as included in the ABC Corporate Plan 2017–18	The Annual Performance Statements (Volume II, pages 80–9)
s.17BE(c)	The responsible Minister	See Accountability (Volume II, page 134)
s.17BE(d)	Ministerial directions	Nil
s.17BE(e)	Government policy orders	Nil
s.17BE(g)	Annual Performance Statements	See Volume II, pages 80–9
s.17BE(h)	Statement regarding significant non-compliance	See Compliance reporting (Volume II, page 137)
s.17BE(j)	Information about members of the accountable authority	See The ABC Board (Volume I, pages 52–3)
s.17BE(k)	Outline of organisational structure	See Appendix 3 (Volume II, page 209)
s.17BE(l)	Outline of location of major activities or facilities	See Volume I, pages 10–11; and Appendix 14 (Volume II, pages 247–53)
s.17BE(m)	Information in relation to the main corporate governance practices	See Governance and management processes (Volume II, page 134)
s.17BE(n)	Related entity transactions	Nil
s.17BE(p)	Significant activities and changes affecting the agency	All sections
s.17BE(r)	Particulars of reports on the ABC	Nil
s.17BE(s)	Obtaining information from subsidiaries	N/A

# Glossary and Index

Image: 7:30 host Leigh Sales



# Glossary

**app** – short for ‘application’ particularly in the context of mobile devices – a computer program designed to perform a particular task or function

**Charter** – the fundamental operating responsibilities of the ABC, as set out in section 6 of the Australian Broadcasting Corporation Act 1983

**DAB+** – a radio frequency allowing digital simulcast of analogue stations and the broadcast of digital-only stations

**first-release** – the first time a program has been broadcast in Australia

**five-city metropolitan 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 – e.g. station identification, program promotions and ABC merchandising

**livestream/ing** – broadcast of an event or content on the internet as it happens

**multiplatform** – content produced for and delivered on more than one media platform

**Net Promoter Score** – score calculated based on a likelihood to recommend, based on a 0 to 10 scale. ‘Promoters’ are those who respond 9–10; ‘Detractors’ are those who respond 0–6. The NPS is calculated by subtracting the percentage of customers who are Detractors from the percentage of customers who are Promoters. The result is presented as a ‘score’ between –100 and 100

**platform** – a medium or technology for content distribution; the ABC’s primary platforms are radio, television and online/mobile (including VR)

**prime time** – peak viewing/listening time for television and radio audiences

**Q&D** – the ABC Quality & Distinctiveness Study measures ABC audience’s response to programming they have watched, read or listened to across ABC television, radio and News websites

**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 on a platform over a given time frame.

**streaming** – ‘real time’ audio- or video-on-demand, synchronised with a radio or television broadcast

**user-generated content (UGC)** – media content created by audience members and published online or broadcast on radio or television

## Acronyms/Abbreviations

**ABC RN** *formerly* Radio National

**ABCID** ABC International Development

**ANAO** Australian National Audit Office

**CALD** culturally and linguistically diverse

**CUIs** Conversational User Interfaces

**A&CA** ABC Audience and Consumer Affairs

**ACMA** Australian communications and media authority

**ADWG** Audio Description Working Group

**APM** Annual Public Meeting

**APS** Annual Performance Statements

**AR** Augmented Reality

**DAB+** digital radio – see Glossary

**DENG** Digital Electronic Newsgathering

**DISC** Diversity & Inclusion Standing Committee

**DRM** Digital Ratings (Monthly)

**DTA** Digital Transformation Agency

**E&S** ABC Entertainment & Specialist

**EAP** Employee Assistant Program

**ECRC** Election Coverage Review Committee

**EDG** Employee Diversity Group

**emma** Enhanced Media Metrics Australia

**GIG** Great Ideas Grant



**IMS** Integrated Media System

**MDI** Media Development Initiative

**NA&I** ABC News, Analysis & Investigations

**NPS** Net Promoter Score

**PGPA** *Public Governance, Performance and Accountability Act 2013*

**Q&D** quality & distinctiveness

**RAL** Reception Advice Line

**R&L** ABC Regional & Local

**SLA** Service Level Agreement

**SVOD** Subscription Video On Demand

**UGC** user-generated content

**VAST** viewer access satellite television

**VPM** video player measurement

**VR** virtual reality

**WHS** work health and safety

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