





Front cover: Jeremy Fernandez reporting from Rosedale, New South Wales. Image: David Sciasci

Frances Djulibing as Ruby in *Operation Buffalo*. Image: Ben King / Porchlight Films



9 September 2020

The Hon Paul Fletcher MP  
Minister for Communications, Cyber Safety and the Arts  
Parliament House  
Canberra ACT 2600

Dear Minister

The Board of the Australian Broadcasting Corporation is pleased to present its Annual Report for the year ended 30 June 2020.

The report was prepared for section 46 of the *Public Governance, Performance and Accountability Act 2013*, in accordance with the requirements of that Act and the *Australian Broadcasting Corporation Act 1983*. It was approved by the Board on 9 September 2020 and provides a streamlined, yet full, overview of the ABC's performance and delivery in line with its Charter remit.

The ABC walked beside Australians through the stress, fear and change of late 2019 and early 2020, a time full of uncertainty. It provided constant support for audiences with its wide-ranging and comprehensive news coverage, and help and distraction through quality discussion, entertainment, music, children's content and specialist services. We adapted to our new operating circumstances expediently, while facing our internal challenges head on.

There can be no better example of the ABC's dedication to Australian stories, culture and experience than its activities throughout 2019-20. I trust you will find the same reflected within this report.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ita Buttrose'.

Ita Buttrose AC, OBE  
Chair



Yvonne Strahovski as Sofie Werner in *Stateless*. Image: Matchbox Pictures

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# Foreword from the Chair

The last 12 months has been a year that we will never forget. Who could have imagined how much Australia and the world would change because of COVID-19? Where will we be in another 12 months? Will our lives have returned to normal or the “new normal” whatever that is?

Few, if anyone, know the answer but what I do know is that the ABC and its dedicated employees, who are passionate about public broadcasting, will still be doing what they do best – delivering news, entertainment and information to Australians wherever they live. They rely on us to do this because they know they can.

During the year I posed the question what would Australia look like without the ABC?

There are some who do wish that fate for Australia. They should be careful what they wish for because an Australia without the ABC would not be well informed and our country’s future would be diminished.

The ABC is part of the Australian fabric and has helped shape our nation since 1932. During that time, it has educated, informed and entertained millions of Australians.

It has delivered compelling programs that never would be shown on commercial outlets. It will continue to do so. It has produced quality investigative news and current affairs as opposed to opinion-based news programs. It will continue to do so.

Three of Australia’s most important Royal Commissions – Misconduct in the Banking, Superannuation and Financial Services Industry, Institutional Responses to Child Sexual Abuse, and Aged Care Quality and Safety – were the result of *Four Corners*’ investigations. These Royal Commissions and their significant outcomes are a reminder of the value – dare I say the priceless value – that the ABC represents. I don’t think there has been enough discussion about the value of the ABC, particularly its importance to Australian democracy.

By keeping Australians informed about important issues such as irrigation’s impact on our rivers, climate change, digital transformation, the high incidence of mental health illnesses, Indigenous people’s need for a voice in our Constitution, gender and cultural equality, homelessness, the skills younger Australians will need for jobs of the future, and why our older citizens need better care, the ABC helps Australians to participate more fully in our democracy as informed citizens.

A well-informed Australia is a clever and competent Australia that bases opinion on fact.

The strength of the ABC and its relationship with the nation comes from the people who work for us. The creativity in the programs they produce, the dogged and independent journalism they pursue and the connection with Australians that they provide through conversations, are at the very heart of what the ABC delivers to its audiences. My thanks to them all for their resilience and commitment.

The ABC has a statutory requirement to operate as efficiently as possible. We have a strong track record in identifying savings and reinvesting them in services. This is how we created ABC News 24, ABC iView and a range of packages to boost services in rural and regional Australia.

It’s worth remembering that the ABC serves a population just over one-third the size of the United Kingdom (over a landmass 32 times bigger), and does so with total funding of around one-seventh the size of the BBC’s budget. The BBC receives the equivalent of \$6.7 billion for a population of 67 million compared to the ABC’s \$1.065 billion funding for our population of 25 million.

During times of crisis Australians turn to the ABC. During the summer bushfires we played a critical role in keeping people safe, with our teams in rural and regional communities working around the clock to make sure crucial information was available to people in danger from the fires. They were on the ground in almost all the fire zones and in communities, conducting emergency broadcasting to disseminate crucial and, at times, life-saving information.

Emergency broadcasting is a high-pressure job, requiring expert filtering and prioritising of information from fire and emergency services, government authorities, community organisations and listeners, often calling in from dangerous, stressful and unpredictable situations.

There were times when the lives of our reporters were at risk and there were concerns for their safety and mental wellbeing. They witnessed heartbreaking human tragedy and while nothing compares to the anguish of people who were directly affected by the fires, covering the summer bushfires did have an impact on our teams to varying degrees. It would be impossible not to be affected in some way, just as it's impossible for any of us not to be affected by the impact of Coronavirus. At the time of writing Australians are continuing to turn to the ABC to keep up-to-date with the latest COVID-19 developments and hear the important messages from governments. They trust us to deliver the advice and information they are seeking.

COVID-19 has forced us all to pause and reflect on the way we live. It also has focused our attention on older Australians and the quality of aged care. Many Australians are questioning whether or not we value our older citizens well enough.

A little girl from *Old People's Home for 4 Year Olds*, one of my favourite ABC programs in the past year, summed up the situation succinctly. When asked why she thought a group of older men and women in an aged care facility looked so sad she said: "They don't have anyone to play with them".

Out of the mouths of babes... how wise children can be.



**Ita Buttrose AC, OBE**

Chair, Australian Broadcasting Corporation

Emcee, Geraldine Doogue and ABC Chair, Ita Buttrose at the ABC's 80 Years of International Broadcasting event. The date of the event was 29 November, 2019.



# The Board



## Ita Buttrose AC, OBE

### Chair

7 March 2019 – 6 March 2024

Ita Buttrose has held executive and editing roles for major Australian media companies including Australian Consolidated Press, News Ltd and Fairfax, and has run her own media company, Capricorn Publishing. She has served on the boards of Australian Consolidated Press, News Corp Australia, and Television & Telecasters Pty Ltd (Network TEN). She has worked in print, radio and television and has written 11 books. She was inducted into the Australian Media Hall of Fame in 2017.

A founding member and former president of Chief Executive Women, Ita is a committed community and welfare contributor. She chaired Arthritis Australia from 2003 to 2006 and later Alzheimer's (now Dementia) Australia from 2011 to 2014 and is now National Ambassador for Dementia Australia. She is Chair of The Australian Mental Health Prize Advisory Group.

She has been a member of the Sydney Symphony Council since 2010 and served as a Trustee of Centennial and Moore Park Trust in Sydney from 2012 to 2020. She is a member of the Australian Institute of Company Directors.



## David Anderson

### ABC Managing Director

6 May 2019 – 5 May 2024

ABC Managing Director David Anderson's career in the broadcast television and media industry spans more than 30 years.

A leader in television production, he has been responsible for commissioning successful programs across all genres as well as overseeing the Corporation's digital transformation.

A succession of high-level positions, including Director of Strategy & Planning and Director of Digital Network, has ensured his familiarity with every aspect of the ABC. David has played a pivotal role in leading its transition from a broadcaster into a modern digital media organisation, providing trusted on-demand content for the changing needs and expectations of audiences.

Immediately before his appointment to his current role, David held the position of Director Entertainment & Specialist. This broad portfolio spans the ABC's broadcast television networks, including on-demand products and services and all associated websites and apps, along with all ABC radio music networks, podcasts and specialist radio content.





## Dr Kirstin Ferguson

**Deputy Chair**

**PhD (QUT), LLB (Hons) (QUT), BA (Hons) (UNSW)**

12 November 2015 – 11 November 2020

Dr Kirstin Ferguson is the Deputy Chair (and previously Acting Chair) of the Australian Broadcasting Corporation. Kirstin is also a non-executive director on ASX listed and private company boards including SCA Property Group Ltd, EML Payments Ltd and Hyne Pty Ltd. Kirstin has contributed to the community through numerous voluntary roles including having been a board member of Layne Beachley's Foundation, SheStarts, Queensland Theatre Company, Queensland Rugby Union, a mentor with Science and Technology Australia's Superstars of STEM program and she was the Chair of the Women's Agenda Leadership Awards.

As well as Honours degrees in Law and also History, Kirstin has a PhD in corporate culture, leadership and governance for which she has received industry and academic awards. She is also an Adjunct Professor at the QUT School of Business. Kirstin is a Fellow of the Australian Institute of Company Directors and a graduate of both the Company Director Course and International Company Director Course. An advocate for gender diversity and equality in the workplace, Kirstin is a member of national and international women's organisations including Chief Executive Women, Women Corporate Directors and the Women's Leadership Institute of Australia.



## Dr Jane Connors

**Staff-elected Director**

**PhD (UTS), Grad Dip Applied History (UTS)  
BA (Hons) (ANU)**

1 May 2018 – 30 April 2023

Jane Connors has been with the ABC since completing an internship in 1989. Her previous roles included Executive Producer of the Social History Unit, Manager of Radio National, and Head of Industry Policy and Strategy at ABC Radio. Jane is currently an advisor with the Editorial Policies team. She has a PhD in Australian History and is the author of *Royal Visits to Australia*.

Jane is a member of several advisory bodies, including Sydney Living Museums and the Centre for Media History.



## Peter Lewis

2 October 2014 –  
1 October 2024

Peter Lewis is the Chair of McGrath Ltd, a member of the Advisory Board for Anacacia Capital and an advisor for Gravity Media Group. He previously held board and advisory positions with 360 Capital ANI Management, Capitol Health Limited, International Grammar School Sydney, TXA Australia Pty Ltd, Norwest Productions Pty Ltd, Australian News Channel Pty Ltd, B Digital Ltd, Vividwireless Pty Ltd, and Yahoo 7 Australia. He has extensive experience in financial management for media companies and has been the CFO of Seven Network Ltd, Seven Group Holdings Ltd, Seven Media Group, and Seven West Media Ltd.

Peter is a Fellow of the Institute of Chartered Accountants in Australia, a member of the Australian Society of Certified Practising Accountants, and a Fellow of the Governance Institute of Australia. He is Chair of the ABC Audit and Risk Committee.



## Donny Walford

24 November 2015 –  
23 November 2020

Donny Walford is the founder and Managing Director of national businesses Bottom Line and behind closed doors®, and is currently on the Board of KeyInvest Ltd and the South Australian Venture Capital Fund. She is an Advisory Board member for NDA Law, an Executive Trustee of HealthStyle Choice Pty Ltd, and a Founding Member of International Women's Forum Australia.

Previously Donny was a Board Director for Australian Associated Advisers Pty Ltd., Australian Women's Chamber of Commerce and Industry, Defence Teaming Centre, and the Heart Foundation (SA) and she served as Chairman for the Australian Dance Theatre.

Donny is a Fellow of the Australian Institute of Company Directors, a graduate of the Institute's Chairman's mentoring and Mastering the Boardroom programs, and a graduate of the Macquarie University Executive Management program.



## Dr Vanessa Guthrie

**Hon. D.Sc, PhD, BSc (Hons)**

23 February 2017 –  
22 February 2022

Dr Vanessa Guthrie is an experienced Executive and Director with a career spanning thirty years in the resources sector, in a variety of diverse minerals and energy resources. Vanessa has qualifications in geology, environment, law and business management including a PhD in Geology. She was awarded an Honorary Doctor of Science from Curtin University in 2017 for her contribution to sustainability, innovation and policy leadership in the resources industry.

Vanessa is on the board of a number of organisations, including listed companies Santos Limited, Adelaide Brighton Limited Tronox Holdings PLC and the Australia-India Council. She is Pro Chancellor of Curtin University and a Member of the Australian Institute of Company Directors (AICD) and a Fellow of the Australian Academy of Technological Sciences and Engineering (ATSE).



## Georgie Somerset AM

23 February 2017 –  
22 February 2022

Georgie Somerset is a rural industry leader and strategist with a background in regional development across Australia. Based in Queensland's South Burnett, she is actively involved in the operation of the family beef business.

She has board experience across the not-for-profit, government and industry sectors as General President of AgForce Queensland Farmers, a Director of the Royal Flying Doctor Service (Queensland section) and the RFDS Foundation, and as Chair of the Red Earth Community Foundation, South Burnett. She serves on advisory committees for regional development, tertiary institutions, industry and community groups.

Georgie has served in a range of advisory councils, government review committees, and board roles including the National Rural Advisory Council, the Regional Telecommunications Independent Review Committee, and the National Foundation for Australian Women. Georgie is a Fellow of the Australian Institute of Company Directors.



## Joseph Gersh AM

**B Com LLB (Hons) (MU)**

11 May 2018 – 10 May 2023

Joe Gersh practised law for 20 years as a senior partner and has had significant business experience with a range of public and private companies. He is currently the Founder and Executive Chairman of Gersh Investment Partners Ltd, a specialist real estate investment bank. He is also a director of The Sydney Institute. From 2003 to 2012, he was the inaugural Chair of the Australian Reinsurance Pool Corporation, and was a member of the Payments System Board of the Reserve Bank of Australia between 1998 and 2013.

Joe has also held numerous board positions in the arts community, including Deputy Chair of the Australia Council.

On Location with the Remote Communities initiative at Mukinbudin.  
Image: Christopher Lewis

# Purpose and Vision

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

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Our **vision** is to be the independent source of Australian conversations, culture and stories

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In the final year of the Investing in Audiences strategy, the framework for our **priorities** was:

- Creating distinctive content that matters for all Australians
- Providing an outstanding audience experience
- Delivering programs that reach and engage with more people
- Building a great place to work



# The Leadership Team



**Leisa Bacon**

Director Audiences



**Michael Carrington**

Director Entertainment  
& Specialist



**Helen Clifton**

Chief Digital &  
Information Officer



**Rebekah Donaldson**

Chief People Officer



**Melanie Kleyn**

Chief Financial Officer



**Craig McMurtrie**

Editorial Director



**Gaven Morris**

Director News, Analysis  
& Investigations



**Mark Tapley**

Director Strategy



**Judith Whelan**

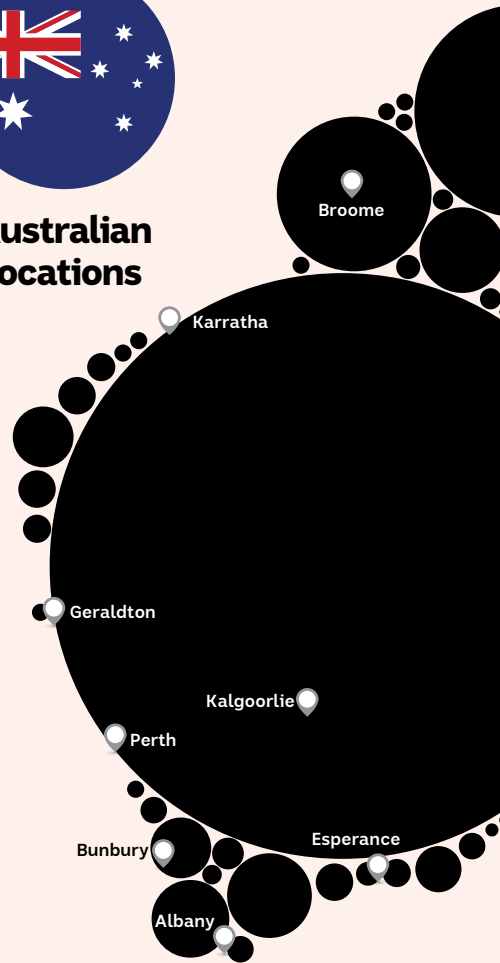
Director Regional & Local

# Where We Are

For more information regarding the ABC's domestic and international offices, see Appendix 14 on page 214.



## Australian locations



## International bureaux and news correspondents



Bangkok



Beijing



Beirut



Jakarta



Jerusalem



London



Nairobi



New Delhi



Port Moresby



Tokyo



Washington



# What We Do

## On the radio

### **ABC NEWS on radio**

a national, 24-hour radio news network

### **National Radio Networks<sup>1</sup>**

RN, ABC Classic, triple j

### **Capital City Local Radio<sup>2</sup>**

available from all eight capital cities

### **Regional Local Radio<sup>3</sup>**

available in regional locations around Australia

### **Digital Radio<sup>4</sup>**

Double J, ABC Classic 2, ABC Jazz, ABC Country, ABC Grandstand, triple j Unearthed, and ABC KIDS listen<sup>5</sup>

### **ABC Radio Australia**

a new, information and entertainment service for the Pacific region

## On your screens

### **ABC**

the ABC's primary television channel

### **ABC Kids / ABC COMEDY**

television for preschoolers until 7.30pm; then comedy for grown ups

### **ABC ME**

a dedicated children's channel

### **ABC NEWS on television**

broadcasting national and breaking news 24 hours a day

### **ABC Australia television**

a multi-genre TV service available across the Indo-Pacific

### **ABC News Digital**

in-depth journalism content, analysis and opinion

### **abc.net.au**

your gateway to ABC news, information, and entertainment

### **ABC iview**

the ABC's online television catch-up and streaming service – available in Kids and international versions

### **Streaming**

on ABC listen, ABC KIDS listen and via ABC websites

### **Apps**

for smartphones and tablets

## Commercial

### **Publishing and licensing**

magazines, books and merchandise

### **Content sales and distribution**

home entertainment, format and content sales, syndication

### **ABC Music and Events**

a variety of music products and live events

### **Studios and Media Production**

provision of production facilities to the market

## International

### **ABC Australia and ABC Radio Australia**

television, radio and online services for audiences across the Indo-Pacific and around the world

### **ABC International Development (ABCID)**

partnering with media, civil society and government organisations in the Asia-Pacific region, to assist in designing and delivering communication initiatives

1 Also available in mainland capital cities as a digital radio service, and nationally via digital satellite services.

2 Also available in mainland capital cities as a digital radio service. Some Local Radio services are available via digital satellite subscription services.

3 44 regional local radio services are available on AM or FM radio, with 43 available via streaming. Some Local Radio services are available via digital satellite subscription services.

4 All available as DAB+ stations and streams, except ABC Classic 2 which is only available as a stream.

5 ABC Local Radio (metropolitan), RN, ABC Classic, triple j, triple j Unearthed, Double J, ABC Jazz, ABC Kids listen, ABC Country and ABC NewsRadio are also available on free-to-air digital television.



# Snapshot of the ABC 2020

**953** emergency  
broadcasting events  
'Lives saved'

ABC NEWS **top digital  
news site** since January

**7.7 million** downloads  
of podcast *Coronacast*  
from March to May

**170 million** plays of  
*Bluey* on ABC iView

**4 million+** views and **1 million+**  
engagements on social  
platforms with *Old People's  
Home for 4 Year Olds*

**ABC Elevate Reconciliation  
Plan** released championing  
initiatives to recognise  
and embrace indigenous  
history and cultures

**More than 1 million** watched  
*Love on the Spectrum*

ABC's NYE appeal raised  
**\$13 million** in partnership  
with the Red Cross and  
City of Sydney

On location with the Remote Communities initiative at Mukinbudin.  
Image: Christopher Lewis

# The Year Ahead

It has been a challenging year for all of us for many reasons, the COVID-19 pandemic just one of them. The bushfires across the nation last summer tested our teams to their best abilities, from our metro news rooms to our regional bureaux across the country.

We will always ensure that Australians have access to vital information during times of crisis and as the nation recovers. Additionally, we will deliver resources to help communities prepare for emergencies and build resilience in the aftermath of such events.

COVID-19 has tested us even further, changing the way we work and live. However, the ABC has stood strong during this turmoil. Throughout this momentous challenge we have adapted and continued to support all Australians, providing the valued news, information, investigations, entertainment, education, music, culture and conversations that have always been the hallmark of our relationship with them.

They have relied on us to do this for the past 88 years and know that we are deeply committed to continuing to deliver these excellent services. I think they have never been more important.

Earlier this year I launched the first-ever ABC Five-Year Plan, our 2020-2025 strategy to guide us as we accelerate our transformation from a traditional broadcaster to Australia's most trusted and valued digital content provider.

We want to get closer, understand and reflect our nation's many and diverse cultures and interests. We want to become more local; to better reflect communities across the country, to listen to audiences and provide the content they ask for. The ABC stands by its deep and long-standing commitment to regional and rural Australia. As the commercial media industry withdraws, we will remain embedded as part of many communities across the country, connecting Australians wherever they live.

The ABC will increase reporting for and from the outer-metropolitan and regional areas of Australia's cities. Having already opened a Parramatta office in Western Sydney in March 2020, we will move forward with decentralising our workforce and are committed to relocating more than 75% of content-makers out of the ABC Ultimo Centre in Sydney, over the life of the Five-Year Plan.

The ABC has built its enviable reputation as the most trusted institution and provider of news, information and investigative journalism, and we aim to ensure that degree of trust remains unassailable. Central to our public standing is the clear impartiality that provides a foundation of trust between us and our audiences.

The ABC's independence – its freedom from answering to vested interests – allows us to report without fear or favour. It makes us uniquely placed to pursue public interest journalism, keeping Australians informed on matters of importance crucial to the functioning of democracy. To that end, we will continue to champion law reform so that our journalists can do their jobs without fear of prosecution.

We are committed to reflecting the spectrum of views across the country and discovering new voices from across the nation to better represent and reflect the diversity of contemporary Australian life.

To continue on this path, the ABC will commission more stories that reflect the breadth of Australian experiences and perspectives, embracing our cultural, socio-economic and geographic diversity. In 2020-21, we also will continue to implement initiatives to increase the social and cultural diversity of our staff. Fundamental to this will be the commitment we have already made, set out in the ABC's Diversity and Inclusion Plan 2019-22 and Elevate Reconciliation Action Plan 2019-22.

In the coming year, the ABC will prioritise its goal to become Australia's premier digital media innovator and a leader in anticipating the on-demand and personalised ways people seek their information and entertainment. During 2020-21, we will improve personalisation across platforms and devices to provide an experience that reflects audiences' preferences and makes it easier than ever to find ABC content and services.

This innovation, initially applied to ABC iview, will allow the audience to leave watching programs on one device and resume on another, helping to turn the service into the leading online showcase for our content. A key element of developing these personalised services will be ensuring privacy protections for audiences that are consistent not just with Australian law,

but with global best practice. To make sure that we have the capabilities to deliver these services and to position the ABC to survive future changes, we will continue to modernise our technology base.

I would like to thank all ABC staff for their hard work and dedication during this challenging year. In the year ahead, as the country continues to recover from the pandemic and the bushfires, we will continue that dedication and commitment.

This year has shown that the future is never predictable, but we will continue to uphold the highest editorial values and deliver the most trusted public interest journalism, coverage and information for all Australians, everywhere.



## David Anderson

Managing Director,  
Australian Broadcasting Corporation

Managing Director of the ABC David Anderson at the National Press Club.



# Content, services & communities

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Lily Mayers driving past the Gospers Mountain fire in November 2019.  
Image: Peter Drought



# Trusted news and information

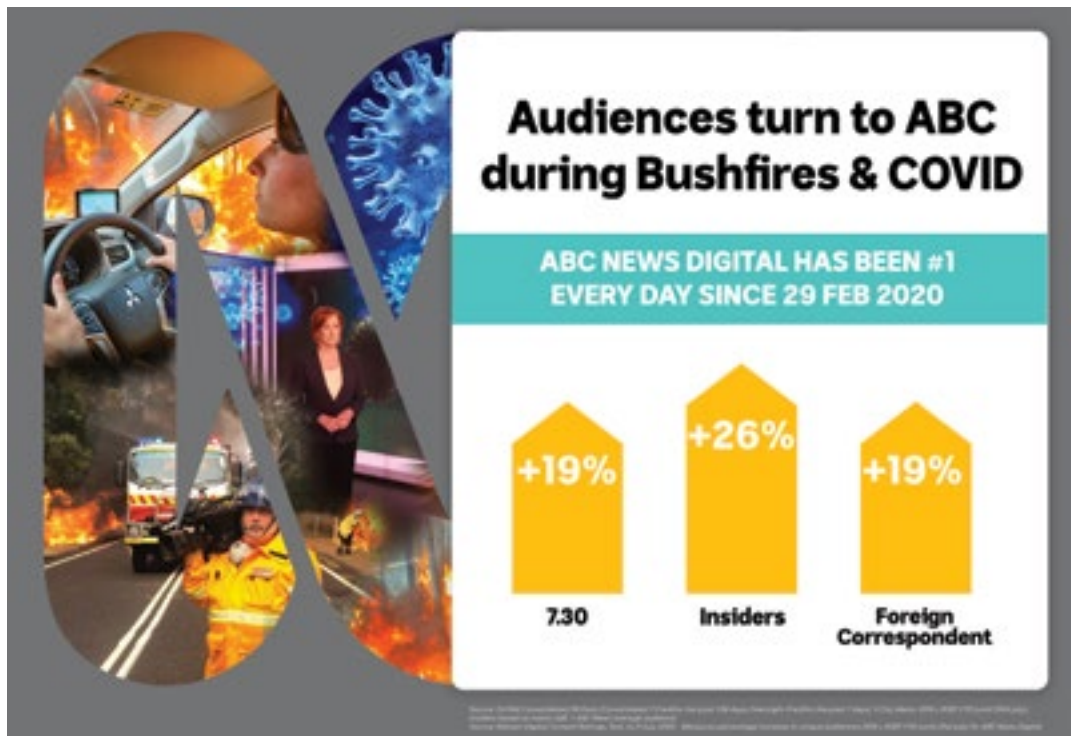
The huge news events of the Black Summer bushfires and the COVID-19 pandemic demonstrated the value of ABC News to the Australian community as never before. In March 2020, 84% of Australians surveyed agreed ABC News ‘is a valuable source of news to the Australian community’ and 72% agreed it is ‘Australia’s most trusted source of news and current affairs’.<sup>6</sup>

## Turning to the ABC

While news and media consumption were at an all-time industry high, ABC News, with its heritage and trust, experienced greater audience increases than most other players, especially digital coverage. ABC News became Australia’s No 1 digital news brand in January and has remained there. In March, its unique digital audience of 15.2 million – 61% of the population – was a record for any digital news

brand in Australia, and ABC News digital was ranked No. 1 for audience every day from 29 February to the end of the reporting period.

TV and radio audiences also soared. The ABC NEWS channel recorded its highest results ever, reaching 4.45 million metropolitan Australians on broadcast in the last week of March, while its livestreams on YouTube and ABC iView were up more than 300% and 200% respectively on the 2019 average.<sup>7</sup>



<sup>6</sup> ABC Corporate Tracking Program.

<sup>7</sup> OzTAM five-city metropolitan consolidated data; OzTAM VPM; YouTube Analytics.

## Shining a light

Flagship ABC broadcast programs continued to produce Australia's leading in-depth investigative and current affairs journalism, breaking some of the year's biggest stories. Highlights included 7.30's exclusive interview with barrister-turned-police informer – or 'Lawyer X' – Nicola Gobbo, and investigative piece 'The Final Race', which revealed many Australian racehorses were ending up at slaughterhouses. The latter produced public outcry, resulting in changes to the racing industry's management of racehorse rehoming and welfare.

*Four Corners*, for decades Australia's leader in long-form investigative journalism, continued to evolve and strengthen its service with more quick-turnaround programs on current topics such as the bushfires, COVID-19 and the Hong Kong protests. Among its most impactful investigations of the past 12 months, 'Boys Club' exposed a toxic culture at Melbourne's exclusive St Kevin's College, including the grooming of students.

## Eye of the storm

To cover the year's biggest international political story, ABC International established a 'pop-up' bureau in Hong Kong, rotating teams from the ABC's Asia bureaux and Australia to provide nearly six months of ongoing coverage of the protests against the increasing influence of Beijing. This allowed ongoing research and engagement with sources, delivering deeper insights into the people and forces involved, and increasing awareness of the ABC as a trusted source of information in the region.

The ABC was on the ground on the biggest day of protests, when up to two million people made history.

Reporters also sought out and profiled those opposed to the protests, the so-called 'silent majority' that Beijing hoped would mount an effective pushback, showing the significant damage the protests caused to economic activity. In co-production with the Asia-Pacific Network, social media explainers were created to examine competing narratives about the protests.

## In other news

The Asia-Pacific Newsroom grew audiences, especially for its Chinese language output. The team produced content in Bahasa Indonesian and Tok Pisin as well as English. Between July 2019 and June 2020, there were 5.4 million page views of the Chinese service on the ABC NEWS website and app – 260% above the same period the previous year (1.5 million page views).<sup>8</sup> During the same period there were more than 26 million views of content published on Indonesian syndication partner websites, which is 5% up on the same period the previous year,<sup>9</sup> and 2.6 million page views of the ABC Bahasa Indonesian service on the ABC NEWS website and app, 101% above the previous year.<sup>10</sup>

The ABC continued to have by far the largest international reporting operation of any Australian media organisation, with correspondents in Port Moresby, Bangkok, Jakarta, New Delhi, London, Washington, Beijing, Beirut, Jerusalem and Tokyo. The ABC also has a Pacific Affairs correspondent and a *Pacific Beat* reporter based in the Solomon Islands.

During the year, reporters were on the ground as the coronavirus disaster unfolded around the globe. Other major stories covered by foreign bureaux included Brexit and Boris Johnson's UK election win, the Women's Soccer World Cup in France, the Rugby World Cup in Japan, the Bougainville independence referendum, mass student protests in Indonesia, the attempted impeachment of US President Donald Trump, the start of the US Presidential election battle and the Black Lives Matter protests.

<sup>8</sup> Google Analytics (includes long-tail and homepage views).

<sup>9</sup> Indonesian Syndication Partners.

<sup>10</sup> Google Analytics (includes long-tail and homepage views).

Near neighbour New Zealand also became a key focus after two tragedies within 12 months: the mosque shootings in March 2019, followed by the trial and sentencing of the Australian shooter; and the volcanic explosion on White Island in December 2019 while 47 tourists were on a shore excursion (including 24 Australians).

The ABC Kids listen news podcast *News Time Podcast* unpacked complex topics and featured children's voices to help kids understand the top five news stories of the week. The show's host Ruby Cornish regularly receives feedback from parents on its impact:

"Tonight we listened to the latest episode about COVID-19. [My three-year-old Matilda] has been home in voluntary isolation with us and today started talking about missing her friends and cousins. Your words made her feel that her experience was shared at a time when her friends and cousins are not self-isolating... coming from you, who she has come to admire and often quote, it meant the world...Your program has been such an important part of our days."

**Emma N**

## A trusted neighbour

The ABC's international media services have promoted awareness and understanding of Australia across the globe for more than 80 years. In particular, the ABC has considerable experience in the Pacific and has an excellent reputation with audiences across the region. In 2019-20, its digital and broadcast services continued to create awareness, understanding and trust to serve as a foundation for Australia's endeavours to increase engagement with our Pacific neighbours. During the COVID-19 pandemic, the ABC's international media services provided reliable, practical and timely information to the peoples of the Pacific.

## Factual impact

*Australia's Ocean Odyssey* took viewers along Australia's eastern current from the Great Barrier Reef to Antarctica, revealing how ocean currents create life on our planet. The ABC produced complementary curriculum-aligned education materials using clips from the series aimed at upper primary and lower high school students, as well as stories of Australians involved in citizen science projects and how to get involved. A number of organisations hosted online Q&A discussions with their communities following the broadcast of the series including the Great Barrier Marine Foundation, the Sydney Institute of Marine Science and the WWF.

*Silent No More*, a revelatory exploration of how #MeToo is changing Australia, saw veteran journalist Tracey Spicer speaking with Australians who had been affected by sexual harassment and assault. Through sharing their experiences, they addressed how the system must be reformed. Social and iView short series *A Few Good Blokes* was produced to support the conversation around *Silent No More*. It followed three Australian men as they worked supporting other men in their communities and exploring what it means to be a good role model. The three-part series had more than 2.5 million views on ABC social media and iView.

*Revelation* was an important documentary series exploring abuse in the Catholic Church. For the first time, cameras were inside the courtroom as two of the Catholic Church's most notorious child abusers went on trial for sexually assaulting children in their care. In another first, *Revelation* featured interviews with paedophile priests, one from behind bars in a maximum-security prison.





Australia's Ocean Odyssey.  
Image: John Shaw, courtesy of Wild Pacific Media

“Congratulations @ABCTV on such a fantastic #OceanOdysseyAU series. Engaging, inspiring & informative. 2020 has been a rough year but if it's shown us anything, we can rise to the challenges before us & create a better world”

## Education for all ages

ABC Kids Early Education launched as the trusted source on childhood development for parents, families, carers and the early childhood community. The online resource features the latest childhood research and studies and provides early childhood workers with practical and fun exercises that can be used in centres around the country. The ABC's Early Education team also works alongside program makers to embed critical research and updated advice into all ABC Kids in-house programs. <https://www.abc.net.au/abckids/early-education/>

In July 2019, the ABC celebrated the 50<sup>th</sup> anniversary of the moon landing (including Australia's role receiving Apollo 11's signals) and looked into the future of space exploration. Two television specials were broadcast, *Stargazing: Moon and Beyond* and *Fly Me To The Moon*, a suite of digital features including interactives were released, outside radio broadcasts were held, and a series of 10 short audio pieces from ABC Science retold the story 'as it happened' over the five days of the journey – distributed across ABC radio and in the *Cosmic Vertigo* podcast.

The *Top 5 ABC Media Residency* program is now in its sixth year. Established as a Science residency, Humanities was added three years ago in partnership with the University of Sydney. In 2019-20 Arts was the third residency to join, in partnership with the University of Melbourne and supported by the Australia Council. Researchers from around Australia who are recent PhD graduates (and in the case of Arts, early-career practitioners) are selected to work with Radio National content teams on developing their communication skills and media awareness, so they might be able to share their knowledge and expertise with audiences seeking credible material and informed debate on a variety of current issues. Inaugural recipients of the ABC Top 5 Arts residency included architecture, art, design and screen practitioners.

# COVID-19



The ABC played a vital role in bringing Australians a full picture of the global crisis presented by the COVID-19 pandemic.

ABC News responded swiftly to the pandemic, with teams mobilising nationally and around the world to cover the unfolding story in depth. Rolling news coverage on the ABC NEWS channel brought audiences live briefings and press conferences and trusted regular programs such as the *7pm News*, *7.30*, *Four Corners*, *Foreign Correspondent*, *Q+A* and *AM* explored related topics at length.

The ABC also sought new ways to inform the public. New daily podcast *Coronacast*, hosted by Dr Norman Swan and Tegan Taylor, fielded more than 75,000 audience questions about the pandemic by the end of June, and went to the top of the Apple chart in Australia, amassing 7.7 million downloads from March to May with an average of 2.6 million per month.<sup>11</sup>

Broadcast TV program *The Virus* and data journalism delivered by Casey Briggs provided extra, regular updates. The ABC also ran Government community service announcements which reached more than 8 million Australians, and the ABC's Audience Support team handled thousands of contacts requesting help.

The needs of parents and children as they moved to homeschooling saw the ABC launch an expanded schedule of free, curriculum-linked education content, which ABC Education worked with state and territory education departments to deliver. ABC ME extended its educational programming from 14 April, including blocks of primary school and secondary school content. Education content on ABC iView recorded its highest ever numbers (daily users and sessions), averaging 84,000 users in the first few days. At the height of school closures during April 2020, the ABC Education website saw 766,000 users, an increase of 239% of users compared to April 2019.

The ABC's network of bureaux and international correspondents was vital as the outbreak became a pandemic, providing audiences with firsthand reports from the epicentre in Wuhan, locked-down towns in northern Italy, protests in Beirut, the streets of Delhi and crowded clinics of Jakarta.

Around Australia, local ABC teams responded to the new experiences and challenges facing their audiences with content that brought audiences together and helped them with day to day living during COVID-19.

ABC Hobart introduced 'radio play', a twice weekly children's play segment mixing educational and entertaining activities for kids at home, while ABC Adelaide invited listeners to share messages of love and support for their relatives isolated in aged care facilities. Capital City teams across the country instigated Thank You Thursdays, shining a light on frontline workers. Messages of thanks were featured on-air and online.

Consultation with the Council of the Aging and Dementia Australia on the needs of older Australians during COVID-19 saw Capital City and regional networks draw awareness to the National COVID-19 Older Person Support Line. ABC Radio also launched 'Getting On', a weekly national segment on *Afternoons* with Angela Catterns aimed at older Australians, while five short digital video stories highlighting ways to stay connected while isolated and socially distanced, featuring cast members from *Old People's Home for 4 Year Olds*, had more than 12 million views on social media.

<sup>11</sup> Podcasts.



L-R Bjorn Stewart and Ray Martin  
film *At Home Alone Together*.

triple j *Hack* and News were a vital source keeping younger Australians informed, focusing on health advice, the social implications of COVID-19, and workplace and economic issues. For the youngest viewers, *Play School* fast tracked episodes designed for co-viewing by parents and toddlers to explain questions around social distancing, how to wash your hands and why playgrounds were closed. These programs delivered an overwhelmingly positive audience response with a combined total of more than 1.3 million views.

The ABC also worked with NITV and First Nations Media radio organisations to ensure the message was distributed to as many communities around Australia as possible.

Broadcast reach increased significantly across all platforms and then steadied, well above the 2019 averages. The ABC News channel recorded its highest-ever monthly reach in March 2020 with 6.4 million viewers, up 57% on March 2019.

The pandemic necessitated innovative ways to cover news events. When COVID-19 forced cancellations of local Anzac Day services and marches, the ABC produced a live broadcast weaving together the many threads of community movements, RSL events, government departments and the Australian War Memorial. ABC TV coverage reached an audience of 2.9 million, plus there were 657,000 streams on the ABC listen app.<sup>12</sup>

Audiences indicated they were looking for entertainment and distraction from the crisis at hand, and more than 200 hours of classic Australian screen content were added to ABC iView as a result, providing enhanced choice and variety.

The ABC brought the Melbourne International Comedy Festival into homes with a special *Comedy Care Package* that achieved an overnight metropolitan audience of 420,000 – up from 335,000 in 2019.<sup>13</sup>

Other morale-boosting new programs included *At Home Alone Together*, a comedic take on the lifestyle magazine genre that went from concept to screen in just six weeks, and *Cuppa with Kumi* from the *Compass* TV team, which addressed issues of community connection.

As the devastating effects on local productions became clear, the ABC announced it would be supporting more than 200 Australian productions and new content ideas through its \$5 million Fresh Start Fund, to help safeguard local content and creativity.

Behind the scenes the corporation moved swiftly to safeguard coverage while prioritising the health and wellbeing of staff. During the initial stages of the COVID-19 pandemic, the ABC developed highly efficient and effective remote working capabilities, with approximately 85% of ABC employees supported and prepared to successfully work from home.

Essential editorial and production staff adopted strict protocols in the workplace and in the field to minimise health and safety risks and also to avoid any interruption to vital services.

All teams quickly adapted to the constraints and risks inherent in covering the pandemic, via innovative approaches to gathering content, and leveraging social media platforms and other networks to reach people and continue to tell their stories.

<sup>12</sup> OzTAM and Regional TAM, OzTAM VPM; GA data.

<sup>13</sup> OzTam Metro Overnight Data

# Local connections

## Local bureaux

The ABC's local stations and bureaux connect with communities across Australia, providing relevant content across a range of platforms, celebrating important local events, and supporting communities in times of need.

Local teams undertake outside broadcasts (OBs) and events throughout the year, covering important regional issues and events and giving a platform to communities across the country.

In February and March 2020, ABC Radio Brisbane broadcast for a day each from Ipswich, Logan, and Moreton Bay to share community perspectives in the lead up to the Queensland local council elections. Cairns and Townsville rural reporters took their radio audiences to a place rarely visited by the public – 5.8 kilometres down a narrow road to the end of the world's second longest jetty, the Lucinda Bulk Sugar Terminal in Far North Queensland. WA Regional Drive broadcast from the Dowerin Field Day, an agricultural event attended by more than 25,000

people in the Central Wheatbelt of WA, while *Australia Wide* and ABC Alice Springs teams broadcast from Uluru to mark the closing of the rock climb on 25 October 2019.

## Cultural events

Local teams broadcast live from community cultural events and partnered with festivals to bring those experiences to wider audiences in the area and across the country. In September 2019, triple j took over the small regional town of Lucindale on the South Australian Limestone Coast providing another stellar line up of Australian artists for a large appreciative crowd at the *One Night Stand*. Headliners Hilltop Hoods, Meg Mac, Ocean Alley and G Flip were joined by 15,000 people at the free event, with \$22,558 raised for the Stand Like Stone Foundation. Half the money raised was donated to help the Lucindale Area Pool reopening, and the remaining 50% was allocated to youth leadership scholarships.

triple j's *One Night Stand* in Lucindale, SA. Image: Lauren Connelly



In November 2019, ABC Radio Sydney celebrated Ausmusic month and the UN Year of Indigenous Languages with *Sing Out Sydney*. Twenty-one choirs from across New South Wales performed at the Sydney Recital Hall, sharing stories and songs from diverse communities around Sydney and the state. The concert concluded with all 560 choristers performing Christine Anu's *Kulba Yaday* in Kalaw Kawaw Ya language from the north western island of the Torres Strait.

In January 2020, ABC New England North West once again brought listeners all the action from the Tamworth Country Music Festival across a week of programming.

## Support for communities

ABC local teams also supported their communities through charity events and fundraising. In 2019 and in its 31<sup>st</sup> year, ABC Hobart's Giving Tree Appeal – the state's biggest Christmas appeal – raised more than \$100,000, with a further \$130,000 worth of gifts donated to be distributed to disadvantaged and vulnerable Tasmanians. The Queensland Gives Christmas Appeal raised more than \$300,000 for the Queensland Rural Fire Service, with ABC Brisbane hosting a variety concert to a sell-out crowd of 2,000, staffed by 50 volunteers from ABC Brisbane.

Approximately 7,000 visitors attended the Adelaide ABC Gardeners' Market in October, which included entertainment and ABC tours, raising more than \$24,000 for the charity partner CanTeen. Capital City radio stations partnered with not-for-profit aid agency Foodbank during the year, encouraging the community to donate to their services, especially in times of crisis or need.

ABC Alice Springs presenter Alex Barwick was part of the team covering the closing of the Uluru climb.



ABC listen experienced a **43%** uplift in users accessing ABC local station livestreams (capital city and regional stations). New ‘set up’ features in the app included a location-based station finder, and peak periods for livestream engagement were during the bushfires, on Anzac Day, and regularly throughout the COVID-19 pandemic.

## Communities strategy and engagement

Increased quality and quantity of regional reporting was made possible through the three-year Connecting Communities project, which was completed in December 2019. The technology investment project boosted regional digital and video reporting capacity, resulting in an increase in content from regional bureaux across all platforms, especially digital and video, correlating with an increase in audience engagement and reach, meaning more communities being served.

The ABC’s Community Engagement team also continued their work throughout the year, which included projects increasing media skills in remote communities. For more see page 32.

## Stories from the outer city

ABC news teams in the cities also connected with local communities throughout 2019-20. The Melbourne newsroom explored the challenges of living in Tarneit, on the city’s fringe and one of the country’s fastest growing areas, and in Queensland local teams spoke to Chinese-speaking residents in Sunnybank who were using WeChat to reach out to others in the community if they felt unsafe. Journalists from the Perth newsroom spent three days with Mandurah locals getting their thoughts on the big issues – producing content that attracted well over the average audiences for typical local digital stories.

In March, the new Western Sydney newsroom opened, doubling the number of permanent News staff on location from three in the old office to six and adding the capacity to broadcast live radio programs in future. The newsroom is equipped for video and audio news production and editing and has space for 12 staff, including two Local Communities Reporters who will focus on finding and telling the stories of Western Sydney’s many diverse communities. Under a partnership with Western Sydney University journalism students will also be able to do work experience in the newsroom as part of their course work.



## Speaking to Australians

Quality programming showcasing the stories of communities around Australia included *Almost Australian*, a three-part documentary series hosted by Miriam Margolyes. Miriam's 10,000 kilometre drive across the country to explore the 'Australian dream' included visits to towns, beaches, camping parks, and the outback, where she met a diverse range of Australians who shared their unique stories – farmers doing it tough during the drought, Chinese Australians, refugees from Afghanistan and Burma, and the sista girls of Tiwi Island. One particular conversation with Afghani refugee Moj inspired a large and emotional reaction on social media, with fellow Australians reaching out to share their support for the young man.

On radio, *Ockham's Razor*, RN's 'science soapbox', travelled to Perth, Hobart, Canberra, Melbourne and Sydney in search of the best 10-minute talks and stories, and RN's *Away* expanded the 'Word Up!' broadcast series and podcast, reaching out to more language revival communities Kulkalgau Ya (Poruma or Coconut Island in the Torres Strait), Mwang (north-west Arnhem Land, NT), Ngandi (Ngukurr, NT), Nyul Nyul (Dampier Peninsula, WA), Mirning (Nullabor Plain, SA), Ganggalidda (Gulf of Carpentaria, QLD) and Dja Dja Wurrung (Victoria).

*Miriam Margolyes' Almost Australian* – Miriam Margolyes visits with Frank Shadforth (image: Liz Allen) and, inset, Heather Jones (image: Rebecca Hill).

# Bushfire coverage



Australia's 2019-20 bushfire season was one of the worst on record with more than 17 million hectares burned, an estimated three billion wildlife killed and 33 lives lost. The season was the longest covered by the ABC and involved the largest number of staff ever to have worked on an emergency event.

The fires began in August 2019 and by season's end, the number of emergency events covered by the ABC was almost triple that of the previous year. In 2019-20 the ABC covered 953 events compared to 375 in 2018-19 and 256 in 2017-18.

ABC teams often worked around the clock to provide critical information and coverage to local communities. In the peak of the crisis, in the first two weeks of January 2020, ABC Gippsland broadcast 134 hours of rolling bushfire coverage; ABC Melbourne 83 hours; and New South Wales local teams nearly 300 hours.



Peter Drought in Colo, New South Wales. Image: Lily Mayers

The ABC responded to this unprecedented increase in emergency bushfires by redirecting resources from around the country to provide support when and where it was needed. Significant logistical planning was required to deliver simultaneous emergency coverage at multiple locations. This meant calling staff back from leave, and moving staff from location to location across the summer period. During the peak of the coverage there were up to 140 journalists and operations staff on the front line drawn from state, network, regional and interstate newsrooms. NewsRadio and Radio Current Affairs abandoned their summer schedules and the 7.30 team returned from leave for a 1 January special.

Around 1200 bushfire-related digital articles were published during the season, and in a two-week period from 24 December to 7 January the ABC NEWS channel produced 270 dedicated hours of live bushfire programming.

Australians turned to the ABC in record numbers at this time. Independent research commissioned by the ABC showed that not only was the ABC the most trusted information source, but lives were saved as a result of people acting on information the ABC provided.<sup>14</sup> For many people, when digital and telecommunications failed in bushfire impacted areas, ABC Local Radio was the only way to access the timely information they needed to survive.

<sup>14</sup> The ABC Bushfire Impact Research was conducted by Ruby Cha Cha between 17-27 March 2020. It involved a survey of 1630 people (aged 18-75 years). An additional survey of 373 people living in postcodes affected by the bushfires was also conducted along with a small face-to-face survey of 16 people also affected by the bushfires.





Hamish Macdonald reported from the Bega showground.  
Image: Antonette Collins

**ABC Gippsland  
broadcast 134 hours of  
rolling bushfire coverage;  
ABC Melbourne 83 hours;  
and New South Wales local  
teams nearly 300 hours**

ABC NEWS rose to become the top digital news site in the country, a position it held throughout the rest of the 2019-20 year. Audiences were up significantly across all other platforms with live streaming of Local Radio up 25% on last year, the ABC listen app up 63% on last year and the ABC Radio's Capital City network at its highest reach and share in three years.

Audience response was constant across the summer, with appreciation of the ABC's coverage coming from the floors of Australian parliaments, from council chambers, and from audiences via phone, text, email and even handwritten thank you notes slipped under the windscreens of ABC vehicles.

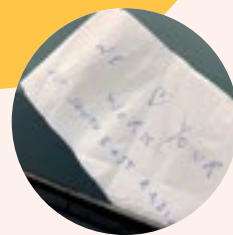
For the ABC's technical and operational teams, the 2019-20 season proved challenging. Service was lost from 18 transmission sites due to mains power outages, but in all cases services were quickly restored. Two towers were extensively damaged: one at Mt Wandera, servicing the Batemans Bay and Moruya region, and the other at Talbingo.

At Batemans Bay, the ABC directed listeners to the neighbouring AM services for Nowra and Bega. Nowra's RN service was changed to carry ABC Radio emergency warnings and a temporary service for Batemans Bay was subsequently established to ensure the local community could access emergency broadcasting.

At Talbingo, service was lost only after the town had been evacuated and restored as soon as it was safe to return to site.

In the aftermath of the fires, a dedicated Bushfire Recovery Team was established to ensure the challenges faced by fire-ravaged communities were not forgotten. ABC teams focused on supporting impacted communities as they recovered from the summer bushfires, sharing their stories of resilience and recovery, and supporting local fundraising events for those impacted by the bushfires. The ABC also raised more than \$13 million in partnership with the Red Cross and City of Sydney as part of the New Year's Eve donation drive. For more on NYE, see page 41.

Following the bushfire season, the ABC redeveloped the Emergency Broadcasting website, providing greater detail of incidents and integrating with ABC Radio in readiness for the 2020-21 season.



# Quality content and services

## Big events

The ABC began its coverage of the Australia Day weekend with a live broadcast of the Australian of the Year Awards, hosted by Kumi Taguchi and Jeremy Fernandez. The Golden Guitar Awards also got the live treatment on ABC Country as well as livestreams on the ABC New England North West, *Landline*, *Australia all Over* and ABC Music Facebook pages.

Three key events were broadcast on ABC TV and livestreamed on Facebook on 26 January: the WugulOra morning ceremony at Barangaroo, which acknowledges Australia's shared history and the traditional custodians of the land, the Flag Raising and Citizenship Ceremony in Canberra, and the Australia Day Live concert from Circular Quay. During the day, ABC Radio Sydney also teamed up with Koori Radio for their first co-production to cover the Yabun Festival, one of Australia's largest Indigenous Festivals, which takes place in Sydney each year and celebrates Aboriginal and Torres Strait Islander culture.

For those who were unable to attend Easter services due to the impact of COVID-19, the ABC broadcast and streamed Good Friday and Easter services. A special collection of religion features was curated for iView for the Easter lockdown, and the ABC's Religion & Ethics online portal also featured articles, discussions and opinion pieces across Easter week, covering multiple faiths and beliefs.

For the ABC's response to lockdown on Anzac Day, see 'COVID-19' pages 22-23.

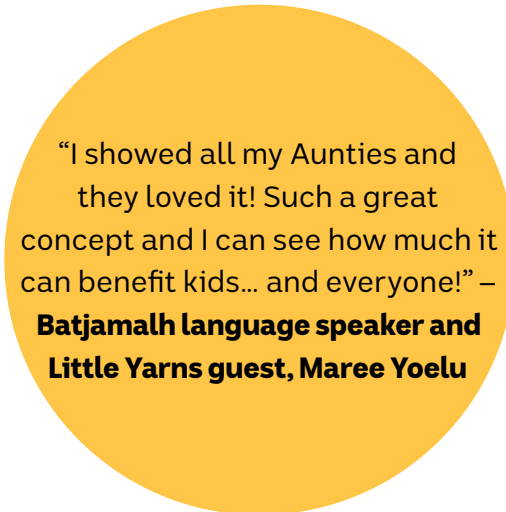
The ABC broadcast the 29th annual Helpmann Awards in July, hosted by Susie Youssef and Mitchell Butel. Celebrating Australia's live entertainment and performing arts industry, the program featured a world-first televised performance from 'Harry Potter and the Cursed Child Parts One and Two', live from Melbourne's Princess Theatre.

## Year of Indigenous languages

The ABC delivered a range of content for the International Year of Indigenous Languages in 2019.

Indigenous language videos were produced as part of the New Year's Eve television broadcast, and ABC Life published six articles written by young Indigenous language speakers, with illustrations by Indigenous artist Charlotte Ellingham. In partnership with First Languages Australia, the ABC Indigenous website featured the Gambay interactive first languages map.

ABC Kids listen launched the *Little Yarns* series. Each of the 27 episodes of *Little Yarns* invited listeners to learn a word on Country from one of the hundreds of First Nations languages. Voiced entirely by First Nations peoples and featuring music and artwork by Aboriginal composers and artists, each episode covered different themes including family, nature, culture and belonging.



**"I showed all my Aunties and they loved it! Such a great concept and I can see how much it can benefit kids... and everyone!" – Batjamalh language speaker and Little Yarns guest, Maree Yoelu**

Short-form series *This Place* explained the stories behind Indigenous place names, and throughout the year, Radio National Indigenous art and culture program *Away* provided programming around language revival in poetry and contemporary music, the leading role of language centres, and the Noongar adaptation of Shakespeare's *Macbeth*. RN's *Word Up!* continued with episodes based on a specific

word or words in an Indigenous language, chosen by guests who discuss the significance of the word to them. *Word Up!* has now featured more than 120 languages from every state and territory.

*Life Matters* celebrated Indigenous linguistic diversity and translated children's books into language for children in remote and regional communities, while *Big Ideas* broadcast their focus on preserving Indigenous languages, inviting Indigenous language guests on the show to participate in discussions and also offer a greeting in their local language.

In July 2019, ABC Classic broadcast Deborah Cheetham's opera *Eumeralla – A war requiem for peace*, sung entirely in the ancient dialects of the Gunditjmarra people and performed with the Melbourne Symphony Orchestra.

## Stories that resonate

*The Australian Dream*, Stan Grant's award-winning documentary of AFL player Adam Goodes, was broadcast on ABC TV and ABC iView in February 2020 to a complete audience of 717,000.<sup>15</sup> The documentary explored themes of racism and reconciliation in Australian society and initiated an active conversation on social media, with the program's social media posts reaching 1.7 million Australians<sup>16</sup> and generating close to 10,000 tweets across the broadcast week.<sup>17</sup> *The Australian Dream* represented the launch of the ABC's Walking Together initiative, which saw programming and content across the ABC looking at all aspects of Australia's journey towards reconciliation.

*The Pool* aired on ABC TV in September 2019 and explored an Australian ritual that is a big part of our national identity – the local pool. The two-part series had a complete audience of 735,000<sup>18</sup> with supporting content across the ABC's radio, television, digital and third-party properties, and the international TV channel ABC Australia. Local Radio held outside broadcasts at local pools, and pool parties were hosted by local communities across the country. A partnership with the Royal Lifesaving Association of Australia raised awareness about water safety, with ABC Brisbane presenters and listeners taking part in CPR courses and producing a Facebook video *Stay Safe with CPR this Summer*.

A new series of interview program *One Plus One* explored three key themes of modern Australia over three seasons. Barrie Cassidy explored modern leadership, Kurt Fearnley examined the drive for excellence, and Stan Grant looked at identity. The long-form television interview series featured revealing, thought provoking, and intimate half hour conversations with Australians from all walks of life, such as local fire chiefs, athletic champions, surgeons, chefs, public servants and human rights activists.

Specialist radio series 'Section 71', produced for RN's *The History Listen*, revisited five key High Court cases that shaped Australia's political and social landscape in significant ways. Another major RN series, *Hot Mess*, explored the history, politics and human psychology of dealing with climate change, including an examination of why people find it so hard to agree and take action on climate change.

<sup>15</sup> OzTAM & Regional TAM; OzTAM VPM data.

<sup>16</sup> Khoros.

<sup>17</sup> Khoros Intelligence.

<sup>18</sup> OzTAM, Regional TAM.

## Quality coverage

The ABC's journalism has never been stronger or broader, thanks to strategic investments in investigative journalism, innovation and digital-first storytelling, as well as a commitment to examine the issues and concerns of all Australians.

Strong engagement with important features such as **'Rich school, poor school'** – an examination of Australia's great education divide – and 'How Life Has Changed for People Your Age' showed that quality online journalism can draw big audiences. ABC News teams Story Lab and Digital Story Innovations took the overall prize at the prestigious international Information is Beautiful awards in London, named the best in the world at data visualisation and digital storytelling for excellence across their portfolio of stories.

In 2019-20, key presenter changes provided opportunities to take a fresh look at some of the ABC's flagship programs. While continuing in his role as Friday presenter of RN *Breakfast*, Hamish Macdonald also replaced Tony Jones as host of Q+A. Lisa Millar moved to Melbourne to take the *News Breakfast* chair vacated by Virginia Trioli, who took over the reins from longstanding ABC Radio Melbourne *Mornings* presenter Jon Faine. Political journalist David Speers also came on board as the new presenter of *Insiders* after Barrie Cassidy stepped down in 2019.

ABC News journalists won many major awards during the year. Among them, Anne Connolly's reporting on aged care, integral in triggering the Royal Commission, saw her named Graham Perkin Journalist of the Year at the Melbourne Press Club Quill Awards and NSW Journalist of the Year at the Kennedy Awards. The aged care investigation was also awarded for Public Interest Journalism at the 2019 Walkley Awards for Excellence in Journalism. Other major editorial award winners included Sashka Koloff

(joint winner of the Lowy Institute Media Award), Brett Worthington (International Federation of Agricultural Journalists Digital Media Award) and Louise Milligan (Australian Press Council Press Freedom Medal).

## Remote communities

The Remote Communities Initiative enables journalists to spend time in rural and remote communities that are often underrepresented in the media, in order to bring their stories to local and national audiences. Some of the locations that teams reported from in 2019-20 included Ampilatwatja, a remote Indigenous Northern Territory community, Shark Bay 800km north of Perth, Tasmania's World Heritage southwest wilderness area, and Queensland's Palm Island.

## Your favourite songs

triple j's *Hottest 100* brought in 3,211,596 votes in 2020, beating the previous year's vote tally by a huge 16.4%. Billie Eilish came in at number #1 with her song *Bad Guy*, becoming the youngest person, and first female solo artist to top the poll. More than 4,800 listeners donated over \$250,000 to *Hottest 100* charity partner Greening Australia. The *Hottest 100 of the Decade 2010s* attracted 1,869,659 votes, with the countdown on Saturday 14 March culminating in a win for Tame Impala, for their song *The Less I Know the Better*.

triple j *Unearthed*'s ability to find and support young Australian musicians is unsurpassed. Phenomenon Tones and I went from relative obscurity in 2019 to No. 1s and ARIA Award wins via *Unearthed* and her song Dance Monkey is now the **most streamed song by a solo female artist ever on Spotify**.

ABC Classic audiences averaged 815,000 listeners per week in 2019,<sup>19</sup> its highest ever yearly reach figure as a network. 2020 results have increased this to an 833,000 listener average reach.<sup>20</sup> More than 60,000 votes were cast across 413 pieces of music in the *Classic 100 Beethoven 250<sup>th</sup> anniversary* vote, with Beethoven's *Ninth Symphony* (Ode to Joy) taking out the No. 1 spot. With a 400% increase in online audiences, #Classic100 trended at #3 on Twitter.

Hosted by Rick Howe, *Island Music* was introduced as a new 2-hour weekly program specialising in Reggae with a Pacific focus, and ran throughout the year on ABC Radio Australia. The program re-booted the *Pacific Break* competition for unsigned artists, receiving more than 80 entries from across the Pacific, with the winner travelling from PNG to perform at WOMADelaide festival in March 2020.

## Unique arts content

The Arts feature documentary *Mystify: Michael Hutchence* was a highlight of AusMusic Month in November 2019. Directed by Richard Lowenstein, *Mystify* drew on exclusive archive content and interviews to create an account of the life and career of the INXS frontman. Total audience for the program was 805,000<sup>21</sup> and there were more than 2.5 million social media content views in the two months following broadcast.

In June, RN dedicated a weekend to books, celebrating authors, readers and writers. The Big Weekend of Books included conversations with, and discussions about, some of the best writers from Australia and around the world, such as Christos Tsiolkas, Trent Dalton, Tara June Winch, Hilary Mantel and Elizabeth Gilbert. The event was produced in response to the cancellation of major literary festivals due to the COVID-19 pandemic. In 2020 RN also launched a new Book Club for audience members, through a monthly discussion on *The Bookshelf* program and a new Facebook group, the ABC Book Club, where audience members share their reading experiences with others.

Six-part musical comedy podcast series *CrossBread* starred Megan Washington (who also wrote all original music for the show) and followed a mock hip-hop duo – siblings Josh and Joan Burns known as CrossBread – who through a talent show become Christian music superstars, despite not being believers. The unique podcast was critically praised and featured on the 'Shows we love' section of US Apple Podcasts.

Moving documentary *Storm in a Teacup* presented an intimate portrait of Western Australian artist Leon Pericles as he embarked on creating a full retrospective exhibition of his life's work while caring for his life-long creative counsel and manager, wife Moira, through her experience of Alzheimer's. Sales from an etching created in the film raised more than \$90,000 with the money donated to Dementia Australia and the Australian Alzheimer's Research Foundation.

<sup>19</sup> GfK five-city survey.

<sup>20</sup> Survey 2, GfK five-city.

<sup>21</sup> Metro 538,000; Regional 190,000; iView 76,000.



Basil Firea (Brent), Oli Pizzey-Stratford (Josh) and Jade Knight (Shay) in DisRupted film *The Legend of Burnout Barry*.

## Kids' education and entertainment

The ABC provides a wealth of educational, entertaining, factual, comedic and musical content for Australia's 4.4 million children between the ages of 2 and 14. ABC Kids and ABC ME are Australia's highest rating children's entertainment networks, reaching up to 42% of children under 15 years.<sup>22</sup>

In addition to *Play School*'s traditional series, 2019 saw the introduction of *Play School* 'Specials', including the landmark episode 'Acknowledgement of Country'. In this episode presenters Luke Carroll, Miranda Tapsell and Hunter Page-Lochard celebrated Australia's First Peoples and shared knowledge of Aboriginal and Torres Strait Islander culture and language.

*Are You Tougher Than Your Ancestors* tackled Australian history from a fresh perspective by challenging a group of today's kids to walk in their ancestors' shoes. Australia's first scripted podcast for children, *Mackaroy Uncovered*, is a serialised mystery-adventure performed by kids, and was published in late June 2020 for listeners aged 8 to 12.

*Prank You Very Much* gave a cast of big-hearted kids the opportunity to stage elaborate pranks of thanks to friends, teachers, and families, and Australian animation took centre stage on ABC ME with two exciting new titles, *The Strange Chores* and *Spongo, Fuzz and Jalapena*.

The DisRupted film season featured three films made from emerging creators living with disability – *The Legend of Burnout Barry*, *...And Then Something Changed* and *Rocky and Me*. The films told stories about the ups and downs of living with disability from authentic, funny, and personal perspectives, and marked the debut of several new actors who also live with disability.

22 OzTAM 5 City Metro, week 27 2019 – week 21 2020. Reach counts 5 mins consecutive viewing across ABC ME and ABC Kids.

## This sporting life

In 2019, the ABC became Football Federation Australia's (FFA) free-to-air broadcast partner, with A-League, W-League, Socceroos and Matildas matches now available on ABC TV. Football is Australia's most popular organised sport<sup>16</sup> and this partnership provides free-to-air coverage of football for all Australians.

Also in 2019, ABC Grandstand collaborated with the BBC to bring live coverage of the Women's Ashes, the Men's ICC ODI World Cup and the Men's Ashes to audiences on ABC listen. Each match of the Australian Women's Cricket Team's journey to winning the ICC T20 World Cup at the MCG in March 2020 was also broadcast live on ABC listen and ABC Grandstand Digital Radio, with select matches on ABC Radio.

In February 2020 ABC TV broadcast live from the two leading Australian women's golf tournaments, the Australian Women's Open and the VIC Open. The Grandstand team continued to broadcast the sports which matter to Australians in Australia throughout the year, including the WBBL, women's and men's international cricket, AFL, AFLW, NRL and NRLW.

## Australian TV drama and comedy

Known for its compelling original dramas, the ABC once again brought an impressive suite of scripted entertainment to Australian screens and devices in 2019-20.

*Total Control* received critical acclaim for its writing, direction and outstanding performances from its lead cast, particularly for Deborah Mailman and her portrayal of a strong, compassionate politician and woman triumphing over contemporary struggles.

*Stateless*, a high-end narrative drama series based on a concept brought to the ABC by Cate Blanchett, explored the lives of a group of people each affected by immigration detention policy. *Stateless* and *Mystery Road* were two of only eight series worldwide invited to launch at the Berlin International Film Festival 2020. *Mystery Road Series 2* premiered on Sunday 19 April and became the No. 1 Australian drama on free-to-air to the end of the reporting period, based on national first-run broadcast audiences.<sup>23</sup>

Eight-part Australian historical fiction series *Operation Buffalo* was inspired by the events around the British-led nuclear bomb testing in the late 1950s and early 60s. Script development involved consultation with the Traditional Owners, the Maralinga Tjarutja community, and the first episode was programmed to coincide with the Indigenous documentary *Maralinga Tjarutja*, which was written and directed by *Speaking Out* presenter Larissa Behrendt.

The format for *Diary of an Uber Driver* was sold to German company Bon Voyage Films for streaming platform Joyn, and was aired in Germany in May 2020 to favourable ratings and reviews. Four-part Australian/Scottish co-production *The Cry* achieved No. 2 status on ABC iview for 2019 with more than 2.8 million plays.<sup>24</sup> And *Harrow Series 2*, filmed in Brisbane, achieved a complete audience of 1.4 million.<sup>25</sup>

In comedy, it was announced in May 2020 that six-part comedy *Frayed* had been picked up in the United States as an HBO Max exclusive. Popular satire series *Utopia* entered its fourth season and was the No. 1 scripted comedy title on ABC TV with a total audience of 1.48 million. *Utopia* was also the No. 1 series on ABC TV among younger viewers with an average audience of 626,000 for people aged 54 and under.<sup>26</sup>

<sup>23</sup> Audience Data and Insights Program Summary: *Mystery Road*.

<sup>24</sup> OzTAM Consolidated 28 Data and VPM 2019-2020.

<sup>25</sup> OzTAM Consolidated 28 Data and VPM 2019-2020.

<sup>26</sup> OzTAM (five-city metro), Regional TAM (Combined Agg Markets exc WA) Consolidated 28 Data. Top Programs on ABC TV 2019, 1 January 2019 – 31 December 2019, Ppl 0-54.

## **Access and resources**

The ABC refurbished studios in Sydney and Melbourne over the reporting period, with more planned for Brisbane and Perth. Ongoing investments will secure the automated, remote controlled environments that bring ABC's distinctive, high-quality content and services to life. During COVID-19, the use of video conferencing increased across ABC's studios, enabling live interviews without the need for guests to be in the building.

Clients who have sought specialist support from ABC Studios and Media Productions over the last year included networks Nine and Seven, Telstra, NEP Group, Gravity Media, Blackfella Films, and GFO Attractions. The ABC's auditoriums have also facilitated rehearsals and performances for a number of Australian orchestras including the Tasmanian Symphony Orchestra, Australian String Quartet, Western Australian Philharmonic, the Sydney and Queensland Symphony Orchestras and the SA Police Band.



A colorful illustration of the Bluey family in a kitchen. Bluey, a blue dog, is holding a broom and looking towards the camera. Bingo, a smaller blue dog, is sitting on the floor eating from a green bowl. Mum, an orange dog, is standing on the right side of the frame. The kitchen has a sink, a stove, and various kitchen items.

Bluey.

# Bluey

In 2019-20, the nation's favourite family of Aussie blue heeler continued to make their mark with audiences here and overseas. *Bluey* remains the ABC's most successful series ever, with around 170 million plays on ABC iview during the reporting period alone.<sup>27</sup>

The ABC Kids' animated series, produced by Brisbane-based Ludo Studio, won the prestigious International Kids Emmy Award for best preschool program and won hearts around the world as it rolled out across Disney channels and platforms in the United States, United Kingdom, China, New Zealand, South Africa and Kenya. At home, *Bluey* won the Logie Award for Most Outstanding Children's Program, the AACTA Award for Best Children's Program and the Screen Producers of Australia Award for Animated Series Production of the Year.

Offscreen, *Bluey: The Beach* was named Book of the Year at the Australian Book Industry Awards – the first time a children's picture book claimed the top prize. In response to popular demand, the Shepherd Centre also added a special 'Canine' category to their 2019 Father of the Year Awards for Bandit.

The '12 Days of *Bluey* Christmas' campaign delivered impressive results on broadcast and iview, with the debut of the special 'Verandah Santa' episode attracting a national average audience of 1.2 million. The campaign also made its mark on social media, with posts scoring 108,000 engagements and 238,000

"It amazes me how so many people are brought to tears watching some of these episodes – myself included! It just goes to show how people have really connected with the stories and the characters. How real and true and how heartfelt this show is."

**Beki de la Cerna**

video views. The voting page on the ABC Kids' website enabling viewers to pick their favourite *Bluey* episode recorded 74,000 page views in December 2019.

In March 2020, the premiere of Series 2 of *Bluey* – which included bonus episodes on the relaunched ABC Kids app – attracted an overnight metropolitan audience of more than 1 million viewers,<sup>28</sup> and had 4.6 million plays on ABC iview. Over 2019-20, *Bluey* had 63 million program plays on iview in total.<sup>29</sup>

In June, the launch of the interactive *Bluey* dance mode filter became the ABC's most popular VR effect, with more than 5500 Australian families submitting videos of themselves dancing along with Bluey and Bingo.

27 Source: Oz TAM (Begin Event Play Data) July 1, 2019 – June 30, 2020. Bluey Series 1 and Series 2.

28 OzTAM Consolidated 28 Data, five-city metropolitan, 17 March 2020. Bluey Series 2, episode 20, aired 6.20pm. Total People.

29 OzTAM Begin Event Play Data, 1 July 2019 – 30 June 2020. Bluey Series 1 and Series 2.

# Evolving the digital audience experience

Today, mobile and on-demand services have become ubiquitous. They are now the primary means by which many people access news, entertainment and information. The ABC understands that to reach the most people in the most relevant way, content and services must be tailored for on-demand consumption, and fit for purpose for mobile delivery.

## Personalisation

Today's audiences want content that appeals to their lifestyle, interests and behaviours, and is easy and convenient to access. The ABC is responding to the significant transition to greater personalised digital experiences with an evolving range of offerings across its platforms and products, enabling audiences to discover and access the most relevant content to watch, listen to, or read.

Technological initiatives have included: single sign-on so audiences can access content on any device based on the ABC's understanding of them; bringing rich personalisation and product features to the ABC iView, listen and triple j experiences; and expanding digital emergency broadcasting. The ABC is also using audience and social data/analytics and investing in machine learning-based tools to learn more about audience preferences and offer more targeted services, including news alerts and analysis, and content recommendations.

In May 2020, the ABC released a major update for ABC iView users on Apple TV, Android TV and Smart TVs providing them with a more synchronised and personalised experience. By logging in, users can watch ABC content from where they left off on their device – particularly useful for Australian families going through COVID-19 together to jump back into a program. This is the first time the ABC has introduced login on its big screen experience, laying the foundations for further rich personalisation features.

## Digital news

To meet digital update needs, ABC News established the Audio Hub by pairing network radio producers and presenters with the NewsRadio team, allowing News to triple the number of on-demand in-brief news bulletins available for smart speaker devices. It also improved the quality and consistency of the national radio news bulletins, which are regularly the number one on-demand item on the ABC listen app.

In late 2019 an on-demand video desk was created within the ABC NEWS channel team, to create more dynamic stories with creative graphics. The channel also reimagined programs like *One Plus One* to provide greater on-demand appeal, and worked with the ABC iView team to create a more thoughtfully curated news experience.

The ABC NEWS website and app continued to develop during the year. The look and feel of both were refreshed, and the quality of the content on offer continued to improve with the assistance of sophisticated storytelling training rolled out to digital journalists across the ABC.

## Local stories on-demand

Audio on-demand local bulletins were launched in six regional areas – Gippsland, North Queensland, South West WA, Great Southern, South East SA, and Riverina. The bulletins were distributed on the ABC listen app as well as through smart speakers, and the initiative is now set to be rolled out across all ABC regional bureaux.

The volume of local digital news articles increased over the period, with local news a particular area of focus in regional areas where commercial options are declining. This resulted in significant increases in the number of articles published each week across the local bureaux – over the first six weeks of the strategy’s implementation, the number of articles from local teams published to ABC News more than doubled on the 2019 average.<sup>30</sup>

## Digital natives

In March 2020, the ABC launched an improved ABC Kids video app for preschool and younger school-aged viewers, timed to coincide with the launch of Series 2 of *Bluey* (with five bonus episodes on ABC iview). Along with recommendations and automatic play, the new app included features such as parental filters, parental timers for app usage, and the ability to watch content on the ‘big screen’. Transitional content was added for onward journeys to ABC ME.

ABC Kids listen was also redesigned to align with the ABC Kids suite, and further development of the ABC ME video app, for primary-school-aged children, is continuing based on audience feedback and analytics. *Play School*’s special for the National Simultaneous Storytime initiative premiered across multiple platforms – broadcast, ABC iview and Facebook – simultaneously.

For kids and adults alike, ABC Education’s digital interactive ‘Spotting misinformation and disinformation’ made in collaboration with RMIT ABC FactCheck helped explain more about how to identify misinformation. A new version of the ‘fake news’ interactive ‘Real, LOLZ, oops or fake?’ proved popular again with audiences.

## Social

Continuing to create bespoke social content showed sustained success throughout the period. Content-led experiments grew audiences and developed new creative talent on social platforms. Notable milestones and content innovations over the period included:

- ABC Indigenous once again experiencing exponential growth on Instagram with a 228% increase in audience, and 285% increase in engagement
- the ABC’s TV+iview Facebook account exceeding 1 million followers
- triple j reaching 1.38 million YouTube subscribers, and triple j’s **Splendour In The Grass 2019 festival video of Tones & I** clocking 81 million views around the world on YouTube
- *Old People’s Home for 4 Year Olds* bespoke commissioned content attracting 4 million+ views and 1 million+ engagements
- #CONTENTtvshow, the vertical digital-first comedy program on all four major social platforms providing a world first for scripted comedy
- ABC Science’s *How Deadly* series for YouTube featuring Ann Jones giving the popular reaction-style video format a specialist public service twist
- *Cuppa with Kumi* featuring Kumi Taguchi hosting a live and interactive show from the ABC TV+iview Instagram throughout the COVID-19 pandemic
- ABC Science’s YouTube channel reaching more than 100,000 subscribers.


30 Story stats 2019, 2020.

## Reaching out

The ABC's largest Facebook community, ABC Education's *Learn English*, topped 5 million followers in 2019-20, confirming its status as one of the world's most popular English-language learning programs. The free service launched in 2010, and provides audio and video resources and tips to people in more than 90 countries who are learning English as a second language. It includes series such as *English on the Go* and *Everyday English*, and three quarters of Learn English's followers are aged between 18 and 34.

This year, the ABC launched the free international streaming service ABC Australia iView, opening up more of its content to audiences around the world. The app for iOS and Android devices connects the ABC's global community with distinctive Australian stories, content and conversations from across genres, including entertainment, factual content, arts and educational programs.

ABC Australia iView offers the ABC NEWS channel as a stream, which enabled audiences across the globe to access the channel via an app for the first time.



"From its earliest days the ABC has looked outwardly to report on the world around us and to advance Australia on the global stage. The Corporation has a proud record of achievement, telling Australian stories, reporting fairly and fearlessly and promoting Australian culture. We are the nation's trusted international voice, connecting the world with Australia."

**Ita Buttrose AC OBE, ABC Chair**



# New Year's Eve 2019-20

On 31 December 2019, millions of Australians tuned in to the ABC's New Year's Eve coverage to show their support for those devastated by the summer bushfires.

ABC messaging before and on the night of broadcast was centred around welcoming the new decade with great Australian music as we raised money to help people rebuild their lives.

The ABC's New Year's Eve joint appeal with the Australian Red Cross and the City of Sydney ran from 26 December to 4 January, and raised more than \$13 million<sup>31</sup> for disaster relief to bushfire-affected communities across the country. Funds raised through the joint appeal supported the Red Cross in providing recovery programs, practical support and emergency grants for those who lost homes in the 2019-20 bushfires.

ABC TV hosts Zan Rowe and Charlie Pickering drove the call for donations while hosting the ABC's Party of the Decades concert, live from the Sydney Opera House. The concert starred some of Australia's top performers of the past and present, including singer-songwriter Marlon Williams, the Cruel Sea's Tex Perkins, Augie March's Glenn Richards and Russell 'The Real Thing' Morris.

Leading into the main event, the ABC's New Year's Eve House Party – hosted by Susie Youssef and Nazeem Hussain and simulcast on ABC ME – featured games, dancing and music by artists such as Baker Boy, Shonen Knife and Regurgitator, as the countdown to the 9pm Family Fireworks began.

Regurgitator playing *Song Formerly Known As!* to a bunch of random little people on ABC Kids might just be my highlight of 2019 #NYEABC –  
**Paul Cochrane, Facebook**

The ABC's New Year's Eve coverage reached an audience of 3.6 million across metropolitan and regional markets and was the No. 1 network on the night, with a prime-time metropolitan share of 25.2%<sup>32</sup> – the best result recorded for the ABC since it began broadcasting the event in 2013.

The coverage was live streamed 209,000 times on ABC iView – up 132% on the previous year<sup>33</sup> – as well as directly to ABC TV and iView's Facebook, YouTube and Twitter accounts. Coverage was also shared to 33 ABC and partner accounts, including the ABC's regional and capital city Facebook pages, enabling people around the country to share in the celebrations.

The official hashtag #NYEABC trended No. 1 on Twitter during the night.

As the clock ticked over to midnight, ABC crews positioned around Sydney Harbour beamed the iconic fireworks to viewers in Australia and around the world, followed by a moving rendition of *Auld Lang Syne*.

NYE hosts Nazeem Hussain and Susie Youssef with band Regurgitator. Image: ABC Children's

31 <https://about.abc.net.au/press-releases/abc-and-red-cross-bushfire-appeal-raises-13-3-million/>

32 OzTAM and Regional TAM consolidated 28 data, OzTAM VPM.

33 OzTAM and Regional TAM consolidated 28 data; OzTAM VPM, reach includes encore viewing.

# Reflecting contemporary Australia

The ABC works to produce content that explores and connects with diverse communities. Throughout the 2019-20 reporting period, the ABC attempted to establish a more inclusive workforce, and to encourage the production of stories that better reflected diverse Australian lives.

The 'We Are Australian' campaign supported this reflection, bringing together Australians from across the country in a nation-wide choir – singing with each other though many were isolated at home. 34% of participants were culturally and linguistically diverse, and both a kids' and an AUSLAN version were created.

## Modern Indigenous stories

Multi award-winning filmmaker and Arrernte/Kalkadoon woman Rachel Perkins' *The End of Silence* Boyer lectures examined how the Uluru Statement from the Heart provides a path to ending the "great Australian silence" on the rightful place of Aboriginal and Torres Strait Islander peoples in this nation.

Gulkula is a traditional ceremonial meeting ground of the Yolngu people of the North East Arnhem Land and was the site of Australia's largest Indigenous-led, Indigenous-programmed cultural exchange, the Garma Festival, in August 2019. The ABC was proud as the official media partner of Garma to again broadcast live from the festival ensuring conversations and celebrations travelled beyond the sacred Yolngu site. Live coverage including a broadcast of *The Drum* featuring a panel of high profile Indigenous leaders and change-makers, plus on-the-ground reports throughout the four-day gathering from local news teams and specialist digital reporters.

In 2020 *Play School* welcomed Kiya to the program's 'family'. Kiya is the first Indigenous toy to belong to a specific area – in Kiya's case, Noongar Country in south-west Western Australia. *Play School* presenters Luke and Rachael also discussed racism on iView program 'Hand in Hand' – its causes, effects and what

we can do to be a part of positive change – as an age-appropriate response to the Black Lives Matter protests around the globe.

## City communities

Australians living in outer metropolitan areas of the capital cities – which are the most diverse places in the country – are less likely to use ABC services than those in inner cities or rural areas.<sup>34</sup>

In response to the clear need for more reporting relevant to those communities, ABC News set its strategic course for the coming three years at a staff summit in Bankstown, New South Wales in September 2019. The key focus was to become a part of, and more substantially reflect, more of these communities. Progress was and continues to be made around ABC stories giving greater voice to the lives of Australians living in these areas. For more on this, see 'Stories from the outer city' page 26.

In drama, *The Heights* Series 1 was awarded the Screen Producers Australia SDIN Award 2019 for excellence in and impact on diversity and inclusion. The program explores the relationships between the residents of inner-city neighbourhood Arcadia Heights and the rapidly gentrifying community that surrounds it, and the first two series were recently acquired by the BBC for broadcast in the UK. The final season of ABC ME children's program *Mustangs FC* continued to reflect the rich cultural heritage of Melbourne, with characters representing communities from Sudan, Vietnam, Serbia, Lebanon, Dutch, Indian, Ghanaian and Indigenous Australia, all exploring their hopes and dreams as young Australians set against the backdrop of their shared religion – football.

<sup>34</sup> Nielsen CMV S02 & S05 National, Ppl 14+.

*Takeover Melbourne*, an ABC initiative in partnership with Victorian state government agencies, local government authorities and the Centre for Multicultural Youth, was created to provide a platform to share the stories of Melbourne’s young people aged 12 to 18. *Takeover* builds on the success of *Heywire*, which has been providing opportunities for young people in rural and regional Australia to tell their stories and develop ideas for change for more than 20 years. Storytelling entries to the project closed in June 2020. ABC producers will work with winners in 2020-21 to professionally produce their story for broadcast on ABC radio, television or online.

## 50:50

News stories greatly increased representation of women, with the 18-month old 50:50 project driving inclusion of women’s voices and a commitment to content that is relevant to women. Approximately 45% of the talent chosen to appear in stories over the period were women, with the ultimate goal of 50% not far from achievement.

Podcast *Ladies We Need To Talk* continued to provide a distinctive health, sex and relationships podcast made by and for women, which discussed topics that have been traditionally taboo.

“There’s good reason the ABC podcast *Ladies, We Need to Talk* is now in its fourth series. Everything is on the table for discussion...”

Bri Lee, SMH

On radio, triple j debuted its first female *Breakfast* duo with Sally & Erica, Lucy Smith started on *Mornings* and Avani Dias took over from long-time host Tom Tilley on *Hack*.

## Young and old

*Old People’s Home for 4 Year Olds* was one of the ABC’s most important and engaging programs of 2019-20. The show followed a unique social experiment that set out to see if the health and wellbeing of very young and older Australians would be improved through the simple idea of spending quality time together in an aged care facility. The voices of the participants took centre stage, generating crucial conversations about the way in which we treat elderly Australians.

The complementary *Ageless Friendships* digital series had almost 12 million views across ABC social media. Via a partnership with Playgroup Australia’s ‘Ageless Play’, almost 5000 enquiries were received from individuals, families, aged care facilities, retirement villages and early learning centres interested in either joining or starting a new intergenerational playgroup. The number of such groups more than doubled since the program aired, from 40 to almost 100 new groups.<sup>35</sup>



*Old People’s Home for 4 Year Olds*, Episode 1.  
Image: Endemol Shine

35 Playgroup Australia.

## Voices of unique communities

Four-part documentary series *Love on the Spectrum* followed young adults on the autism spectrum as they explored the unpredictable world of love, dating and relationships. Audiences loved this show, with overnight ratings climbing higher for each of the four episodes, achieving a complete audience of just over 1 million.<sup>36</sup> Positive sentiment across social media networks appreciated and supported the show's participants, and Netflix eventually acquired the series, taking the program to a whole new audience.

**“Few shows keep me smiling for its entire duration; can't recommend #LOTSAU enough”**

**“Love on the Spectrum is just wonderful. Exceptional TV. Bravo to the people on screen and those behind the scenes #lotsau”**

36 OzTam First Run Complete Audience 2019.

*Love on the Spectrum's* Sharnae and Jimmy. Image: Northern Pictures

*First Day*, the ground-breaking film about a transgender teen's first year of high school, returned with a four-part series following Hannah's story of courage and challenge to live as her authentic self. Award-winning transgender actor Evie Macdonald continued in the lead role.

In *News*, for the first time a reporter with lived experience of disability, Nas Campanella, was tasked with specifically reporting issues around disability, which impacts an estimated four million Australians.

The ABC's original format, award-winning question-and-answer program *You Can't Ask That* won the AACTA inaugural award for Factual Entertainment in 2019. In accepting the award on behalf of the ABC, participant Vickie Roach – Yuin woman, of the stolen generations, and a domestic violence survivor – noted that people with lived experience like her deserved the right to be seen on Australian screens, but most importantly they deserve to be heard. She thanked the ABC for the opportunity to have a public voice.







# Australia Talks

In October 2019 the ABC launched *Australia Talks*, a research-based initiative designed to better understand life from different perspectives in modern Australia. The project encouraged Australians to participate in open discussions about the issues that mattered to them most.

Working in conjunction with Vox Pop Labs and an academic panel, the ABC conducted the Australia Talks National Survey, which collected the views of more than 54,000 Australians from every part of the country. The survey consisted of approximately 490 questions, and gathered information about Australians' experiences, opinions and feelings on a range of topics and issues.

From the data, an online tool was developed, which could be accessed by all audiences. After answering a selection of survey questions, each respondent received a personalised snapshot of how they fit in modern Australia: [abc.net.au/australiatalks](http://abc.net.au/australiatalks). The tool was made available in four languages – English, Simplified Chinese, Vietnamese and Arabic.

Across six weeks, the ABC brought the survey data to life in its content, with major findings and themes driving the national conversation across ABC TV, radio and online. The project included innovative content initiatives, including reporting embeds in suburban corridors, and held in-person events to discuss the key issues uncovered by the survey in dozens of locations across the country.

The initiative received record-breaking audience engagement:

- 438,000 people completed the online tool.
- 15 million page views were recorded across digital articles.
- 898,000 people tuned into the live TV event program.
- More than 30% of Australians indicated they had engaged with *Australia Talks* in some way (via an independent audience survey).

The National Survey dataset is a valuable and significant contribution to Australian social science research, the first of its kind in Australia.

The *Australia Talks Live Show* presenters with a few of the crew.

# Audience data and analysis

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Play School's NAIDOC Special. L-R presenters Miranda Tapsall, Hunter Page-Lochard, Luke Carroll and Matthew Doyle.  
Image: Play School





# Quality, distinctiveness and trust

The ABC Corporate Tracking Program (the Program) provides insights into community perceptions and beliefs about the value of the ABC's contribution to Australian society. The Program is conducted three times per year among a nationally representative sample of people aged 18-75 years, via an online methodology.

Overall community sentiment towards the ABC declined compared with the previous period, however the majority of Australians (78%) believe that the ABC performs a valuable role in the Australian community, with 35% 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, most Australians (78%) remained of the view that ABC television provides good quality programming, and 67% felt it does a 'good job' in terms of the number of shows it provides that they personally like to watch. By contrast, 69% of respondents described the quality of commercial TV as 'good'.

Regarding ABC Radio, 58% of Australians believed the quality of programming on ABC Radio was 'good', while 56% of the population believed that commercial radio offered good quality programming.

When asked about their usage of the ABC website and online services, among those respondents who ever use the ABC website, the vast majority (92%) believed the quality of content was 'good', with 41% of ABC online users rating the quality as 'very good'. Further, 89% of users also felt that ABC Online did a 'good job' in the amount of relevant content it provided.

The Program also explored public perceptions about the ABC's performance in relation to specific aspects of the Corporation's Charter. The majority of Australians believed the ABC was doing 'a good job' fulfilling its various Charter obligations over 2019-20, and 77% of respondents believed the ABC did a 'good job' of being Distinctively Australian. 72% believed the ABC did 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 on country and regional Australia among both city based (73%) and country/regional (72%) populations, and overall, 72% of Australians believed that the ABC did a 'good job' covering country and regional issues compared with 61% for commercial media.

78% of Australian adults aged 18-75 years trust the information that the ABC provides: significantly higher than the levels of trust recorded for internet search engines such as Google (70%), Commercial Radio (60%), Commercial TV (59%), Newspaper publishers (58%) and Facebook (35%).<sup>37</sup>

<sup>37</sup> 2020 Source: ABC Corporate Tracking Program (n=4752), online methodology, people aged 18-75 years. ABC Audience Insights.

# Measures of community satisfaction

<b>Providing a quality service:</b>		<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
% of people who believe the ABC provides quality programming	Television	78	78	81	80	78
	Radio	62	63	65	62	58
	Online (among ABC Online users)	89	91	88	86	92
% of people who believe the ABC is accurate and impartial when reporting news and current affairs		77	74	75	74	72
<b>Providing a valuable service:</b>		<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
% of people who value the ABC and its services to the community		86	83	83	82	78
<b>Meeting the ABC's Charter obligations</b>		<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
% of people who regard the ABC to be distinctively Australian and contributing to Australia's national identity		81	78	80	79	77
% of people who believe the ABC reflects the cultural diversity of the Australian community		79	78	80	76	76
% of people who consider the ABC:						
• encourages and promotes Australian performing arts such as music and drama		77	76	78	77	74
• provides programs of an educational nature		82	82	82	80	77
• achieves a good balance between programs of wide appeal and specialised interest		80	75	77	76	73
% of people who perceive the ABC to be innovative		73	69	72	72	69
<b>Providing an efficient service:</b>		<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
% of people who believe the ABC is efficient and well managed		69	65	68	66	66

# Audience reach

## Combined reach

The ABC's combined national audience reach across television, radio and online was estimated to be 67.6% over a period of a week in 2020,<sup>38</sup> a decrease of 0.7 percentage points compared to the ABC's net reach in 2019 (68.3%).<sup>39</sup> This overall decline is driven by a decline in reach for broadcast television.

## ABC digital properties

Use of ABC digital products accelerated in 2019-20. ABC digital products reported an average of 14.3 million weekly unique users, an increase of 37% on the previous year's average.<sup>40</sup>

Use of the ABC News website and the ABC News mobile app increased by 35% and 47% respectively, significant year-on-year changes driven by the ABC's coverage of the disastrous 2019-20 bushfire season and the COVID-19 pandemic.<sup>41</sup>

The ABC iView suite (comprising ABC iView, ABC Kids iView app and ABC ME app) averaged 1.9 million weekly unique users in 2019-20.<sup>42</sup> Usage increased dramatically during the COVID-19 crisis. In the April-June quarter of 2020, average weekly users were up 35% on the same period last year.<sup>43</sup> Time spent watching ABC livestreams on iView also more than doubled in the final quarter. Usage peaked in April 2020 with many Australians homebound during initial lockdown. The usage of iView on connected TVs accelerated rapidly in March 2020, overtaking other iView platforms (web and mobile apps).<sup>44</sup>

Audiences using the ABC Listen app continued to grow steadily, with an average 340,000 weekly unique users in 2019-20, up 34% year-on-year, with an extraordinary time-per-user of 230 minutes per user per week.<sup>45</sup> Usage peaked in April.

The triple j app increased its weekly users by 28% year-on-year, with spikes driven by the *Hottest 100*, *Hottest 100 of the decade* and *Requestival*.<sup>46</sup>

## Average weekly visitors

Property	2019-20	2018-19	% change
ABC Total	14,312,256	10,480,453	+37%
ABC NEWS web	9,722,859	7,195,800	+35%
ABC NEWS app	674,411	458,377	+47%
ABC Listen app	340,020	253,048	+34%
triple j app	103,483	80,839	+28%
Main ABC iView	1,302,860	772,694	+69%
ABC Kids iView app	534,506	468,398	+14%
ABC ME app	99,929	95,236	+5%
ABC homepage	520,322	425,107	+22%

Source: Google Analytics: ABC Total (web & apps) 02/07/2018–28/06/2020; ABC NEWS site & Google AMP (web) 20/08/2018–28/06/2020; ABC NEWS app (total iOS & Android) 20/08/2018–28/06/2020; ABC Listen app (total iOS & Android) 02/07/2018–28/06/2020; triple j app (total iOS & Android) 27/08/2018–28/06/2020; iView Main (iView web & apps) 02/07/2018–28/06/2020; ABC Kids iView (total iOS & Android) 02/07/2018–28/06/2020; ABC ME (total iOS & Android) 02/07/2018–28/06/2020; ABC homepage (web) 02/07/2018–28/06/2020.

## Average time spent (minutes)

Property	2019-20	2018-19	% change
ABC Total	28.1	25.3	+11%
ABC NEWS web	7.1	7.6	-7%
ABC NEWS app	50.7	49.7	+2%
ABC Listen app	230.4	211.3	+9%
triple j app	87.5	37.1	+136%
iView Main	80.2	61.7	+30%
ABC Kids iView app	95.9	93.0	+3%
ABC ME app	86.4	85.9	+1%
ABC homepage	9.9	10.6	-6%

Source: Google Analytics: ABC Total (web & apps) 02/07/2018–28/06/2020; ABC NEWS site & Google AMP (web) 20/08/2018–28/06/2020; ABC NEWS app (total iOS & Android) 20/08/2018–28/06/2020; ABC Listen app (total iOS & Android) 02/07/2018–28/06/2020; triple j app (total iOS & Android) 27/08/2018–28/06/2020; iView Main (iView web & apps) 02/07/2018–28/06/2020; ABC Kids iView (total iOS & Android) 02/07/2018–28/06/2020; ABC ME (total iOS & Android) 02/07/2018–28/06/2020; ABC homepage (web) 02/07/2018–28/06/2020.

38 2020 Source: ABC Corporate Tracking Program (n=4,752), online methodology, people aged 18-75 years. ABC Audience Insights.

39 2019 Source: ABC Corporate Tracking Program (n=4,583), online methodology, people aged 18-75 years. ABC Audience Insights.

40 Google Analytics, ABC Grand Total, 1 July 2019 – 05 July 2020 vs 02 July 2018 – 30 June 2019. (Note: Google Analytics' estimate of unique users reflects unique devices rather than unique people.)

41 Google Analytics, News Web + AMP and ABC App, 01 July 2019 – 05 July 2020 vs 20 August 2018 – 30 June 2018.

42 Google Analytics.

43 Google Analytics, iView web, apps, connected TVs and ABC Kids iView and ABC ME, 5 April 2020 – 5 July 2020 vs 1 April 2019 to 30 June 2019.

44 OzTAM VPM, total minutes viewed.

45 Google Analytics, ABC Listen, 1 July 2019 to 5 July 2020 vs 02 July 2018 – 30 June 2019.

46 Google Analytics, triple j, 1 July 2019 – 5 July 2020 vs 27 August 2018 to 30 June 2019.

## ABC in third-party environments

The ABC continued to achieve growth in social media audiences in 2019-20, boosted by interest in bushfire coverage and emergency updates in January 2020, and increased audience appetite for news, entertainment, education and public health information throughout the COVID-19 pandemic.

ABC's average weekly reach on third-party platforms in 2019-20 was 19.8%, up from 14.7% in 2018-19. Third-party reach peaked at 24.8% in March 2020.

### YouTube

YouTube provides a platform to drive discovery and awareness of ABC content, and reach younger audiences. ABC YouTube channels saw 72% growth in unique viewers for the second consecutive year, with 13.4 million monthly unique viewers in 2019-20. The majority of ABC YouTube channels experienced strong growth in views, viewers and watch time throughout the pandemic, with audiences seeking news and information about the virus, as well as entertainment and distraction during the lockdown period.

ABC News Australia had the largest YouTube audience with 8.8 million monthly unique viewers in 2019-20, followed by triple j with 7.4 million, and ABC News In-depth with 5.8 million.<sup>47</sup> ABC News In-depth was launched in September 2019 as a destination for ABC current affairs, investigations and extended interview content, and has shown rapid growth, becoming the top ABC channel based on total watch time in 2020.

## Top 5 YouTube channels by monthly unique viewers

Number	Channel	Avg Monthly Unique Viewers 2019-20
1	ABC News Australia	8,767,000
2	triple j	7,355,000
3	ABC News In-depth	5,751,000
4	ABC Science	910,000
5	Q+A	676,000

## YouTube audiences year-on-year

Measure	2019-20	2018-19
ABC monthly unique viewers	22,990,000	13,417,000

Source: YouTube Analytics.

## Facebook

Facebook also drives ABC content discovery, and assists with engaging audiences in conversations about the issues that matter to them. Facebook continued to be an important source of website traffic for the ABC in 2019-20, particularly for younger audiences. ABC Facebook pages saw 43% growth in monthly unique users in 2019-20, to an average of 6.4million.<sup>48</sup> The ABC News Facebook page had the largest number of unique users at 1.1 million per month. ABC's eight capital city Facebook pages had a total of 3 million unique users per month, while the 41 regional location pages had 2 million, highlighting the important role these pages play in connecting the ABC with local communities.<sup>49</sup>

<sup>47</sup> YouTube Analytics.

<sup>48</sup> Facebook Analytics.

<sup>49</sup> Facebook Analytics.

## Top 5 Facebook pages by monthly unique users

Number	Page	Number of Unique Users 2019-20
1	ABC News	1,345,000
2	ABC Perth	924,000
3	ABC Sydney	871,000
4	ABC Brisbane	769,000
5	ABC Adelaide	763,000

Source: Facebook Analytics.

## Facebook audiences year-on-year

Measure	2019-20	2018-19
ABC monthly unique users	6,435,000	4,499,000

Source: Facebook Analytics.

## Instagram

Instagram provides an opportunity to introduce new and younger audiences to ABC content particularly through interactive visual storytelling. ABC Instagram accounts saw 61% growth in followers in 2019-20, and there are now 2.5 million followers across all ABC Instagram accounts.<sup>50</sup> The vast majority of followers are Australian and aged under 45, with a skew towards females.

The triple j Instagram account had the largest number of followers in 2019-20 with 759,000, followed by ABC News (522,000), Gardening Australia (172,000), ABC Australia (159,000) and triple j Hack (149,000). Instagram video views increased dramatically in 2019-20 as Instagram prioritised its IGTV feature. ABC Instagram accounts received more than 70 million video views in 2019-20; an increase of 95% on the previous year.<sup>51</sup>

## Top 5 Instagram accounts by followers

Number	Property	Number of Followers at 30 June 2020
1	triple j	759,000
2	ABC News	522,000
3	Gardening Australia	172,000
4	ABC Australia	159,000
5	triple j Hack	149,000

Source: Khoros.

## Instagram audiences year-on-year

Measure	2019-20	2018-19
ABC total followers (includes duplication between accounts)	2,659,000	1,626,000
ABC total video views	72,990,000	37,360,000

Source: Khoros, Crowdtangle (for video views).

## Split of ABC Instagram followers

Demographic	Percent of followers
Female Total	61%
Male Total	39%
Age 13-17	2%
Age 18-24	17%
Age 25-34	35%
Age 35-44	22%
Age 45-54	13%
Age 55+	10%

Source: Khoros.

## Radio

Average weekly reach in the five-city metropolitan markets for ABC Radio (including DAB+ stations) was 5.1 million people aged 10+ in 2019-20, up 198,000 listeners on the 2018-19 result. Audience share was up 0.4 share points on 2018-19 to 23.5%.<sup>52</sup> 59% of Australians believed the quality of programming on ABC Radio was 'Very Good' or 'Good'.<sup>53</sup>

<sup>50</sup> Khoros: not de-duplicated.

<sup>51</sup> Crowdtangle Intelligence.

<sup>52</sup> GfK, people 10+, five-city metropolitan data, 5:30am-midnight, Total ABC incl DAB+.

<sup>53</sup> 2020 Source: ABC Corporate Tracking Program (n=4,752), online methodology, people aged 18-75 years. 'Total Good' includes



## DAB+

ABC's DAB+ stations include Double J, ABC Jazz, triple j Unearthed, ABC Grandstand, ABC Country and ABC Kids listen. Average weekly reach in the five-city metropolitan markets for ABC DAB+ stations was 728,000 in 2019-20, down 4.7% on 2018-19. Audience share of total listening was 1.5%, stable on the 1.6% of the previous year.<sup>54</sup>

## Local Radio

ABC Local Radio's five-city metropolitan average weekly reach was 2 million, up 4.4% from 1.9 million in 2018-19. Audience share was 8.5%, up 0.2 points on 2018-19 (8.3%).<sup>55</sup> There were 70 million unique podcast downloads of ABC Local Capital Cities content in 2019-20, up 20% compared to 2018-19.<sup>56</sup>

## triple j

ABC's national youth network triple j recorded increases in broadcast audiences in 2019-20. Five-city metropolitan average weekly reach among people aged 10+ was 2.1 million in 2019-20, up from 2018-19 (1.9 million). Audience share was 6.3%, steady with 2018-19.<sup>57</sup> triple j recorded a total of 19 million unique podcast downloads in 2019-20, down 2% compared to 2018-19.<sup>58</sup>

## RN

RN's five-city metropolitan average weekly reach was 707,000 in 2019-20, up 9.6% on the 2018-19 result of 645,000. Audience share was 2.6% in 2019-20, steady on 2018-19.<sup>59</sup> RN recorded a total of 83 million unique podcast downloads in 2019-20, up 10% compared to 2018-19.<sup>60</sup>

## ABC Classic

ABC Classic's five-city metropolitan average weekly reach was 826,000 in 2019-20, up from 744,000 in 2018-19. Audience share was steady in 2019-20 at 3.0%, compared with 2.9% in 2018-19.<sup>61</sup>

## ABC NEWS

ABC NEWS' five-city metropolitan average weekly reach was 778,000 in 2019-20, up 8.5% from 718,000 in 2018-19. Audience share remained relatively steady at 1.6%.<sup>62</sup> There were 49 million unique downloads of ABC NEWS podcasts in 2019-20, up significantly compared to 2018-19.<sup>63</sup>

## News and current affairs on radio

The news and current affairs programs on Local Radio and RN reached on average, 1.7 million people aged 10+ each week in the five-city metropolitan market in 2019-20. This was up 3.5% on 2018-19.<sup>64</sup>

54 GfK. Share of total listening.

55 GfK.

56 ABC Podlights (powered by ABC Audience Insights), global downloads, includes downloads to all mp3 files.

57 GfK.

58 ABC Podlights (powered by ABC Audience Insights), global downloads, includes downloads to all mp3 files.

59 GfK.

60 ABC Podlights (powered by ABC Audience Insights), global downloads, includes downloads to all mp3 files.

61 GfK.

62 GfK.

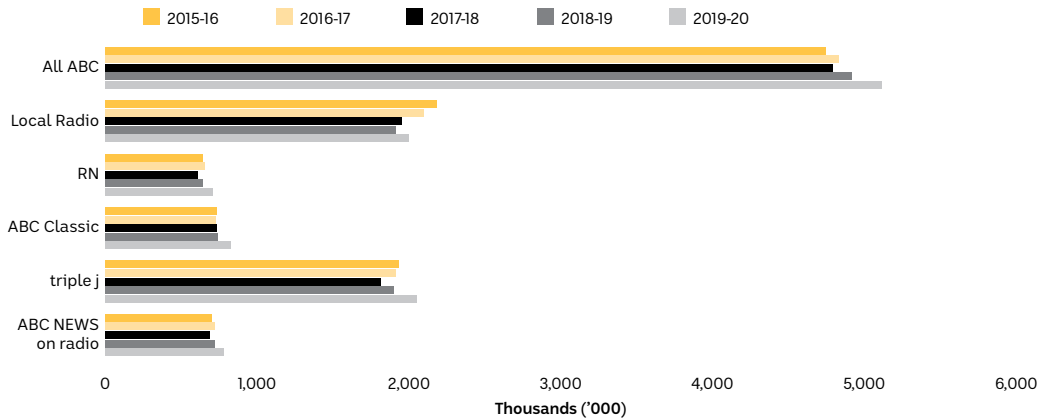
63 ABC Podlights (powered by ABC Audience Insights), global downloads, includes downloads to all mp3 files.

64 GfK from Survey 5 2018 – Survey 4 2019. 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 6.30-7pm), and RN programs AM (Mon-Sat 7am-7.30am), The World Today (Mon-Fri 1pm-1.30pm), and PM (Mon-Fri 5pm-5.30pm).

## ABC listen app

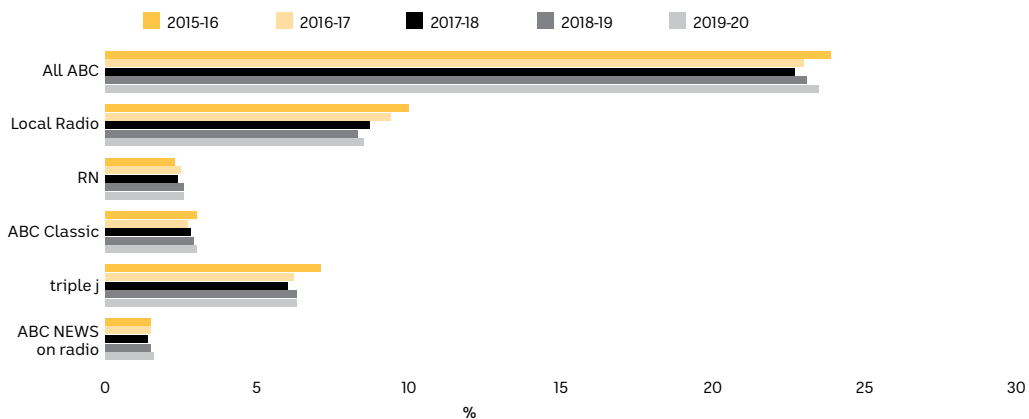
The listen app provides access to both live ABC Radio and ABC podcasts. Monthly active users of the app increased by 28% in 2019-20, to 583,000.<sup>65</sup>

## ABC radio: average weekly reach ('000s) – five-city metropolitan market



GfK, Monday-Sunday, 5.30am-midnight, All ABC incl DAB+. 2019-20 based on Surveys 5-8 2019 and Surveys 1-2 2020 only, due to the suspension of the GfK radio ratings surveys due to COVID-19.

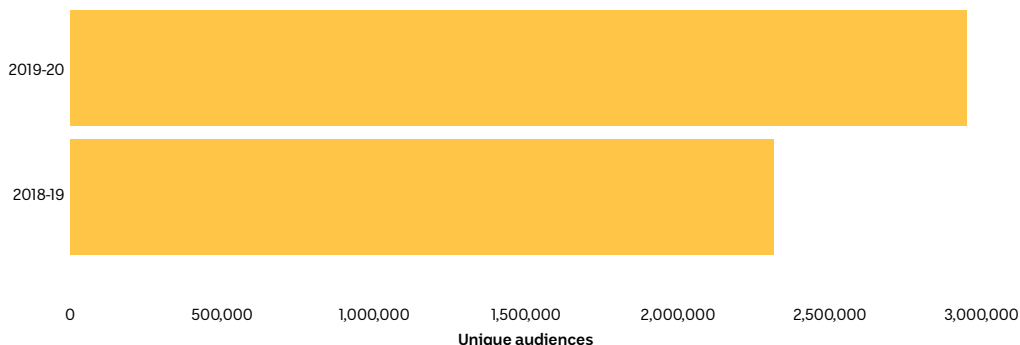
## ABC Radio: share (%) – all ABC including DAB+



GfK, Monday-Sunday, 5.30am-midnight, All ABC incl DAB+. 2019-20 based on Surveys 5-8 2019 and Surveys 1-2 2020 only, due to the suspension of the GfK radio ratings surveys due to COVID-19.

<sup>65</sup> Google Analytics.

## ABC radio websites and apps – unique audiences



Source: Nielsen Digital Content Ratings, Australia, People 2+

## News and current affairs

ABC News experienced audience increases on most platforms in 2019-20, driven by major news events including the bushfire crisis and the COVID-19 pandemic.

In 2019-20 ABC news and current affairs on ABC main and ABC NEWS channel reached 6.6 million average weekly metropolitan and regional viewers, an increase of 3% compared to 2018-19<sup>66</sup>

### News programs

7pm News bulletin audiences were up year-on-year across the week in 2019-20: the Monday-Friday edition achieved a combined metropolitan and regional average audience of 979,000 (up 2%), Saturday averaged 963,000 (up 3%) and Sunday averaged 994,000 (up 2%).<sup>67</sup> *News Breakfast* achieved a combined average audience of 272,000 across the main channel and ABC NEWS simulcast, an increase of 10% compared to 2018-19.<sup>68</sup>

### Current affairs programs

Current affairs programs achieved mixed results in 2019-20, with audiences stronger in 2020.

On ABC main channel, audiences increased in 2019-20 for 7.30 (up 2% to a combined average audience of 847,000) and *Foreign Correspondent* (up 4% to 675,000).<sup>69</sup> *Australian Story* was steady on the previous year with a combined average audience of 999,000, while *Four Corners* audiences were marginally down (-1%) to 846,000.<sup>70</sup> Audiences declined year-on-year for Q+A – down 9% to a combined average audience of 528,000 – and *Insiders*, which had a combined average audience of 587,000 across the main channel and ABC NEWS simulcast, down 2% compared to 2018-19.<sup>71</sup>

<sup>66</sup> OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20. Reach counts the total number of people who watched at least five consecutive minutes of ABC news and current affairs content on ABC main channel and ABC NEWS channel across the period.

<sup>67</sup> OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20.

<sup>68</sup> OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20.

<sup>69</sup> OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20.

<sup>70</sup> OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20.

<sup>71</sup> OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20.

## ABC NEWS

In 2019-20, ABC NEWS channel experienced significant audience increases across platforms. On broadcast TV, ABC NEWS channel maintained its position as Australia's leading 24-hour news channel with a metropolitan and regional weekly reach of 3.5 million viewers; an increase of 11% compared to 2018-19.<sup>72</sup> Year-on-year growth was greater still on digital platforms. ABC NEWS livestream plays on iView were up 111% on the previous year to a monthly average of 1.5 million in 2019-20,<sup>73</sup> while on YouTube, livestream views were up 161% to a monthly average of 2.3 million.<sup>74</sup>

Video views for ABC NEWS on-demand content also grew in 2019-20. On iView there were 1.8 million average monthly news and current affairs plays in 2019-20, up 18% compared to 2018-19, with the increase driven by current

affairs programs.<sup>75</sup> Across the two ABC NEWS channels on YouTube, on-demand views averaged 22.4 million per month in 2019-20, an increase of 111% on 2018-19.<sup>76</sup>

ABC NEWS Online reached an average of 10.9 million Australians each month in 2019-20, up 27% compared with 2018-19. This equates to 44% of the Australian population, an increase from 35% in 2018-19.<sup>77</sup> ABC NEWS saw the highest monthly audience on record for an Australian news brand in March 2020.

The ABC NEWS Facebook page had 1.3 million monthly unique users in 2019-20, a decline of 9% compared with the previous year.<sup>78</sup> On YouTube, ABC News channels experienced strong growth, with unique monthly viewers increasing by 75% in 2019-20 to an average of 12.8 million.<sup>79</sup>

## ABC news reach

Platform	2019-20	2018-19	2017-18	2016-17	2015-16
<b>ABC news on television</b>					
ABC NEWS channel weekly reach	3,466,072	3,126,687	3,180,815	3,593,968	3,685,088
ABC news and current affairs (main channel & ABC NEWS) – weekly reach	6,558,122	6,384,956	6,561,596	7,115,235	7,445,477
<b>ABC news digital</b>					
Monthly reach	<b>44.0</b>	<b>35.3</b>	–	–	–
Monthly unique audience	10,860,908	8,583,777	–	–	–
<b>ABC news social</b>					
Facebook monthly unique users	1,345,205	1,486,195	–	–	–
Youtube monthly unique viewers	12,833,888	7,319,266	–	–	–
<b>ABC news video views</b>					
News and current affairs category iView – monthly Plays	1,779,781	1,510,832	–	–	–
News Livestreams on iView – monthly plays	1,498,922	710,029	–	–	–
YouTube news on-demand – monthly views	22,416,340	10,639,343	–	–	–
Youtube livestream – monthly views	2,281,428	872,630	–	–	–

72 OzTAM and Regional TAM Consolidated 28 Data 2018-19, 2019-20. Reach counts the total number of people who watched at least five consecutive minutes of ABC NEWS Channel across the period.

73 OzTAM 2018-19, 2019-20.

74 YouTube Analytics 2018-19, 2019-20.

75 OzTAM 2018-19, 2019-20.

76 YouTube Analytics, based on ABC News Australia and ABC News In-Depth channels. ABC News In-Depth launched in September 2019.

77 Nielsen DCR, Text, Australia, People aged 2+ years.

78 Facebook Analytics, based on ABC News Facebook Page and Messenger, October 2018 – July 2019, 2019-20.

79 YouTube Analytics, based on ABC News Australia and ABC News In-Depth channels. ABC News In-Depth launched in September 2019.

# Television

## Total ABC Viewing

Following years of steady decline, Total TV reach was only slightly down in 2019-20 when compared with 2018-19, as audience behaviours shifted in response to the unprecedented and transformative events of 2020. Video-on-demand services solidified their position in the Australian market, with both local and international providers contributing to the fragmentation of viewing. Broadcast television and iView performance across the ABC network was reflective of broader market trends, as audiences continued to turn to on-demand platforms that offer myriad alternatives to scheduled viewing.

## Metro

Total ABC metropolitan average weekly reach in 2019-20 was 8.1 million people, or 46% of the five-city metropolitan population. This was slightly down compared to 2018-19 (8.15 million; 47.0%).<sup>80</sup>

Total ABC metropolitan Total TV share during daytime increased in 2019-20. Across its four channels, ABC Television achieved a metropolitan daytime Total TV share of 19.7%, up from 18.3% in 2018-19.<sup>81</sup>

Total ABC metropolitan share during prime time was also up in 2019-20 compared to the previous year. Prime-time Total TV share for Total ABC across the five metropolitan cities was 14.3% in 2019-20 (13.8% in 2018-19).<sup>82</sup>

## Regional

In the combined aggregated regional markets including Tasmania, Total ABC average weekly reach in 2019-20 was 3.6 million people or 49.5% of the regional population. This was slightly down compared to 2018-19 (3.7 million; 51.2%).<sup>83</sup>

In 2019-20, Total ABC regional Total TV share during daytime slightly decreased to 19.4%, down from 19.6% in 2018-19. Total ABC regional share during prime time was 14.5% in 2019-20 (14.8% in 2018-19).<sup>84</sup>

## iView

In 2019-20, there were 881.4 million average monthly minutes across iView, which is a 33% increase on the 2018-19 monthly average of 662.9 million minutes.<sup>85</sup>

<sup>80</sup> OzTAM Consolidated 28 Data 2018-19, 2019-20. Total ABC includes ABC main channel, ABC Kids/ABC Comedy, ABC ME and ABC NEWS. 24-hour reach based on five-minute consecutive viewing.

<sup>81</sup> OzTAM Consolidated 28 Data 2018-19, 2019-20.

<sup>82</sup> OzTAM Consolidated 28 Data 2018-19, 2019-20.

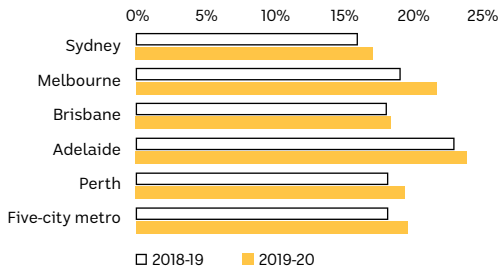
<sup>83</sup> Regional TAM Consolidated 28 Data 2018-19, 2019-20. 24-hour reach based on five-minute consecutive viewing (including spill).

<sup>84</sup> Regional TAM Consolidated 28 Data 2018-19, 2019-20 (including spill).

<sup>85</sup> Regional TAM Consolidated 28 Data 2018-19, 2019-20 (including spill).

## Metropolitan daytime share

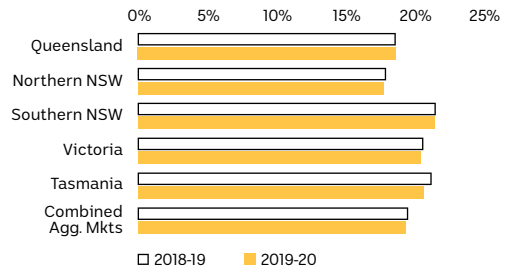
Total ABC, Total TV share of viewing %, 6am-6pm



Source: OzTAM Metropolitan Consolidated 28 Data.

## Regional daytime share

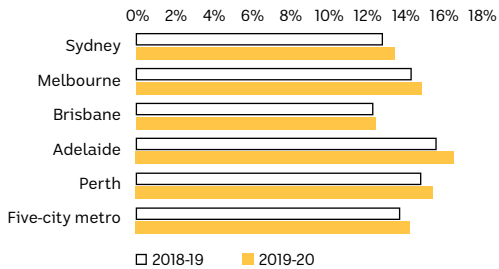
Total ABC, Total TV share of viewing %, 6am-6pm



Source: Regional TAM Consolidated 28 Data.

## Metropolitan prime-time share

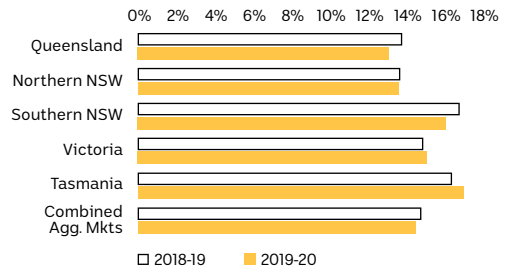
Total ABC, Total TV share of viewing %, 6pm-midnight



Source: OzTAM Metropolitan Consolidated 28 Data.

## Regional prime-time share

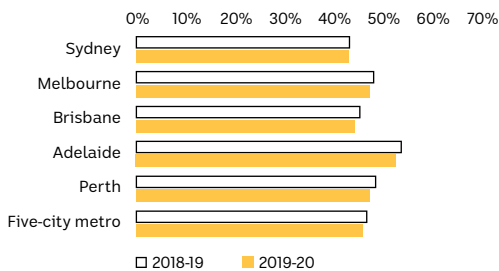
Total ABC, Total TV share of viewing %, 6pm-midnight



Source: Regional TAM Consolidated 28 Data.

## Average weekly metropolitan reach

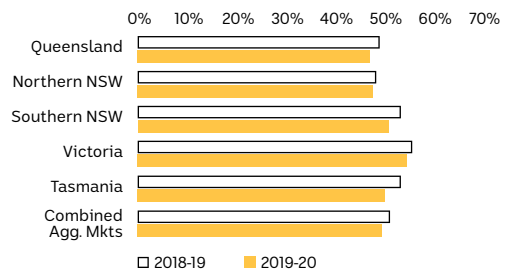
Total ABC, 24-hour, five-minute consecutive viewing



Source: OzTAM Metropolitan Consolidated 28 data.

## Average weekly regional reach

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



Source: Regional TAM Consolidated 28 Data.

## International

In 2019, ABC International reached a unique overseas audience of 10,967,000 each month on ABC Australia, ABC Radio Australia and ABC websites and apps. Audiences came from across the globe, engaging with a wide variety of ABC brands and platforms.

### Unique monthly audiences by ABC international brands and platforms

Audience reach	Avg. monthly reach Jan-Dec 2019
ABC Australia, across the Indo-Pacific	2,183,000
ABC Radio Australia, across the Pacific	407,000
ABC websites and apps, across the world	8,981,000

### Unique monthly audiences of ABC international offering by continent

Audience	Avg. monthly reach Jan-Dec 2019
The Americas, through ABC websites and apps	3,803,000
Europe, through ABC websites and apps	2,083,000
Africa, through ABC websites and apps	271,000
Asia, through ABC Australia and ABC websites and apps	3,690,000
Oceania (excluding Australia), through ABC Australia, ABC Radio Australia and ABC websites and apps	1,165,000*

Notes: For both international tables above, figures are an extrapolation drawn from studies in multiple Indo-Pacific countries including the Ipsos Affluent Asia Survey 2019, the Tebbutt Media Survey 2019, and from Google Analytics 2019.

ABC International also reached significantly large audiences off-platform, through social media and on-demand platforms such as YouTube. In 2019-20 there were 428,075,000 views of pan-ABC content on YouTube (245,284,000 in 2018-19, which amounts to 75% growth on the previous year).<sup>86</sup>

### Overseas performance on ABC brands and platforms

Platform	2019-20	2018-19	Change
ABC Australia iview	46,000 app downloads 3,000 average weekly users*	Not available Not available	
ABC News	82,000 app downloads 2,290,000 average weekly users <sup>†</sup>	50,000	+64% Not available
ABC Radio	10,177,000 online streams <sup>‡</sup>	8,637,000	+18%
ABC Podcasts	28,603,000 podcast downloads <sup>§</sup>	27,394,000	+4%

\* App Figures, Google Analytics, October 2019 – June 2020 only.

† App Figures, Google Analytics

‡ Google Analytics

§ Podlights – powered by Audience Data and Insights

Additionally, audiences engaged with in-language content through the ABC's news and social media partners in the Indo-Pacific. This content complemented the ABC Language Services: ABC中文, ABC Bahasa Indonesian, and ABC Tok Pisin. In 2019-20, there were 79,000 average weekly users for these services (2018-19 not available), with 7,908,000 page views in total – growth of 181% on the previous year's 2,811,000.<sup>87</sup>

<sup>86</sup> YouTube Analytics.

<sup>87</sup> Google Analytics.

# Inside the ABC

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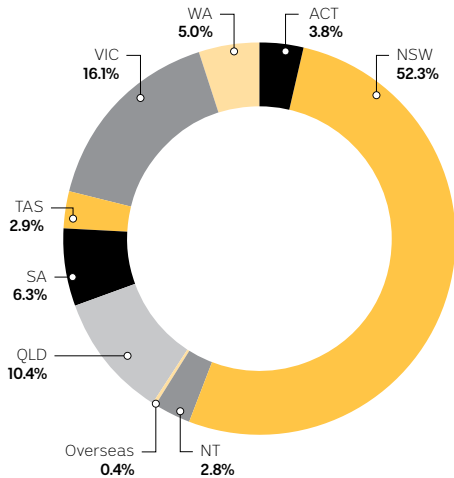
On Location with the Remote Communities initiative at Mukinbudin.  
Image: Christopher Lewis



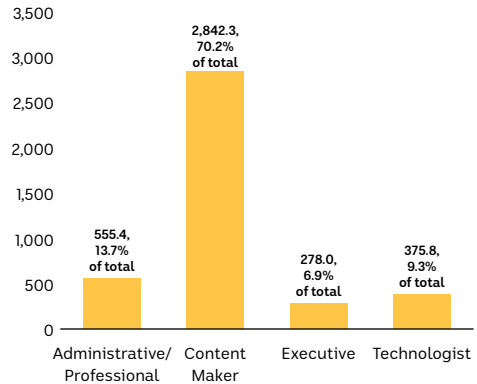


# Where ABC employees live and work

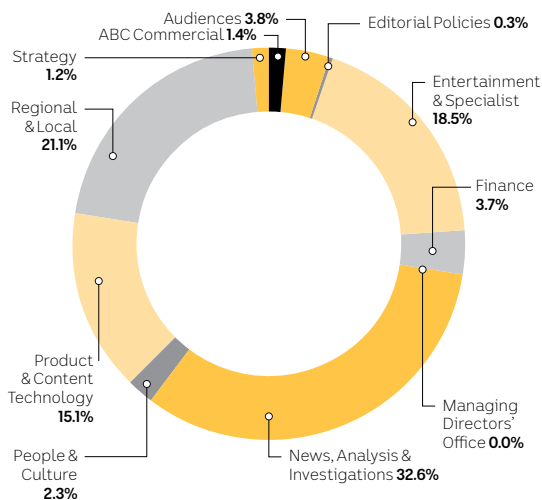
ABC employees: distribution by region



ABC employees: distribution by job group (FTE)



ABC employees: distribution by Team



# ABC People

## ABC values and workplace behaviour

ABC employees are expected to embody and model the foundational values of Integrity, Respect, Collegiality and Innovation. In addition to this, the ABC Principles set clear expectations about working at the ABC as individuals, as leaders and together across teams.

The ABC Principles are:

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

In early 2020, as a continued commitment to creating and supporting a positive culture, reflection on the ABC Principles was integrated into performance planning and appraisal processes for all employees. This ongoing reinforcement of the Principles ensures they will continue to contribute to the ABC being a great place to work.

The embedding of ABC values and standards of workplace behaviour over the reporting period was supported through an expansion of the training programs available via the ABC's online learning and development system as well as induction.

Regular employee and leader communication and the sharing of information within and across teams was encouraged, and regular Leadership Team metropolitan and regional visits were undertaken to improve leadership visibility.

Throughout the year, ABC employees examined opportunities to operate as efficiently as possible, while taking responsibility to deliver results for the ABC and its audiences.

## Employee engagement

The ABC's most recent Employee Engagement survey was completed in late 2019 and provided employees with an opportunity to provide feedback to the ABC on a wide variety of matters.

The survey assessed overall engagement, providing management with significant insight into successful working strategies and also information on challenges and opportunities for improvement. More than 3,000 staff completed the survey. The ABC's employee engagement score for the year was 69%, compared with the Australian benchmark of 70%.

In 2019-20 the ABC launched its internal People Hub system, a staff service centre that included Onboarding, Learning and Performance & Goals modules. The system simplifies and automates people processes, while enhancing the learning and performance experiences of both employees and managers.

Another year on from the content teams restructure, ABC People & Culture engaged with a cross-divisional team to co-design ways of working aimed at improving clarity in roles and decision-making. The ABC Mentoring program attracted more than 200 applications in total over 2019-20, for mentors and mentees. Increased need for remote learning throughout the pandemic saw expanded content for leaders and teams, while the creation of a Wellness Hub also supported the physical and mental wellbeing and development of ABC staff.

# Capability, development and training

Further expansion of learning was a strong focus in 2019-20 and the organisation saw an increase in learning options and strong participation levels across all areas.

During 2019-20, an overall total of 24,570 hours of training were delivered internally to employees, comprising face-to-face delivery (518 sessions), virtual webinars (186 sessions) and online learning. This training covered a broad range of knowledge and skills, encompassing 220 different courses spread across 16 broad subject areas including Leadership, Content Making and Safety.

Employees remain highly engaged, with 15,604 learning completions recorded, an 11% increase on the previous year. General sentiment of those that participated was also very positive, with 97% of feedback respondents stating they would recommend the learning they had just completed to others.

The Great Place to Work funding, established in 2018, continued to be used to support technical and content training across the period. Employees across the organisation utilised these funds to complete specialised external training relevant to their roles across a range of areas including constructive reporting, comedy writing, 4WD training and drone operation.

For information on the impact of COVID-19 on training at the ABC, see page 87.

## Targeted training

### Technological change

The Learning and Development team continued to work closely with project teams across the organisation to plan for change and support ABC staff through those transitions.

The most significant technological change in 2019-20 was the introduction of a new online performance management tool, which replaced the existing paper-based process. The successful implementation of this change required that a significant number of employees be upskilled quickly and effectively. To ensure that this was successful, a multi-modal

approach was utilised, using a combination of face-to-face, virtual and online learning to ensure that staff had the skills and knowledge required to effectively transition to this new platform, as well as the on-the-job support they needed to embed those skills.

### Editorial standards

Training in relation to editorial standards remains a critical component of learning and development at the ABC.

Editorial training starts with an introductory online course and is supplemented with targeted face-to-face and virtual sessions that build on those introductory concepts. The sessions enable staff to explore how editorial standards apply to specific circumstances and contexts at the ABC.

In 2019-20 there were 892 completions of the online introductory module, representing 661 hours of training. A further 851 completions were recorded for the supplementary face-to-face/virtual sessions, representing an additional 1352 hours of training. Focus areas for 2019-20 included editorial standards in relation to reporting on key current affairs subjects such as hate speech and climate science.

### Bullying, harassment and discrimination

Bullying, harassment and discrimination continued to be important focus areas for learning in 2019-20, with 2057 learning hours delivered in relation to these important topics across the period. A total of 1,594 completions of learning related to bullying, harassment and discrimination were recorded over the year.

In 2019-20 the existing online introductory course, which is compulsory for all new employees, was reviewed and updated to ensure it remained aligned with best practice and current legislative requirements.

Additional online content was developed and rolled out to further enhance employees' skills and knowledge in relation to specific at-risk groups, such as people with disabilities and Indigenous Australians.

Attendant to the online content were a number of face-to-face/virtual sessions which were delivered to employees covering topics such as cultural awareness, prevention of bullying and harassment, and LGBTQI awareness.

## Leadership

The ABC's two flagship leadership development courses, Activate Your Leadership and Accelerate Your Leadership, were strongly subscribed across 2019-20, with 89 leaders attending these courses throughout the year. Senior leadership was a key focus, with a successful leadership conference organised during the year providing an invaluable opportunity for senior leaders to come together to build networks and collaborate on critical strategic planning activities.

Across 2019-20 leaders were also provided with access to bespoke learning workshops designed to equip them with critical skills in areas such as staff development, resilience, collaboration and inclusiveness.

ABC Radio Hobart *Breakfast* presenter Leon Compton working from home, with daughter Nola Compton taking a break from 'producing' to work on some ABC Reading Eggs.

In 2019-20 the ABC looked to expand the reach of its leadership development to include not just people leaders, but also knowledge leaders (subject matter experts), piloting a new program designed to enhance the effectiveness of these subject matter experts and ensure that this critical group were effective and engaged.

## Learning support – extreme events

Using learning to support and enhance ABC employees' ability to manage work and personal issues has always been an important focus, however the extreme bushfire events and emergence of the COVID-19 pandemic during early 2020 required a response beyond the usual offering.

During this time additional learning and support materials relating to mental health, coping with anxiety, resilience and working from home were quickly developed and/or sourced and rolled out to all employees. The materials were made available via online and virtual delivery to ensure they were easily accessible to staff regardless of their location, and continued related communications ensured employees were consistently aware of support availability.



# Diversity

The ABC considers diversity a strategic priority. As the national broadcaster, the ABC has a responsibility to reach all Australians, and its key aim is to reflect the rich diversity and perspectives of Australia's many communities, from Indigenous Australians through to new and emerging communities. In line with the ABC's Charter, the Corporation strives to provide broadcasting programs that contribute to a sense of national identity and reflect the cultural diversity of the Australian community.

## Diversity & Inclusion 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 Diversity & Inclusion Plan 2019-22 provides a strategic roadmap to guide the ABC in developing an inclusive culture throughout the Corporation. The plan sets out the ABC's vision for diversity and inclusion and is centred around three goals:

- recruiting, developing, and retaining a diverse workforce
- fostering an inclusive, collaborative, and accountable workplace culture
- reflecting and representing the diversity of the Australian community in the content and the services the ABC provides.

The ABC has set itself the following workforce targets under the plan, which it aims to reach by September 2022:

1. 15% Culturally and Linguistically Diverse (CALD) content makers
2. 15% CALD executives
3. 8% employees with disability
4. 20% women technologists
5. 50% women executives
6. 3.6% Indigenous employees

## Diversity & Inclusion Standing Committee (DISC)

The Diversity and Inclusion Standing Committee (DISC) supports and makes recommendations on diversity and inclusion matters to the ABC Leadership Team. Members of the DISC are senior representatives of ABC divisions (who lead their divisions in implementing the plan), the Chair-people of the ABC's Employee Network Groups and the Chair of the Bonner Committee. The meetings are co-chaired by two members of the Leadership Team.

The work of the DISC highlights the importance of diversity and inclusion as a strategic priority for the ABC and helps to prioritise diversity at the highest level of the Corporation. The DISC ensures a coordinated ABC-wide approach to improving diversity and inclusion outcomes.

The DISC also inputs into the development of the Diversity & Inclusion Plan, shares best practice, and identifies solutions where needed.

## Media cadetships

The Media Cadetship program launched in 2018 was aimed at under-represented groups in the media industry and was designed to help talent overcome traditional barriers to entering the industry. A successful program was held in 2018-19 which saw cadets contribute to ABC content making through a range of activities including writing articles, recording interviews, and assisting with TV recordings.

The program was reviewed as a part of a comprehensive review into the ABC's entry level programs in 2019-20, and is proposed to be relaunched in 2020-21.

## Indigenous employment

The **Elevate Reconciliation Action Plan 2019-2022** (RAP) strengthens the ABC's commitment to Indigenous content across its platforms, and continues to support employment and business opportunities for Aboriginal and Torres Strait Islander individuals and organisations in order to build closer relationships with Indigenous communities.

The RAP includes specific actions relating directly to Indigenous employment.

These include:

- ensuring all ABC divisions develop an action plan for reaching Indigenous employment and other RAP targets
- ensuring the proportion of Indigenous staff is at least as high as the proportion of the Australian Indigenous population; the ABC's Indigenous employment target for 2022 is 3.6%
- increasing the number of Indigenous employees in content making, editorial and management decision making roles at senior levels
- encouraging awareness of potential careers at the ABC and in the wider media sector among secondary and tertiary students
- career development planning and support opportunities for Indigenous employees
- maximising the retention of Indigenous employees
- contributing to the growth of Indigenous employment in the wider media industry
- increasing opportunities for Indigenous suppliers to work with the ABC.

Apart from its employment objectives, the RAP also includes a new commitment to embed Aboriginal and Torres Strait Islander languages, voices, and names within the ABC's programs, so this may become a part of the vocabulary of the nation.

The Bonner Committee is the ABC's primary advisory body on issues relating to Aboriginal and Torres Strait Islander staff, content, and communities. It is also responsible for monitoring progress against the RAP. Its members are a mix of Indigenous and non-Indigenous staff drawn from around the country. The Chair reports to the Managing Director on matters arising from the Committee's work.

## Gender profile

In 2019-20, the ABC sustained a gender balanced workforce and leadership teams.

53.3% of ABC employees were women as at 30 June 2020, compared with 52.9% as at 30 June 2019. In executive roles, 50.7% were occupied by women as at 30 June 2020 compared with 48.9% as at 30 June 2019.

Key elements of the ABC's gender equality strategy as contained in the Diversity and Inclusion Plan 2019-22 are as follows:

- The ABC is committed to 20% representation of women in technologist roles and 50% representation of women in executive roles.
- The ABC is committed to the development and progression of women and men in under-represented roles.
- The ABC is committed to identifying and addressing any gender pay equity gaps and has committed to carry out regular gender pay equity analysis. The regular assessment of gender pay information will allow us to identify any pay gaps and implement strategies to address them.

The ABC embraced International Women's Day in March 2020 by showcasing female broadcasters leading up to and throughout the day. Highlights included an all-female line-up across capital city Local Radio, ABC Classic and RN, as well as 24 hours of songs, stories, and discussions from female artists and presenters on triple j, Double J and triple j *Unearthed*.

## Other diversity initiatives

The ABC's Employee Network Groups were established in 2019-20 and now meet regularly.

A suite of diversity training packages were created and promoted across the organisation. These packages included:

- cultural awareness training
- disability awareness training
- LGBTQI+ awareness training.

ABC Pride celebrated a number LGBTQI+ events across the year including Mardi Gras, IDAHOBIT and Trans Visibility Day. ABC Pride organised an ABC Mardi Gras float for the first time, and in the content space a new Instagram account was launched – ABC Queer.

The ABC was awarded a Bronze status in the 2020 Australian Workplace Equality Index (AWEI) LGBTQI+ Inclusion Awards, recognising the ABC's achievements in substantially increasing the visibility of people of diverse sexualities and genders.

ABC Belong, an employee network group supporting cultural diversity in the workplace, was launched in 2019. The group have organised a celebration for Lunar New Year, and have assisted the Indigenous, Diversity and Inclusion team in developing a video for Harmony Day as well as preparing an event to mark the occasion.

The ABC Disability Network – ABC Inclusive – was established and is chaired by prominent ABC reporter and accessibility advocate Nastasia (Nas) Campanella.

A calendar of significant diversity days was established, with several events to celebrate diversity planned. These included:

- the launch of the Elevate RAP see page 67
- the launch of the Diversity and Inclusion Plan (tied to the Slate launch and Content Plan)
- a panel event featuring content makers with disability, to mark the International Day for People with Disability
- a joint ABC/SBS Pride Panel
- an event to celebrate Harmony Day.

Due to COVID-19 restrictions, unfortunately the Harmony Day event did not proceed.

**Full details of the ABC's performance in relation to diversity in 2019-20 will be available in the *ABC Diversity & Inclusion Report 2020*.**



# Work health and safety

## Management of WHS

A range of initiatives were introduced throughout 2019-20 to continue to ensure the physical and mental wellbeing of staff, including:

- lightweight cameras – new cameras weighing 45% less than existing equipment were evaluated and purchased to reduce the risk of handling heavy broadcast cameras, a leading cause of injury
- bushfire crisis – wellbeing checks were conducted proactively by EAP counsellors for affected staff, and a new online Wellbeing Hub provided information and resources for staff about managing the anxiety, stress, fatigue and financial pressures arising from the crisis
- Cybersafety Steering Committee – a collaborative committee was established to proactively manage the growing risks of social media and online trauma, including cyber bullying and exposure to traumatic online material
- COVID-19 – a comprehensive WHS program was developed to manage the unique challenges of COVID-19 for staff working in the office, in the field and at home.

- Trauma Programs Manager – The Trauma Programs Manager role was upgraded, with a full-time registered psychologist to lead staff trauma and wellbeing programs.

## Health and safety committees

Twelve WHS Committees operate across the ABC. A total of 174 members participate in the committees and 92% of the workforce has committee representation. The remainder are represented by Health and Safety Representatives or other agreed arrangements.

## Work-related WHS incidents

In 2019-20, a total of 185 work-related incidents were reported (179 in 2018-19).

Four incidents 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 notification is made to Comcare, and the ABC Board, immediately after becoming aware that a notifiable incident has occurred.

## Work-related WHS incidents: severity of incident

Severity of Incident	1 July 2019 – 30 June 2020		1 July 2018 – 30 June 2019	
	Work Related Incidents	% of total	Work Related Incidents	% of total
Near hit incident / no treatment required	53	29%	50	28%
First aid treatment only	37	20%	32	18%
Lost time injury/illness – off work for one full day/ shift or more	15	8%	13	7%
Medical treatment (from a medical doctor) – off work for less than 1 full day/shift	15	8%	33	18%
Precautionary treatment (from an allied health practitioner e.g. Physio)	32	17%	30	16%
Report Only – no treatment	33	18%	23	13%
Fatality	0	0%	0	0%
<b>Total</b>	<b>185</b>	<b>100%</b>	<b>179</b>	<b>100%</b>

## Notices and investigations

Comcare has the power to conduct an investigation into 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.

During 2019-20 there were no investigations conducted by Comcare as a result of any Comcare-notified incidents.

## Workers compensation claims

Of the 185 work-related incidents reported in 2019-20, eight resulted in workers' compensation claims being accepted by Comcare (compared with 18 in 2018-19). Analysis of the accepted claims in 2019-20 shows injuries/conditions were primarily due to mental stress, followed by physical injuries from falls or body stressing in the workplace or in the course of work.

## Workers compensation premiums

The ABC's workers' compensation premium for 2019-20 was \$2,376,564 (ex GST). Comcare have provided the ABC with an indicative premium calculation for the 2020-21 year of \$2,705,273.

The overall Commonwealth premium rate for all Commonwealth Agencies decreased from 1.06% to 0.85% in 2019-20.

The ABC's indicative prescribed premium rate for 2020-21 is .57% (up from .53% in 2019-20). The slight increase reflects the costs of claims across the scheme and higher than expected ABC claims costs for the 2018-19 year.

### Number of claims by mechanism of incident group

Mechanism of Incident Major Groups	2019-20*	2018-19	2017-18	2016-17	2015-16
Falls, trips, and slips of a person	2	8	2	1	4
Being hit by or hitting an object	–	2	2	1	3
Body stressing	1	4	4	10	17
Stepping, kneeling, or sitting on objects	–	–	–	–	1
Mental stress	5	3	–	3	1
Being assaulted	–	–	–	1	–
Vehicle accidents	–	–	1	–	1
Other/Unspecified	–	1	1	1	–
<b>TOTAL CLAIMS</b>	<b>8</b>	<b>18</b>	<b>10</b>	<b>17</b>	<b>27</b>
<b>Average cost-to-date (2019-20)**</b>	<b>\$37,932</b>	<b>\$44,622</b>	<b>\$83,622</b>	<b>\$41,317</b>	<b>\$30,797</b>

\* Data is immature and the ultimate number and cost of accepted claims may differ from the data reported, as new claims may be lodged in a later period. Data is accurate as at 30 June 2020.

\*\* Claim costs are based on estimates as at 31 March 2020.

### ABC workers compensation premium rates (as at 8 May 2020)

#### ABC performance against all Australian government agencies combined

Premium rates	2020-21	2019-20	2018-19	2017-18	2016-17
ABC premium rates	0.57% (indicative)	0.53%	0.66%	0.76%	1.31%
Premium rates – all Australian Government agencies combined	Not yet released	0.85%	1.06%	1.23%	1.72%

## Mental health in the workplace

The Employee Assistance Program (EAP) was available to all ABC employees and their immediate family members during 2019-20. The service is provided by Converge International and comprises confidential short-term counselling service for a broad range of personal and work-related issues, in addition to specific advice through CareerAssist, ManagerAssist, MoneyAssist, FamilyAssist and LegalAssist. All EAP services are available 24/7 both locally and internationally.

During 2019-20, ABC staff were provided with access to additional dedicated telephone helplines offering specialised support for Aboriginal and Torres Strait Islander people, those who identify as LGBTQI, people experiencing domestic and family violence, people with disabilities and those who care for them, and employees who care for older people. The ABC Trauma and Resilience Program provided services for employees affected by potentially traumatic events in the course of their work, and peer-to-peer psychological first aid was available through the Trauma Peer Support program. At the end of 2019-20, there were 74 peer support leaders across the organisation.

Employees appointed to international bureaux are provided with a dedicated clinician for the duration of their appointment, and in 2019-20 the ABC continued to offer professional assistance and counselling services through redundancy and career transition specialists Trevor-Roberts.

## Enforceable Undertaking

The ABC entered into an Enforceable Undertaking (EU) with the Fair Work Ombudsman (FWO) in June 2020 in connection with underpayments to some ABC employees.

The underpayments resulted from the practice in some areas of the ABC of paying casual employees flat rates of pay designed to be high enough to compensate for penalty rates and overtime provided for by the Enterprise

Agreement. In some cases the flat rates were insufficient to do this and resulted in people being paid less than they were entitled to.

The ABC took immediate steps to rectify the error and improve its systems to ensure future compliance. The ABC has also apologised to impacted current and former employees.

In total, 1,907 ABC employees were underpaid \$12,029,038. The ABC has paid affected employees 5.25% interest on back-payments, superannuation, and 5.25% interest on superannuation.

As part of the EU, the ABC has committed to a number of measures to ensure future compliance with Commonwealth workplace relations laws, including:

- provisioning an independent audit to identify past and current impacted staff, with the audit methodology subject to independent review
- ongoing monthly engagement with the FWO regarding the progress of the audit
- rectification of all underpayments to past and current employees, and the provision of reimbursement of costs associated with seeking independent financial advice for employees owed \$15,000 and above
- implementation of an electronic record keeping system to accurately record rosters and actual time worked for all staff
- ensuring that all future offers of employment will include an anticipated classification level, schedule, band, pay point, and an hourly rate or salary range, as applicable
- provision of training to responsible individuals regarding the rights and responsibilities of employers under relevant Commonwealth workplace laws and instruments
- provisioning annual audits conducted by an independent expert to confirm ongoing compliance with Commonwealth workplace laws.

# Editorial Quality

## ABC Editorial Policies

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

In addition, the Editorial Policies 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 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

No changes were made to the Editorial Policies or the Code of Practice in 2019-20. However, there were several new and updated guidance notes, which follow below:

### New guidance notes

Reporting and portraying disability in ABC content

<https://edpols.abc.net.au/guidance/reporting-and-portraying-disability-in-abc-content/>  
(issued 3 July 2019)

Hate speech, terrorism & mass killings

<https://edpols.abc.net.au/guidance/hate-speech-terrorism-mass-killings/>  
(issued 26 November 2019)

Dealing with trauma and survivors of trauma

<https://edpols.abc.net.au/guidance/dealing-with-trauma-and-survivors-of-trauma/>  
(issued 4 June 2020)

## Updated guidance notes

External work and editorial conflicts

<https://edpols.abc.net.au/guidance/external-work-and-editorial-conflicts/>  
(revised 12 February 2020 – minor change to the section on consistency and record keeping re: timeliness and pre-approval)

Differentiating between factual reporting, analysis and opinion

<https://edpols.abc.net.au/guidance/differentiating-between-factual-reporting-analysis-and-opinion/>  
(revised 19 February 2020 – addition of an analysis vs opinion checklist)

Credits

<https://edpols.abc.net.au/guidance/credits/>  
(revised 30 April 2020 – extensive revision including podcasts, acknowledgment of country)

Accessibility

<https://edpols.abc.net.au/guidance/accessibility/>  
(revised 22 June 2020 – adding in audio description changes)

## 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.

The 2019-20 reviews and ABC responses to those reviews are published on the ABC's corporate website: <http://about.abc.net.au/howthe-abc-is-run/what-guides-us/abc-editorialstandards/editorial-reviews/>.

## Corrections and clarifications

The ABC publishes a Corrections and Clarifications page on its corporate website which lists corrections and clarifications made to ABC content across radio, television and digital platforms, whether as a result of complaints or for any other reason:

<https://www.abc.net.au/news/corrections/>

In 2019-20, 51 corrections or clarifications were published on the Corrections and Clarifications page on the ABC's website (46 in 2018-19).

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 chaired by the Editorial Director or a senior editorial policy advisor and comprises representatives from all relevant ABC divisions. It is principally a committee of review and does not supplant the usual lines of editorial authority in each division 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 related to election coverage are reviewed by the Committee and 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.

The ECRC did not convene in 2019-20.

# Infrastructure

## Project update 2019-20

### Ultimo Cladding and Fire Safety Project

The removal and replacement of combustible cladding in the ABC's Ultimo site, with associated Fire Engineered Solutions, is on schedule for completion in August 2020.

Over the year, the project:

- completed the atrium cladding and roofing replacement utilising scaffolding, hoarding and tower crane installation, all while ensuring that the content and broadcast operations at Ultimo remained 100% operational for the full duration of works
- replaced 100% of non-compliant cladding and insulation throughout all elevations of Building B via cantilevered swing stages and scaffold installations
- constructed a dedicated fit-out to operate as a project swing space as necessary to relocate approximately 600m<sup>2</sup> of occupied co-located teams, avoiding abortive and inefficient offsite costs.

### National Security Project

The National Security Project will deliver an integrated security solution to protect the ABC's people and assets. It will establish the ABC's security requirements, including access control and CCTV across all ABC sites, and found a national standard and Master Specification for security installations in ABC locations.

- The project is staged to deliver improvements across all sites progressively over the next two financial years.
- Security upgrades are underway and detailed designs are complete for two major capital city sites.
- Backbone infrastructure is complete and ready for the connection of sites as they are brought online.
- Procurement of all security devices for metropolitan sites is complete.

# Corporate services

## Audiences

In order to communicate the strength and value of the ABC's offering to all Australians, ABC Audiences' brand and marketing activities in 2019-20 worked towards dual objectives: to increase awareness and engagement with lighter audiences and deepen the relationship with core ABC audiences by moving them across platforms, ultimately building sustainable audiences for the ABC.

Strategies employed to achieve this included:

- offering a more personalised digital experience, in line with audience expectations, with new ways to discover and consume content
- prioritising the most relevant, distinctive and diverse Australian stories; stories that contribute to a sense of national identity
- continuing to play a valuable role in Australian society by providing news, information and education in a trusted space
- building community connections across locations and interests.

The largest wholesale project for Audiences during 2019-20 was the formation and co-sponsorship of the personalised audience experience (PAX) project, aimed at better surfacing content of interest and relevance to audiences.

## Strategy

In 2019-20, Strategy coordinated the development of the ABC Five-Year Plan 2020-2025, conducting extensive analysis of the ABC's operating environment, audience trends, and future scenarios. The team also assisted the content divisions with the development of their strategic plans, while ensuring alignment with other divisions' planning and the overarching Five-Year Plan as it developed.

Content Ideas Lab (CIL) set up a Content Innovation team, whose main focus was to pilot new content formats, distribution methods and ways of working. The work aimed to answer key questions about the future to ensure organisational preparedness, and surface learnings that could be passed on to the rest of the Corporation.

The CIL team developed an approach to commissioning content innovation ideas that ensured pilots had an alignment to strategy, audience research and trends, and that they involved collaboration with teams across the ABC.

## Legal Services

In 2019-20, ABC Legal provided quality legal services to the whole of the Corporation through the dedicated work of its specialist teams, including through:

- 24/7 prepublication advice to content makers across the ABC on programs, podcasts and investigations, together with the delivery of legal training to over 3000 content makers
- handling 100 legal complaints, defending defamation claims and managing litigation, including the aftermath of the Australian Federal Police raids and challenging suppression order applications
- making and contributing to submissions on law reform matters including appearing at hearings and inquiries (see Appendix 10 on page 200 for a list of submissions)
- regulatory advice work on privacy, freedom of information, public interest disclosure, the ABC Act and the PGPA Act
- contracting finance, production and rights agreements for 124 productions
- negotiating technology contracts and the acquisition of hardware, software and support services
- advising on construction matters and property management and maintenance contracts
- assisting ABC Commercial with content licensing, book and magazine publishing, and music recording, licensing and publishing agreements
- undertaking copyright clearances, rights assessments for re-use and supply, and the coordination of repeat fees and residuals for myriad programs and services.

# Responsibility

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ABC Head of International Strategy David Hua (second from right) on the panel at the Asia-Pacific Broadcasting Union (ABU) General Assembly in December 2019.





# Corporate responsibility

The ABC is committed to corporate responsibility and aims to deliver content with integrity, diligence and transparency, and to act in the interests of citizens. Delivering products and services that satisfy the needs and expectations of audiences, and that meet the ABC's editorial standards, is the essence of the ABC's existence.

The ABC is committed to fulfilling its corporate objectives across all business and media activities in a manner that is ethically and financially responsible, and in particular pursues environmentally and socially responsible business practices. The values of integrity, respect, collegiality and innovation are the foundation of the ABC's activities.

- formal audience contacts and complaints processes – see page 101
- ABC Advisory Council processes see pages 94-98
- online feedback mechanisms specific to ABC content areas
- the ABC's social media properties.

## Reporting performance

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

## Stakeholder inclusiveness

The ABC provides varied opportunities for its audiences and other stakeholders to provide input into the content and activities of the Corporation. In 2019-20, mechanisms for engaging with external stakeholders included:

- the ABC Corporate Tracking Program
- the ABC Quality & Distinctiveness Study (via YourABC)

## Protecting freedom of expression

Article 19 of the United Nations Universal Declaration of Human Rights recognises freedom of expression as a fundamental human right. Freedom of expression is enshrined in the ABC Editorial Policies.

The ABC's commitment to impartiality and diversity of perspectives reflects the importance of diverse sources of reliable information and a plurality of views within a healthy democracy. 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.

## Press freedom

The ABC remained an active and passionate participant in law reform initiatives throughout 2019-20, including as an active member of the Right to Know Coalition, and by way of submissions given to the Parliamentary Joint Committee on Intelligence and Security's (PJCIS) inquiry into the impact of the exercise of law enforcement and intelligence powers on the freedom of the press, and the Senate's inquiry into press freedom, conducted by the Environment and Communications References Committee.

The importance of the ABC's involvement with those inquiries was highlighted by the decision of the Federal Court in February 2020 following formal proceedings brought by the ABC against the AFP arising from the latter's raid on ABC premises in 2019. The Court's decision expressly confirmed that those issuing search warrants in Australia are not required to consider the importance of public interest journalism or the protection of confidential sources. In a disturbing development, the AFP have now referred a brief of evidence concerning journalist Dan Oakes to the Office of the Director of Public Prosecutions.

The ABC notes the PJCIS's explicit recognition of the value and importance of public interest journalism to this country. The report endorses a scheme that would require public interest journalism and the protection of confidential sources to be considered as relevant factors

before a warrant is issued, and supports greater transparency by way of reporting from intelligence agencies and law enforcement.

The ABC will continue the fight for a better standard of media protection for journalists and their sources in line with international best practice.

## Accessibility of content and services

The ABC's purpose is to serve all Australians through media services that reflect the cultural diversity of Australia. Diversity is front of mind in the ABC's decision-making when working to create and sustain products, systems and services that are accessible for all Australians.

Through investment in digital platforms and the continuation of broadcast radio and television, the ABC make its content accessible, regardless of gender, age, sexual orientation, social background or disability. Across the ABC's digital platforms – including mobile broadcasting, regional delivery and integrated online channels – ongoing evaluation and testing of technologies continues to expand distribution and ensure everyone can easily access ABC content no matter where they live.

Further, an internal accessibility expert advises and trains ABC staff on accessibility values and skills, across print as well as all visual and audio mediums, so that content in any form can be enjoyed by all Australians.

Audio descriptions (AD) were launched across ABC TV in late June 2020, with an AD programs weekly schedule added to the EPG on audiences' televisions.

Appreciation from social media included:

**"I was pleased to watch Bran Nue Dae, in an Australian accent"**

**"I told all my friends about AD"**

And from feedback sessions with Blind Citizens Australia:

**"Thank you for the kids programming – it allows them to be a part of the social conversation."**

**"AD includes us in the culture of our society."**



Leigh Sales for live coverage of the budget announcement. Image: David May

In 2019-20, captioning functionality was added to programs housed online such as *Catalyst*, *Compass* and short-form science content, and video content produced for the Media Literacy website had subtitles and closed captioning added. ABC Health on Instagram prioritised accessibility by using alternative text on all images, choosing high-contrast colours for images and ensuring hashtags were screen-reader friendly. The *Play School* COVID-19 Facebook Live and ABC iview special in April 2020 featured live Auslan translation.

The ABC NEWS app was named Accessible App of the Year and Government App of the Year at the Australian Access Awards. The app has been designed for use by everyone, including audiences with impaired sight, hearing, mobility and cognition, and is fully operable with an inbuilt screen reader, making it accessible for people who are blind. It also revolves to suit user needs (landscape or portrait mode) for people with limited mobility.

## Protecting young or vulnerable audiences

The ABC takes seriously its role of protecting young or vulnerable people from harmful content and practices.

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 (see page 64. Upward referral – a key concept within 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.

triple j has strategies in place to ensure its younger audiences are protected from harm. 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. Warnings are given before playing music containing language or content that is assessed as likely to offend the triple j audience and prior to other types of content which risk causing harm to vulnerable audiences.

Content created especially for children and available on ABC 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. Classification has progressively exhibited heightened sensibilities with respect to editorial concerns in children's programming, which has led to a significant increase in the number of episodes being referred for review. There is far greater oversight of children's programming in terms of the content's compliance with non-classification matters, such as ABC Editorial Policies.

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 and apps for children follow strict protocols to minimise risk to children and protect their privacy.

The ABC believes online protection of children and young people under the age of 18 is a shared responsibility between the ABC, the parent or guardian, and the child, and 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.

## Contact the ABC

The ABC welcomes feedback on the 2020 corporate responsibility report or any part of the ABC Annual 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>

# Environmental responsibility

In 2019-20, overall ABC energy consumption decreased 4% on the previous year.

The nature of ABC business, and in particular its reliance on technology, necessarily involves high levels of energy consumption. This is reflected in energy use figures for New South Wales where there is a significant concentration of the ABC's workforce and production. Even during the pandemic, many ABC workers were still in office locations, keeping broadcast operations running.

Energy reduction initiatives in 2019-20 included:

- All new lighting installations and replacements were carried out using LED energy efficient bulbs, including major halogen-to-LED replacement projects at Southbank (Victoria) in the Iwaki Auditorium – saving 34kW of heating – and more than 40 edit suites and radio studios, and halogen flood lighting being replaced with an LED lighting system in the Hobart site.
- All ABC staff were encouraged to turn off computers, printers, lights, and non-essential equipment at the end of the shift, especially over holiday periods.

- All new air conditioner replacements are programmed with operational running times to match building occupancy times.
- Building Management Systems were regularly reviewed and updated to ensure alignment with operational requirements.

## Energy

### Energy consumption 2019-20

Location	2019-20	2018-19*	% change (from actual)
	Total GJ	Total GJ	
ACT	5,212	4,906	6%
NSW	67,581	70,509	-4%
NT	4,333	4,920	-12%
Qld	13,347	13,326	0%
SA	15,566	16,410	-5%
Tas	6,793	7,285	-7%
Vic	23,960	25,900	-7%
WA	10,222	10,431	-2%
<b>Total ABC</b>	<b>147,014</b>	<b>153,687</b>	<b>-4%</b>

\* Figures reported in 2018-19 were based on forecast consumption and have been updated to reflect actual consumption in the above table.

## Emissions

### Emissions 2019-20

Categories/ Measure	Raw Figure and Unit of Measurement		2019-20				2018-19				GHG % change
	2019-20	2018-19	Scope 1	Scope 2	Scope 3	GHG tCO <sub>2</sub> -e	Scope 1	Scope 2	Scope 3	GHG tCO <sub>2</sub> -e	
Electricity / kWh	35,571,372	37,684,184	0	27,214	4,245	<b>31,459</b>	0	29,484	4,534	<b>34,018</b>	-8%
Natural gas / MJ	16,397,000	18,074,000	845	0	335	<b>1,180</b>	981	0	368	<b>1,349</b>	-13%
Diesel oil / L	12,186	19,117	37	0	0	<b>36</b>	46	0	0	<b>46</b>	-22%
<b>Other Building</b>											
E10 / L	55,679	91,384	116	0	19	<b>135</b>	190	0	31	<b>221</b>	-39%
Automotive Gasoline (petrol) / L	131,768	104,115	305	0	16	<b>321</b>	241	0	13	<b>254</b>	26%
<b>Passenger Vehicles</b>											
Automotive Diesel (transport) / L	179,498	223,985	489	0	25	<b>513</b>	610	0	31	<b>641</b>	20%
<b>Other Transport</b>											
<b>All Categories</b>						<b>33,644</b>				<b>36,529</b>	-8%

Note on emissions methodology: Scope 1 and 2 GHG for Electricity and Gas is obtained directly from suppliers invoices, scope 3 GHG for energy (Electricity and Gas) and diesel consumption is calculated in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (referred to as the Scope 3 Standard) and the National Greenhouse Accounts (NGA) Factors prepared by the Department of the Environment and Energy August 2019. There was no change in methodology on previous years.

# Waste and recycling

## Recycled and landfill waste 2019-20

Location	2019-20		2018-19*		% change	
	Recycled m <sup>3</sup>	Landfill m <sup>3</sup>	Recycled m <sup>3</sup>	Landfill m <sup>3</sup>	Recycled m <sup>3</sup>	Landfill m <sup>3</sup>
ACT	98.28	181.00	97.00	194.00	1%	-7%
NSW	1,086.27	2,471.92	1,936.00	2,338.00	-44%	6%
NT	260.12	260.12	252.00	168.00	3%	55%
Qld	545.06	1,125.88	454.00	1,082.00	20%	4%
SA	585.68	18.00	425.28	18.00	38%	0%
Tas	137.98	528.00	124.80	439.20	11%	20%
Vic	237.83	1,014.64	193.20	922.80	23%	10%
WA	145.43	301.40	142.00	355.00	2%	-15%
<b>Total ABC</b>	<b>3,096.65</b>	<b>5,900.96</b>	<b>3,624.28</b>	<b>5,517.00</b>	<b>-15%</b>	<b>7%</b>

\* Figures reported in 2018-19 were based on forecast m<sup>3</sup> and have been updated to reflect actual m<sup>3</sup> in the above table.  
 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 2018-19 financial year.

In 2019-20, personal under-desk bins in Adelaide, Canberra, Darwin, Perth and all New South Wales regional sites were removed, and Eco Bin Stations were introduced to the workplace. The stations consist of three bins – red for general waste, yellow for recycling and green for organic matter – all with compostable bin liners and colour coded instructional posters. Benefits have included cleaners spending less time removing waste and relining personal bins, less money spent on liners, and more waste being recycled. Centralised waste separation streams were also introduced to offices in Tasmania, and in Hobart, chickens were introduced to the site to consume organic waste.

In Victoria, the Southbank water fountain has thus far diverted 8,055 plastic bottles from landfill, and Bendigo bathroom and kitchen renovations included installation of water efficient tapware and cisterns. In Wodonga, the grounds reinstatement included drought tolerant Indigenous plantings and a bathroom renovation included installation of water efficient taps and cisterns.



Sam Stayner and ABC Hobart's chickens.

## Environmental sustainability in the supply chain

### Travel and transport

In 2020, reducing or even cancelling travel to or for work, as a result of COVID-19 response restrictions, became a reality for a large portion of ABC staff. However, the nature of the ABC's operations, in particular its news and current affairs activities, usually necessitates frequent domestic and international travel. As with other years, the ABC continued to encourage employees with to reduce domestic travel as much as possible.

Employees are encouraged to consider alternatives to travel where appropriate, for instance utilising video conferencing. Usage of this medium of correspondence has of course soared during the pandemic, in particular during lockdown periods in capital cities.

Staff are also urged to use sustainable travel methods to get to and from work when they come to the office, 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, and information about public transport is provided for staff on the ABC intranet.

When it comes to domestic travel, the ABC views every vehicle replacement as an opportunity to improve the fleet's environmental profile by considering if there is a need to replace the vehicle or whether there is a hybrid alternative that meets operational requirements.

### Travel by air

There was a 27.4% decrease in kilometres flown by ABC employees in 2019-20, compared to the previous year, due largely to travel restrictions imposed in Australia during the first half of 2020.

### Air travel 2019-20

Category	2019-20	2018-19	Difference
Domestic kms flown	13,242,141	19,004,347	-30.0%
International kms flown	6,982,663	8,845,585	-21.1%
<b>Total</b>	<b>20,224,804</b>	<b>27,849,932</b>	<b>-27.4%</b>

### Domestic fleet travel

The number of domestic fleet kilometres travelled in 2019-20 decreased 2% on the distance travelled in 2018-19. Of the 298 vehicles in the ABC Fleet (decreased from 311 in 2018-19) 264 were leased and 34 were owned. Twenty-two were hybrid vehicles, which equates to 7.4% of the total fleet.

### Domestic fleet travel 2019-20

Category	2019-20	2018-19	Difference
Domestic kms travelled	3,521,839	3,577,790	-55,951
No. of vehicles	298	311	-13
Hybrid	22	14	8
% Hybrid	7.4%	4.5%	2.9%



## 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 that it owns or controls. The Strategy is intended to inform the Minister and the Australian Heritage Council of the identification, assessment and monitoring of those places.

The ABC's 2018-2021 Strategy is available [online](#).

## Water

In 2019-20, The ABC's water consumption was reduced overall by **27%** on the previous period.

### Water consumption

Location	2019-20	2018-19*	% change
	kL	kL	
NSW	11,496	33,340	-66%
ACT	632	763	-17%
Vic	5,147	6,223	-17%
Qld	6,385	4,004	59%
SA	11,457	8,551	34%
WA	6,906	6,743	2%
Tas	2,792	3,188	-12%
NT	2,286	1,820	26%
<b>Total ABC</b>	<b>47,101</b>	<b>64,632</b>	<b>-27%</b>

\* Total ABC consumption includes all seven capital city sites and 10 out of 46 regional sites.

### 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-Hamersley St	5,819	2	11.6
		10,000	1	10.0
SA	Port Pirie	10,000	2	20.0
Vic	Sale	13,000	1	13.0
	Bendigo	24,500	1	24.5
	Southbank	90,000	1	90
NT	Alice Springs	4,500	1	4.5
Qld	Brisbane Southbank	25,000	6	15.0
	Longreach	10,000	1	10.0
<b>Total</b>			<b>29</b>	<b>230.9</b>

Rainwater is predominately reticulated for use in toilet cisterns or watering of gardens. Brisbane rainwater tanks were empty for most of 2019-20, requiring mains water to be used for toilets and gardens. The Adelaide air cooled chiller was also out of service for a large proportion of the year. During this time, the water-cooled units were used, which raised the use of water at the Collinswood building. Darwin experienced two significant water leaks during period: in the gardens and under the main building.

# Social responsibility

## Times of emergency

The ABC provides intensive, widespread emergency broadcasting services for Australians in times of crisis. There is no doubt that 2019-20 brought major upheaval in the form of domestic natural disasters as well as global upheaval in the form of the COVID-19 pandemic.

Throughout an unprecedented 2019-20 bushfire season, the ABC undertook emergency broadcasting for more than 900 events, compared to 371 in the previous year. Details can be found on pages 28-29.

## Content impact

The ABC's content-making teams make a difference for their audiences through the impact of the content they create and in the communities they engage with, work with and portray. Delivering effective environmental, cultural and social change is part of what drives ABC content makers.

Details of the ways in which ABC content reached and influenced diverse Australian communities in 2019-20 can be found in the chapter 'Content, services & community' on page 16.

## Social responsibility in the community

### Community service announcements

The ABC's Local Radio services broadcast community service announcements (CSAs) to provide information to assist local communities.

In 2019-20, CSAs were developed in consultation with emergency agencies across the country to broadcast during the bushfires in 2019-20. With the advent of the pandemic Local Radio services broadcast CSAs providing information on the National COVID-19 Older Person Support Line, which is aimed at older Australians who may not have access to the latest COVID-19 information via online sources. Over the year, the ABC also created emergency CSAs and health messaging in a range of Indigenous languages.

## 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 2019-20 the ABC supported domestic and international organisations in their efforts to provide Bushfire Recovery Relief and COVID-19 Relief.

## Connecting with communities

The ABC connects with communities of Australians through a wide range of its broadcasting and services, as well as via regional projects facilitated by ABC Community Engagement. These programs are aimed at bringing the ABC to life, and in 2019-20, the team's focus was to reach younger Australians, their families and their wider communities in a way that was both meaningful and beneficial.

Examples of these projects in 2019-20 included:

- **Remote Media Literacy Project**  
In 2019, ABC Community Engagement received grant funding from the Judith Neilson Institute for Journalism and Ideas to support the expansion of its regional schools project into a specialised media literacy education program for remote schools. A suite of materials was delivered in classrooms as a series of workshops over six months, and to date the project has trained 11 ABC journalists in a range of skills including classroom delivery, core media literacy concepts, engagement tools and effective evaluation techniques. The program identified issues relevant to each regional locality to inform the content of the workshops, and the sessions were well received by students, educators and local communities.

- **Regional Schools Program**

The Regional Schools Program is a network of 552 primary and secondary schools around Australia in regional, rural and remote areas. Each school has a direct and established relationship with ABC Community Engagement and schools were chosen with a view to maximising geographical reach and representing diversity across inner/outer regional and remote/very remote areas. In 2019, engagement focused on pairing regional offices with primary and secondary schools in their area.

## **International development (ABCID)**

ABC International Development (ABCID) uses the ABC's strengths to improve citizens' access to media content and services in the Indo-Pacific region.

Throughout 2019-20, the ABCID team continued to provide expertise, training, technical and program support to assist partner organisations in the region in pursuing quality journalism and storytelling, and building strong connections with their communities. Local, regional and international development donors supported the Corporation's regional presence and engagement.

In 2020, COVID-19 posed a challenge for all training and support activities, which were adapted to be delivered remotely from March onwards.

ABCID projects in 2019-20 included:

- **Media Development Initiative**

The MDI project supports Papua New Guinean media to promote greater diversity of citizen voices and increase accountability of decision-makers. MDI activities in 2019-20 included training in talkback radio, supporting national press clubs, encouraging journalism research through background briefings and the development of drama formats for initiating discussions on local issues. The project focussed on assisting media responses to COVID-19 from April 2020 onwards, including producing public service announcements, and comic strips promoting social distancing and handwashing.

- **Pacific Media Assistance Scheme (PACMAS)**

The PACMAS program aims to facilitate greater discourse across government, business and civil society on key issues affecting development, economic growth, and security in the Pacific. PACMAS capacity development activities include training of trainers for economic and business reporting, and mentoring and training journalists to cover regional events. In 2019-20, PACMAS trained 190 media professionals – with more than 200 pieces of mentored content published in the Pacific – and provided support and guidance for media professionals to ensure safe journalism practices while reporting on COVID-19 across the region.

- **Women in News and Sports (WINS)**

The WINS program aims to address the under-representation of women in sports media in the Indo-Pacific, with an overall goal of increasing opportunities for women in sports journalism. In 2019-20, the ABC continued to contribute its expertise in sports broadcasting to help train and mentor women journalists in the region, opening up opportunities for them to cover major regional sporting events.

For more details on the way in which ABC staff interact with and represent communities, see *Local connections* at page 24.

## International relations

The ABC contributes to a number of international bodies that foster collaboration and knowledge-sharing between public-service media organisations.

During the period, the ABC's Managing Director David Anderson became an inaugural member of the Global Task Force (GTF) for public media, a group of eight leaders of major public media services from around the world formed to defend the values and the interests of Public Media. The ABC also continued to participate in the Public Media Alliance (PMA), the largest global association of public media organisations, holding a seat on the PMA Board, participating in the 2019 Public Broadcasters International (PBI) conference in Helsinki, Finland and providing a representative on the PBI Steering Committee.

The ABC's Head International Strategy David Hua spoke at the Asia-Pacific Broadcasting Union's (ABU) General Assembly in December 2019, and was separately appointed Chair of the ABU Radio Committee. David also met with other members of the DG7 – a group of public broadcasters from democratic countries with an international broadcasting function.



ABC Radio Sydney's Dayvis Heyne shows an intern how to fly a drone. Image: ABC Kelly Williams

## Social responsibility in the supply chain

Each year the ABC engages with suppliers to procure goods and services to meet its obligations under the ABC Charter. Through this spend the ABC has an opportunity to facilitate and promote social and sustainable outcomes. While traditionally the ABC's focus has been on environmental opportunities within its supply chain, this focus is now expanding to address a much wider range of social and sustainability issues like diversity, labour practices and human rights. In 2019-20 the ABC published a Social and Sustainable Procurement Strategy, guided by the *ISO 20400:2017 Sustainable Procurement Guidance*, which is driving its multi-faceted approach to social responsibility within its supply chain.

This has included the development of an ABC Supplier Code of Conduct which can be found at the Doing business with the ABC section of the ABC's website (<https://about.abc.net.au/talk-to-the-abc/doing-business-with-the-abc/>). By producing this Code, the ABC is demonstrating the values and behaviours it expects to be mirrored by all suppliers within its supply chain. This includes an expectation that the ABC's suppliers will take measures to ensure their supply chains are free from exploitation including modern slavery practices which are major violations of human rights and serious crimes and include trafficking in persons, slavery, slavery-like practices (including forced labour and forced marriage) and the worst forms of child labour. The ABC will publish a Modern Slavery Statement in March 2021 in accordance with the Australian's Governments extended reporting deadline under the *Modern Slavery Act 2018*.

## **Social responsibility in the workplace**

### **Diversity**

The ABC strives to create a work community that reflects the nation at large, and its policies and activities support and enrich that goal.

For more on the ABC's diversity plans, programs and reporting, see *Diversity* pages 66-68. For more on the ways in which the ABC works with, and represents, communities, see *Reflecting contemporary Australia* at pages 42-44.

### **Mental health in the workplace**

For details on the programs and services provided to staff to support their mental health in the course of their work at the ABC, see page 71.

## **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 2019-20.

If applicable, packaging displays information about appropriate disposal of the packaging. ABC licensed merchandise packaging is clearly marked if it 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 also may 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**

Customer safety and satisfaction is of paramount concern to the ABC. ABC Commercial's comprehensive Product Recall Procedure covers all products produced, distributed, licensed and sold by the ABC, ensuring the Corporation is compliant with legislated requirements.

In 2019-20, there were no product recalls or instances of non-compliance with safety standards associated with products produced, distributed, licensed or sold by the ABC.

### **Protecting privacy**

Information about the ABC's compliance with privacy obligations can be found at page 100.

# Accountability

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*Are You Tougher Than Your Ancestors?* host Ghenoa Gela having a feed with some 'partnu' players before they start a game.



# 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, pages 176-177).

## Responsible Minister

The ABC is an agency within the portfolio of the Australian Department of Infrastructure, Transport, Regional Development and Communications.

For the whole of the reporting period, the responsible minister was the Honourable Paul Fletcher MP, Minister for Communications, Cyber Safety and the Arts.

## Governance and management processes

### Board governance

The roles and responsibilities of the Board are described in Appendix 1, pages 176-177.

The ABC Board held nine meetings during 2019-20. The Audit & Risk Committee met on four occasions. Further information about the ABC Board and its Committees is provided in Appendix 2, pages 177-179.

### Management processes

Throughout 2019-20, the Managing Director chaired weekly meetings of the ABC Executive Leadership Team, comprising Team Directors and the Heads of specialist support units reporting to them to ensure oversight of business-as-usual processes as well as address any topical matters. The Leadership team also attended longer monthly meetings to discuss and make decisions regarding strategic, operational, compliance and other issues.

The ABC's governance framework included a number of executive, advisory and working groups that provided guidance and leadership around areas such as digital strategy, risk management, information technology, work health and safety, content planning and collaboration, and policy development.

## Corporate Plan

The ABC's strategy is informed by the broader corporate objectives and outcomes contained in its Corporate Plan. The requirement to prepare a corporate plan is in accordance with the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act). 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 2019-20 was prepared in accordance with the requirements of the PGPA Act and PGPA Rule and is published on the ABC's corporate website at <https://about.abc.net.au/wp-content/uploads/2019/08/ABC-Corporate-Plan-201920.pdf>.

The ABC Corporate Plan 2019-20 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.



# 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, the ABC maintains an internal compliance reporting framework, comprising internal controls and governance procedures together with other sources of assurance and information to ensure that relevant PGPA Act reporting requirements are achieved.

There was no significant non-compliance with the finance law – which includes the PGPA Act and Rule and any other instrument made under the PGPA Act, for example the PGPA Financial Reporting Rule 2015 – required to be notified to the responsible Minister under section 19(1) (e) of the PGPA Act during the 2019-20 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 2019 was submitted to the Minister for Communications and was tabled in Parliament on 16 October 2019.

## Report against the ABC Corporate Plan 2019-20

Reports against the key performance indicators and forward estimates presented in the ABC Corporate Plan 2019 are set out in the Annual Performance Statements on pages 103-112, and the Financial Statements on pages 114-172.

# ABC Advisory Council

The ABC Advisory Council was established in 1983 under section 11 of the ABC Act, to provide advice to the Board on matters relating to the Corporation's broadcasting programs. There are currently 12 members of the Advisory Council including the Chair, appointed by the Board. Applications to join the Council are advertised when vacancies arise.

In 2019-20, the Advisory Council welcomed a new Chair, Nicole Sheffield, and three new members: Dianne Rule, Bill Miliotis and Summer Gwynne. The members of the Advisory Council represent a wide range of backgrounds, experiences and perspectives, and have deep connections to the communities they represent. Current members of the Council, their location and experience are set out below.

## **Nicole Sheffield – Chair Lindfield NSW**

Nicole Sheffield is a highly accomplished senior executive with extensive experience in the media, marketing and digital industries. In her role at Australia Post, Nicole is accountable for delivering key customer channels, including Australia's largest retail network with over 4,300 post offices, the customer contact centre and digital channels. She is also responsible for brand, marketing, community and corporate responsibility. Prior to joining Australia Post, Nicole held a number of influential leadership roles in print, broadcast and digital media. Most recently, she was the Chief Digital Officer for News Corp Australia, responsible for the company's digital revenue growth and strategy, audience and subscription growth, content optimisation and marketing. Her career also spans roles in broadcast media, publishing and telecommunications. Ms Sheffield holds a Bachelor of Arts/Bachelor of Law from Macquarie University and a Masters of Business from the University of Technology Sydney.

## **Michelle McDonagh – Deputy Chair Grafton NSW**

Michelle McDonagh is a Special Education Teacher and 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 numerous local sporting committees.

## **Linda Cho Brisbane QLD**

Linda Cho is a criminal defence lawyer with Legal Aid Queensland working in South East Queensland. Linda was born in South Korea and migrated to Australia with her family in 1996. She grew up on the Gold Coast and graduated from the University of Queensland with a Bachelor of Laws (Honours) and a Bachelor of Arts (Political Science and International Relations). After graduation she worked for a District Court Judge as an Associate.

Whilst practising law, Linda has continually volunteered with community legal organisations and her local church. She is currently a committee member of the Australian Asian Lawyers Association promoting diversity in the legal profession.

## **Jacob Matysek Cairns QLD**

Jacob 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. Jacob 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.

## **Nkosana Mafico** **Brisbane QLD**

Nkosana Mafico graduated from the University of Queensland with a Bachelor of Business Management First Class Honours, and was Valedictorian of the Business School. He is currently a PhD Scholar at Monash University where he examines how cultural and political convictions influence organisations. Outside of academia, Nkosana has co-founded and served as CEO of a Telstra funded software company. He also founded CYALA – the Council for Young Africans Living Abroad, and for three years was its managing director.

## **Amara Barnes** **Wollongong NSW**

Amara Barnes is a proud Wiradjuri woman from central west NSW. Amara currently works with Tribal Warrior Aboriginal Corporation in Redfern with a vision to bridge the gap between corporate entities and Aboriginal organisations working at a community level to drive social outcomes. Amara previously worked with the University of Wollongong where she was responsible for the university's inaugural Reconciliation Action Plan, she was the Manager of the Indigenous Careers portfolio at Westpac Group, an Emerging Leader on the Westpac Indigenous Advisory Committee, and a member of the St George Illawarra Dragons Reconciliation Action Plan Advisory Group.

Amara is currently completing a Master of Business Administration with the University of Sydney and is a recipient of the University of Sydney Business School's inaugural Indigenous Leaders MBA Scholarship.

## **Josephine Buontempo** **North Freemantle WA**

Josephine Buontempo has more than 25 years executive and senior management experience in the social services, legal, government, training and corporate sectors. She has qualifications in social science, migration law and training. She has worked across a wide range of civil society/for purpose organisations and developed and managed services in the areas of community law, education

and training, social housing, employment, disability, family, youth and children's services, refugee and humanitarian protection and resettlement programs, grant making and migration. Currently, Jo is a non-executive and independent director for community housing and Aboriginal corporations, and is managing director of a global Australian migration consultancy company.

## **Sarah Curran** **Tennant Creek NT**

Sarah Curran is a primary school teacher and business owner in the remote town of Tennant Creek, Northern Territory. She grew up in Tennant Creek and returned there in 2010, after completing her university studies. Sarah has worked in a variety of roles in the Education Department, including Families as First Teachers Educator in three local communities, and Network Leader in the Learning and Performance team, Schools South. In 2015, Sarah and her husband took over her family's plumbing business, which covers more than one million square kilometres, including Aboriginal communities and cattle stations. She is involved in the start-up of the Barkly BMX club. Sarah is passionate about empowering the community and its young people through education, health and wellness. She has three small children.

## **Jason Jingshi Li** **Canberra, ACT**

Jason Jingshi Li is a data scientist based in Canberra. He has more than a decade of experience in artificial intelligence research and development, and currently leads the technical delivery of AI solutions to public and financial sectors. He holds a PhD in Computer Science from the Australian National University, and was previously a research scientist at the ANU and the Swiss Federal Institute of Technology in Lausanne (EPFL). He co-founded the Black Mountain Piano Quartet, where he also serves as the principal violinist. Jason was born in China, spent his formative years in New Zealand, and moved to Australia when he was 18. He is married with two primary-school-aged children.

### **Dianne Rule Melbourne VIC**

Dianne Rule has worked in education, publishing, politics and community projects for 35 years. Her work experience has given her a sound working knowledge of government, governance, media, policy formation, strategic planning, financial management and marketing. She is a veteran of the craft of advocacy and has forged deep community liaisons through her career. She has served on several boards and committees, currently chairs the JMB Foundation, and is a member of the AusNet Services Consumer Forum and the Royal Children's Hospital Advisory Committee.

### **Summer Gwynne Richmond TAS**

Summer Gwynne is a Child and Family Health Nurse who has spent 20 years working in the public health system in neonatal and paediatric fields. Recently, she has taken this passion for supporting Australian families in a new direction, starting her own business with a strong focus on supporting rural families in the

early stages of parenting. She complements these activities with active participation in a number of for-purpose organisations, including the National Rural Women's Coalition, Australian Association of Infant Mental Health, Child Health Association of Tasmania and the Tasmanian chapter of the Women's International League for Peace and Freedom. Her biggest motivator is her six children.

### **Bill Miliotis Hyde Park SA**

Bill Miliotis is a social worker by training, holds a Master of Health Service Administration, and has 25 years of experience in social, welfare community services and health care. He has a strong interest in governance, change, consumer-centred practice and advocacy. Bill is committed to addressing access, equity, and justice, and eliminating barriers encountered by the socially disadvantaged. Bill strives to achieve better health and welfare outcomes for people by fast tracking service re-design, performance improvement and change strategies. He is also a proud father of two boys.

Standing, L-R: Amara Barnes, Jacob Matysek, Nkosana Mafico, Dianne Rule, Bill Miliotis, Summer Gwynne, Josephine Buontempo, Sarah Curran. Sitting, L-R: Dr Jason Jingshi Li, Michelle McDonagh, Nicole Sheffield, Linda Cho.



The Advisory Council met three times during the year: October 2019 and March 2020 in Sydney, and June 2020 by videoconference. Either the ABC Board Chair or the Managing Director, or both, met with the Advisory Council at each Council meeting. ABC Leadership Team members and executives also met with the Council to discuss programming-related matters.

Over the year, the Council conducted workshops into ABC Life and ABC iview. Advisory Council members were asked to ‘immerse’ themselves in the platform content over a 2-3 week period and to canvass sentiment in their communities in order to provide feedback.

The Advisory Council also provided feedback on selected news and current affairs program episodes and participated in discussions regarding the ABC Content Plan, the ABC Australia iview app, *Australia Talks* and strategies by the News, Regional & Local, and Audiences teams to reach more Australians.

Council members played a key role in representing and facilitating discussion between the ABC and the community at events including the *Heywire* Regional Youth Summit and *Australia Talks* community events.

## Recommendations

In 2019-20, the Advisory Council made a recommendation to the Board in relation to its immersive workshop into the ABC listen app. The Council provided a report to the Board on its immersion on ABC Life. No recommendation was made in relation to ABC Life.

### ABC listen app

The aim of the workshop conducted in February 2019 was to provide the ABC listen team with clear and specific feedback about the value and performance of the app, its curation and content and to provide recommendations on how the service could be improved.

Members reported a positive experience of the app. Comments included: “*One of the best kept secrets of the ABC*”; “*A hidden treasure*”. Members sought out content that they may not have typically listened to and many found content that they liked, such as live sports coverage through ABC Grandstand, the latest News bulletin and a broad range of podcast material.

Members reported that awareness of the app in their communities was low even among regular consumers of ABC content, except for people who listen to podcasts. However, once people had downloaded it, they were pleasantly surprised by the offering and wanted to continue using the app.

The Council commended the ABC listen app team on the depth and breadth of audio content available via the app. The Council recommended:

- greater promotion to increase awareness of the app and the audio content available to all Australians
- development of the app to make content easier to discover
- the addition of functionality to allow users to personalise their experience
- better ‘how to’ instructions to make users aware of the functions of the app.

These recommendations have been taken into account in a number of initiatives put in place by the ABC listen team since the Advisory Council workshop, including:

**Promotion:** The app received extensive promotion as the destination for live radio streaming for content including the Australian Summer cricket seasons, Cricket World Cup and The Ashes, Local Radio Breakfast programming, Anzac Day, and Federal Election and *Australia Votes* content. Targeted state-based messaging promoted the app as the listening destination for content including State Election campaigns, AFL and NRL coverage. Teams across platforms have been provided with tools and encouraged to cross-promote listen app content. Links and banners have been used to direct audiences to relevant content.

**Discoverability:** The search functionality has been improved to help listeners find programs based on keywords and to find episodes and radio stations. A new ‘continue listening’ feature has been added that allows users to easily find programs they haven’t finished.

**Personalisation:** Recommendations now enable discovery of ‘popular’ and ‘trending’ content, and will become increasingly personalised as the ABC extends its personalisation capability.

**Better ‘how to’ instructions:** A ‘set up’ function has been added to teach new users how to get the most out of their experience, including a location-based station finder.

The team continues to add new content that responds to audience data and insights and informs and entertains. Content has been provided in response to COVID-19, Your Mental Health and Walking Together; stations livestream events such as ABC RN’s *Big Weekend of Books* and national listening events.

## **ABC Life**

The Advisory Council participated in a workshop with the ABC Life team in June 2019. The aim of the workshop was to provide the ABC Life team with clear and specific feedback about the value and experience of ABC Life. In October 2019, the ABC Life team provided an update to the Council on developments and improvements since the workshop. The Advisory Council noted that the service was still developing, and several initiatives were underway. It did not make a recommendation to the Board.

Feedback provided by the Advisory Council was that the content was light, uplifting and positive and appealing to young women. However, the content would need to compete for attention in a crowded market with a difficult to reach target audience. To be distinctive, the content needed strong alignment with the ABC brand as a trusted source free of commercial interests.

# Risk

The Board recognises that risk management and internal compliance and control are key elements of effective governance. The ABC's Risk Management and Resilience policies describe the manner in which the ABC:

- consistently applies processes to recognise and manage risks and disruptions
- confers responsibility on ABC employees at all levels to identify, manage, review and report on risks relating to the objectives those staff are accountable for delivering.

Risk is inherent to the ABC's operations, whether it be related to ongoing disruption in the media and entertainment sectors, shifting audience behaviours in response to new technologies, or responding to the recent challenges associated with COVID-19.

The ABC uses a standardised enterprise-wide risk management process for the identification, assessment, monitoring and management of significant risks. Disruption is managed by using the Prevention, Preparedness, Response and Recovery model. The Risk and Resilience function is responsible for the ABC's risk management and resilience process, development of risk management and resilience capability, and providing risk management reports and resilience information to the Leadership Team and the Audit & Risk Committee.

In 2019-20, the Audit & Risk Committee reviewed the Corporation's risk profile for the Group and received reports from management on the effectiveness of the Corporation's management of its principal risks. The reported risks considered the ABC's health and safety, audience and reputation, financial, legal and compliance, and technology exposures. Reports were also provided overviews of the resilience actions taken to manage the operational disruption and mitigate the consequences of COVID-19. A review of the Corporation's risk appetite is underway. The Risk Appetite is designed to support and inform Board and Management decision-making in accordance with the recently released Five-Year Plan.

For more on the activities of the Audit & Risk Committee, see Appendix 2 on page 177.

## Insurance

The ABC has acquired appropriate insurances from Comcover, including Directors and Officers liability insurance. The premium for Directors and Officers liability insurance was \$228,278. The ABC has indemnified each board member for legal costs and liabilities incurred in their capacity as a board member of the ABC under a Deed of Access & Indemnity. Board members were permitted to vote on the Deed pursuant to a declaration by the Minister for Communications under section 15 of the PGPA Act.

# Audit

Group Audit is a key component of the ABC's governance framework. Group Audit reports to the Audit & Risk Committee and contributes to the achievement of the Corporation's goals and objectives by:

- providing objective assessment and assurance of the design and operation of the ABC's risk management and internal control system, including 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 Corporation's changing requirements and applying a continuous improvement mindset, including utilising technologies and data to efficiently assess control performance.

Group Audit prepares and delivers the ABC's Audit Plan, which is approved by the Audit & Risk Committee. A risk-based audit approach is used to ensure Group Audit focuses its work on the Corporation's key objectives and operational areas. Audits are conducted in a manner that conforms to international auditing standards. In 2019-20, Group Audit completed 24 audit assignments (25 in 2018-19), covering editorial, content delivery, finance, information technology, health and safety, and project management processes.

Group Audit uses in-house employees and external providers to deliver. External providers enable access to expertise in specialist areas, supplementing internal resources and experience.

Group Audit liaises with the ABC's external auditors the 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 minimal duplication of audit coverage.

# 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 Privacy page of the ABC corporate website. The Policy sets out the kind of information the ABC collects, 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.

## Data breach notification

Data breach notification laws make it mandatory for the ABC to report a data breach that is likely to result in serious harm to any affected individuals. Notification must be made to the affected individuals and the regulator.

In 2019-20 the ABC did not experience any data breaches that required notification to the Privacy Commissioner.



# Editorial complaints management

## Audience and Consumer Affairs

Written complaints that are potentially editorial – about issues such as factual inaccuracy, bias or inappropriate content – are referred to Audience and Consumer Affairs, a unit independent of ABC program areas.

Where a written complaint suggests that the ABC may have breached its Editorial Policies or Code of Practice, Audience and Consumer Affairs further assesses the complaint to determine appropriate handling in accordance with the ABC Complaint Handling Procedures. Audience and Consumer Affairs may investigate the complaint and determine whether ABC editorial standards have been met.

Where the matters raised are less serious, Audience and Consumer Affairs may refer the complaint for direct handling to the content area responsible. In cases where a complaint is investigated and the ABC's editorial standards have not been met, the complaint will be upheld (either fully or in part). Complaints can also be resolved where prompt action is taken to remedy a matter.

## Overall complaint handling

During 2019-20, Audience and Consumer Affairs assessed and finalised 6,057 written complaints. The unit provided a personal response to 2,422 of these complaints while 2,137 complaints were referred to other areas of the Corporation for direct response. No substantive response was required for 1,498 complaints.

## Editorial complaint handling

Of the 6,057 complaints assessed by Audience and Consumer Affairs, 3,252 were determined to be editorial (raising 3,461 issues). The unit investigated 1,538 editorial complaints (raising 1,743 issues), provided responses to 32 editorial complaints that did not require investigation, referred 1,679 editorial complaints to content areas for direct response, and closed 3 editorial complaints without response.

## Nature of editorial complaint issues 2019-20

Subject	Issues	% total
Factual inaccuracy	922	26.6%
Bias (other than party political)*	819	23.7%
Inappropriate content	657	19.0%
Party political bias	360	10.4%
Lack of balance	293	8.5%
Unfair treatment	253	7.3%
Other	157	4.5%
<b>Total</b>	<b>3461</b>	<b>100.0%</b>

\* Includes claims of bias in relation to issues such as international coverage, sport and religion.

## Outcome of investigated complaints

During 2019-20, 104 editorial complaint issues were upheld (6% of all investigated issues) in cases where Audience and Consumer Affairs determined that ABC editorial standards had not been met.

A further 424 issues were resolved (24.3% of all investigated issues) after the relevant content area took prompt and appropriate action to remedy the cause of the complaint. 239 of these resolved complaints were in relation to one episode of Q&A: <https://about.abc.net.au/complaints/qa-13/>

All findings in relation to upheld and resolved complaints are brought to the attention of the senior editorial staff responsible. In 2019-20, 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.

## Timeliness

Audience and Consumer Affairs seeks to respond to all complaints as quickly as possible, and aims to respond within 30 days of receipt, in accordance with the timeliness standard for complaint handling that is specified in the ABC's Complaint Handling Procedures.

Of the 2,422 complaints that Audience and Consumer Affairs responded to directly between 1 July 2019 and 30 June 2020, 2,081 (85.9%) received responses within 30 days.

## 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).

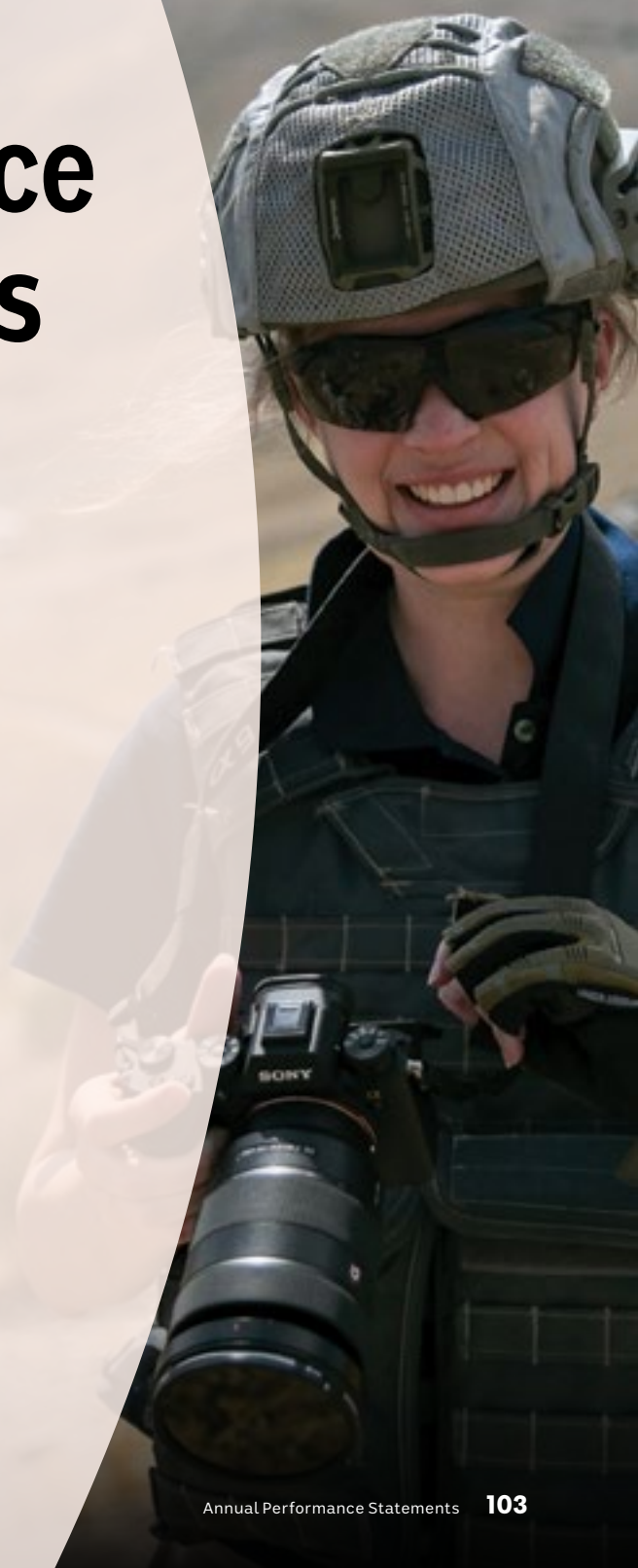
During 2019-20, the ACMA advised the ABC that it had finalised investigations into 2 such matters (compared to 7 in 2018-19). The ACMA found that an episode of *Compass* breached standards 6.1 (privacy) and 7.5 (avoid causing undue distress) of the ABC Code of Practice. The ACMA was satisfied with the remedial action taken by the ABC to address the breach.

During 2019-20, the ACMA also finalised an own-motion investigation into whether Australian television broadcasters breached content rules in covering the March 2019 Christchurch terrorist attack. The investigation report made no criticism of the ABC and it was clear that, by comparison with some other broadcasters, the approach taken by the ABC was careful and consistently appropriate. The ACMA made no breach findings in relation to any broadcaster.

## Commonwealth Ombudsman

The Ombudsman's office did not notify the ABC of any investigations into the ABC's handling of complaints that it commenced or finalised during the 2019-20 reporting period.

# Annual Performance Statements



Siobhan Heanue in Afghanistan.

# Annual Performance Statements (APS)

Reporting period 1 July 2019 – 30 June 2020

## Introductory Statement

We, the ABC Board, as the accountable authority of the Australian Broadcasting Corporation (ABC), present the 2019-20 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.

### Pillar 1: Distinctive content for all Australians

Audience recognition of the high quality and distinctiveness of ABC programs indicates that the organisation is delivering on its core strategic goals. The trust with which Australians regard the ABC indicates the standard of its content at a time of declining trust in institutions and in media organisations in particular.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Distinctiveness – Unique market position	ABC Corporate Plan 2019-20	ABC Quality & Distinctiveness Surveys  2018-19: (July 2018, November 2018, March 2019)  2019-20 – (July 2019, November 2019, March 2020)	82%	84%	81%

#### Analysis:

Target met. The ABC will continue to focus on providing a differentiated content experience compared to other media organisations. This will include delivering content that reflects Australia today and tells distinctive stories.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Quality	ABC Corporate Plan 2019-20	ABC Quality & Distinctiveness Surveys  2018-19: (July 2018, November 2018, March 2019)  2019-20 – (July 2019, November 2019, March 2020)	80%	88%	N/A – new performance measure for 2019-20.

#### Analysis:

Target exceeded. It is critical that the ABC's content meets expectations and audiences can derive value from any content they engage with. The ABC has seen an increase in quality perception scores over time and will continue to deliver on this important measure.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Supporting Australian Music	ABC Corporate Plan 2019-20	ABC Corporate Tracking study	72%	70%	N/A – new performance measure for 2019-20.

**Analysis:**

Target not met. Supporting Australian Music plays an integral part in delivering the ABC's charter obligation of "Encouraging and Promoting Australian Performing Arts". Music stations have specific Australian music programming targets to enable this, which were exceeded across all ABC Radio stations in 2019-20. Focus periods specifically promoted Australian music such as Australian Music month in November. In 2019-20, the ABC also achieved its highest ever recorded engagement with triple j's Hottest 100, with 38% of the Australian adult population (6.7 million people) engaging with the countdown. 2019-20 has been a year where we have enhanced distribution of Australian music, with triple j, triple j unearthed and ABC Classic being added to the digital TV Footprint. The ABC plans to address this perception measure in the coming year by increasing the promotional work of these key activities and increasing communication of the ABC's commitment to Australian music.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result
Editorial quality	ABC Corporate Plan 2019-20	Reviews commissioned or conducted by the ABC	Reviews undertaken and reports considered	ABC Coverage of the 2019 Federal Election Review 18: 5.3 Opportunity to Respond Review 19: Coarse Language in the Media Review 20: 7.2 Audience advice/warnings

**Analysis:**

Target met. The ABC published four editorial reviews during the year. The Election Coverage Review Committee Report published in August 2019 summarising coverage performance during the 2019 federal election; two editorial standards compliance reviews were conducted based on analysis of complaints data for Editorial Standards 5.3 Opportunity to Respond and 7.2 Audience advice/warnings; and a study into the use of coarse language in the media was completed. Other internal reviews and editorial spot checks were conducted throughout the year. An external academic advisory group was commissioned to verify the review process.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result			2018-19 Result
Editorial Complaints management	ABC Corporate Plan 2019-20	ABC Audience and Consumer Affairs Data	Complaints investigated and outcomes reported	<b>Outcomes</b>	<b>Number</b>	<b>%</b>	N/A – new measure for 2019-20
				Not upheld	1,215	69.7%	
				Resolved	424	24.3%	
				Upheld	104	6.0%	
<b>Total investigated complaint issues</b>				<b>1,743</b>	<b>100.0%</b>		

#### Analysis:

Target met. The ABC has in place an independent complaints handling system which is transparent and responsive to concerns raised by audiences. This is an essential tool to maintaining and build the trust that is necessary for the ABC to fulfil its role as an independent, impartial and valued public broadcaster. During the year the majority of editorial complaint issues that were investigated by Audience and Consumer Affairs were not upheld (69.7%). Upheld cases reflect those where Audience and Consumer Affairs determined that ABC editorial standards had not been met. Resolved cases represent instances where the relevant content areas took prompt and appropriate action to remedy the cause of the complaint. (239 of these resolved complaints were in relation to one episode of Q+A: <https://about.abc.net.au/complaints/qa-13/>). Summaries of all complaint issues finalised as upheld or resolved were published on abc.net.au. In accordance with the ABC's Complaint Handling Procedures, Audience and Consumer Affairs exercised its discretion to refer an additional 1,679 editorial complaints to content teams for direct response. A further 35 editorial complaints that did not require investigation were handled directly by Audience and Consumer Affairs.

## Pillar 2: Outstanding audience experiences

### Experience & value

Audience perceptions of their experience engaging with the ABC and the trust they place in the public broadcaster indicate how well the ABC is delivering its services and fulfilling its purpose.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
ABC experience	ABC Corporate Plan 2019-20	ABC Corporate Tracking Study	48%	49%	49%

#### Analysis:

Target met. The ABC Experience measure is important in understanding the ABC's progress against the *Investing in Audience Strategy*, which set out a priority to deliver 'an outstanding audience experience'. The ABC will continue to prioritise its work to improve and evolve the user experience across all platforms.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Trusted source	ABC Corporate Plan 2019-20	ABC Corporate Tracking Study	81%	78%	81%

#### Analysis:

Target not met. An erosion of trust has been experienced across all media organisations in Australia and public broadcasters globally. This trend has impacted the ABC's trust score however the ABC remains the most trusted media source in Australia. High levels of trust were evident through the 2019-20 bushfire season with independent research which showed that the ABC was the most used and trusted broadcast service information source for the Australian community during this period. Specifically, ABC News TV had a trust level of 98%, ABC News online of 97%, ABC TV of 97% and ABC Local Radio of 96%.<sup>88</sup> The ABC will continue its important work in providing information that the Australian public can trust.

<sup>88</sup> ABC Bushfire Impact Research 2019/2020; Audiences were asked to respond to the question: "Please indicate whether you tended to trust or tended not to trust the information that they provided during the bushfire crisis."

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Overall value <sup>89 90</sup>	<i>Program 1.1, Portfolio Budget Statements 2019-20, p77</i>	ABC Corporate Tracking Study	82%	78%	82%

**Analysis:**

Target not met. The decline in perception of value was impacted by a 3% increase in respondents who 'did not know' whether the ABC provides a valuable service to the Australian community. This awareness gap is more present in younger Australians. Perceptions of value will be improved by increasing community awareness of the ABC and the range of platforms and services that we provide. This will be driven by the ABC's recently launched 'Five Year Plan', which prioritises addressing audience gaps.

### Pillar 3: Reaching and Engaging More People

#### Reach

Reach measures the percentage of Australians who have used ABC services in a given timeframe. This indicates the effectiveness of, and engagement with ABC programming.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Digital Engagement	<i>ABC Corporate Plan 2019-20</i>	Google Analytics	10.5 million Average weekly users 24 minutes average time spent per user	14.3 million Average weekly users 28 minutes average time per user	N/A – new measure for 2019-20.

**Analysis:**

Targets exceeded. Average weekly users is a measure of the penetration of the ABC's digital products. Strong performance was observed through the bushfire season and COVID-19 Pandemic, where news services grew significantly. The change in audience behaviours in response to COVID-19 also demonstrated strong growth in non-news platforms.

The average time spent per user is a measure of the engagement that a user has with the ABC's digital products. The COVID-19 pandemic influenced audience time spent on digital platforms and showed growth in the use of Smart TV applications.

89 The ABC Corporate Tracking Study is an online survey conducted three times during the year requesting information from a nationally representative sample of people aged 18 to 75. As part of this survey, respondents are asked whether they value the ABC and its services to the community.

90 The Overall Value measure is obtained from the Portfolio Budget Statement 2019-20. Upon assessment and revision of the organisation's performance measures, Overall Value was not included in the 2019-20 ABC Corporate Plan.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Audience – Reaching all Australians – Net weekly reach <sup>91</sup>	<i>Program 1.1, Portfolio Budget Statements 2019-20, p77</i> <i>ABC Corporate Plan 2019-20</i>	OzTam(TV), GFK(Radio), ABC Corporate Tracking study (Digital)	70% <sup>92</sup>	67.6%	68.3%

**Analysis:**

Target not met. Net Weekly Reach is a measure of the total proportion of Australian adults who have watched, read or listened to ABC content across an average week. The fragmentation of the media landscape and launch of new global players into the Australian market has resulted in the erosion of broadcast television viewing. This has impacted the ABC's net weekly reach with results showing 66.8% in August 2019 and 67.2% in December 2019. Following the bushfire season and COVID-19 pandemic coverage, net weekly reach increased to 68.6% in April 2020.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Digital reach (weekly) <sup>93</sup>	<i>ABC Corporate Plan 2019-20</i>	ABC Corporate Tracking Study	23%	31%	30%

**Analysis:**

Target exceeded. Digital reach on ABC-owned online platforms (website and applications) has seen improvement throughout the year and specifically during December and March, as the Australian bushfires and COVID-19 pandemic dominated national conversations.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Radio reach (weekly) <sup>94</sup>	<i>ABC Corporate Plan 2019-20</i>	GFK Radio Ratings	36.5%	36.4%	35.6%

**Analysis:**

Target not met. The ABC has experienced a decline in traditional platforms generally, however reach grew through the Bushfire Season and early phases of the COVID-19 pandemic. GFK Ratings measurement ceased from April 2020 due to impacts from the COVID-19 Pandemic; results therefore reflect performance for the nine-month period.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Television reach (weekly)	<i>ABC Corporate Plan 2019-20</i>	OzTAM	47%	46%	47%

**Analysis:**

Target not met. Declines in metro television reach were expected as weekly audiences generally shift to digital on-demand platforms. This decline was slower than the 4% observed reduction across total television.

91 Net weekly reach measures the percentage of Australians who either watched, read or listened to ABC content across broadcast, owned digital and third-party platforms.

92 Upon assessment and revision of the organisation's performance targets, the target recorded in the Portfolio Budget Statement was revised to higher value of 70% in the Corporate Plan

93 Digital reach is the percentage of Australians who watched, read or listened to ABC content weekly on ABC-owned digital platforms.

94 The measurement of radio reach includes both broadcast and digital listening (streaming and apps).



## Access

Measuring access to ABC platforms provides a quantitative assessment of the ABC's ability to transmit to Australian audiences – via linear or digital services – in keeping with its purpose to provide a comprehensive public broadcasting service.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Access to analog radio	<i>Program 1.2, Portfolio Budget Statements 2019-20, p78</i> <i>ABC Corporate Plan 2019-20</i>	BAI Communications data Australian Bureau of Statistics data	At least 99%	99.66%	99.66%

### Analysis:

Target met. The ABC's coverage of Analog radio transmission services were unchanged during the year.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Access to digital radio <sup>95</sup>	<i>Program 1.2, Portfolio Budget Statements 2019-20, p78</i> <i>ABC Corporate Plan 2019-20</i>	BAI Communications data Australian Bureau of Statistics data	100% <sup>96</sup>	100%	100%

### Analysis:

Target met. ABC delivers digital radio to audiences via three technologies: digital audio broadcasting plus (DAB+), radio on digital terrestrial television transmission services and via the VAST satellite service. For all areas that have no access to the DAB+ radio services, these are available via radio on television and VAST. ABC estimates that the total population of Australia able to receive ABC DAB+ services is 63.96%, with 24 services located across the eight capital cities, 98.6% of the population receive digital radio on 420 television transmission services. The remainder of the population have access via VAST.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Access to digital television <sup>97</sup>	<i>Program 1.2, Portfolio Budget Statements 2019-20, p78</i> <i>ABC Corporate Plan 2019-20</i>	BAI Communications data Australian Bureau of Statistics data	100%	100%	100%

### Analysis:

Target met. ABC delivers digital television to audiences via two technologies: digital terrestrial transmission and via the VAST satellite service. For all areas that have no access to the digital terrestrial transmission services, these are available via VAST. ABC estimates that the total population able to receive ABC digital terrestrial transmission services is 98.6%, with 420 transmission services located across Australia. The remainder of the population has access via VAST.

<sup>95</sup> With the extension of digital radio terrestrial services to Canberra, Darwin and Hobart, the result is based on the criterion of 'Degree to which the eight state and territory capital cities have access to ABC digital radio transmissions.'

<sup>96</sup> 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.

<sup>97</sup> See above footnote 8 re: VAST transmission.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result		
Audience contacts – transmission issues	ABC Corporate Plan 2019-20	REMEDY and Google Analytics	Availability of reception support for audiences	<b>Item</b>	<b>2019-20</b>	<b>2018-19</b>
				Total number of emails received	786	1,087
				Total number of letters received	11	2
				Total number of telephone enquiries received	2,271	3,021
				<b>Total enquiries received</b>	<b>3,068</b>	<b>4,110</b>
				Total number of ABC Help Centre reception FAQs page views		
				* ABC Help Centre Launched October 2019	9,875	N/A*
				Total number of ABC reception website page views	632,258	422,059
<b>Total number of page views</b>	<b>642,133</b>	<b>422,059</b>				

#### Analysis:

Target met. The reduction in enquiries and the increase in website page views is a continuation of the success achieved by overhauling the reception help website along with the introduction of ABC Help Centre to surface self-help information in issue-specific online articles.

## Transmission

Transmission of the ABC's radio and television content is provided by a third party and managed by the ABC via Transmission Service Agreements. The effective management of these agreements is fundamental to ensuring the ABC reaches and engages with as many Australians as possible.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Transmission performance	ABC Corporate Plan 2019-20	BAI Communications data	At least 99% for all services	99.72%	99.78%

#### Analysis:

Target met. This measure identifies that majority of audiences, for the majority of the year, received their ABC transmission services despite the impact of bushfires, major redevelopment works associated with the high powered FM transmitter replacement program, NBN, 4G and 5G mobile telecommunications network rollouts and addition of Southern Cross Broadcasting transmission services to BAI Communications shared infrastructure.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Operation of transmission facilities	ABC Corporate Plan 2019-20	BAI Communications data	100%	99.91%	100%

#### Analysis:

Target not met. The BAI Communications reported performance shows that overall ABC radio and television met its operational performance targets except for one digital radio infill transmission service in Darwin Northern Territory. This service was off-air for a substantial period due to failure of the BAI Communications program distribution service linking the main Darwin transmission services to the infill site. Service performance was rectified by repair of the damaged fibre optical cabling damaged after the initial commissioning of the transmission service.

## ABC Distribution and Transmission Network Aggregated 2019-20 Performance<sup>98</sup>

(as reported by BAI Communications formerly Broadcast Australia)

ABC Service	No. of Transmitters (See Note 1)	BAI Communications Transmission Network (See Note 2)			Total Network Availability (See Note 3)		Total 'On-Air' Availability (See Note 4)	
		Target	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
		%	%	%	%	%	%	%
ABC Classic	68	99.83	99.93	99.95	94.13	93.23	99.67	99.88
triple j	58	99.82	99.95	99.96	87.81	89.52	99.80	99.88
ABC Radio	240	99.79	99.87	99.85	93.83	92.83	99.80	99.78
ABC NEWS on radio	84	99.89	99.93	99.95	95.77	92.60	99.82	99.87
RN	257	99.74	99.82	99.80	92.97	92.10	99.75	99.75
Television	420	99.77	99.90	99.93	98.37	98.40	99.64	99.77
<b>Digital Radio</b>								
– Class A, B, and D	11	99.88	99.86	99.91	94.97	99.02	99.80	99.84
– Class E	13	NA	NA	NA	97.31	92.34	99.71	99.42
<b>State Analogue Radio</b>								
NSW/ACT	182	99.80	99.86	99.90	91.48	91.57	99.94	99.80
NT	37	99.71	99.81	99.74	96.78	95.57	99.88	99.67
Qld	204	99.76	99.86	99.85	94.23	94.25	99.89	99.81
SA	47	99.79	99.93	99.89	86.21	82.83	99.96	99.85
Tas	40	99.81	99.94	99.92	99.26	98.13	99.68	99.85
Vic	80	99.82	99.90	99.90	88.29	84.43	99.98	99.86
WA	117	99.75	99.85	99.81	97.48	95.64	99.96	99.75
<b>State Television</b>								
NSW/ACT	95	99.78	99.93	99.96	98.49	98.76	99.62	99.86
NT	15	99.76	99.95	99.96	99.78	99.71	99.84	99.72
Qld	113	99.76	99.92	99.94	96.43	96.57	99.80	99.82
SA	32	99.77	99.92	99.96	99.78	99.86	99.88	99.88
Tas	41	99.76	99.85	99.88	99.73	99.77	99.77	99.81
Vic	53	99.77	99.84	99.91	99.68	98.19	99.71	99.83
WA	71	99.76	99.94	99.91	98.56	99.22	98.56	99.44

<sup>98</sup> Further information on transmission.

- No. of Transmitters:** The number of transmitters includes Analogue Radio, Digital Television and Digital Radio operated by BAI Communications 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.
- BAI Communications Transmission Network (ABC Transmission Contractor):** The transmission network performance data is reported by BAI Communications in the period 1 July 2019 to 30 June 2020. 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. There are 13 Class E digital radio services that are provided by BAI Communications for the ABC where contract performance is not measured as a target of overall uptime. These services are provided to equalise audience experience across both national and commercial and community broadcasters.
- 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.

## Pillar 4: Building a great place to work

### Culture

The progress towards building a great place to work and ensuring a creative environment can be gauged by the engagement of the people working within the public broadcaster. As Australia's largest creative employer, improvements in this measure indicate the ABC is becoming a more creative environment which in turn will enable even better content.

Measure	Measure Source	Data Source	2019-20 Target	2019-20 Result	2018-19 Result
Employee Engagement	ABC Corporate Plan 2019-20	Qualtrics – Project Averages	Within moderate range	69%. Within moderate range (69% compared with Australian benchmark of 70%)	The 2018-19 engagement survey was deferred following the departure of the former Managing Director and former Chair in September 2018.

#### Analysis:

Target met. The ABC conducted an engagement survey in November 2019. The survey (administered by Qualtrics) used five questions to determine the overall engagement of the workforce. The engagement score was within the Australian benchmark moderate range of 70%. Engagement increased significantly from the employee survey conducted in 2017, which showed a 46% engagement score.

In addition, the survey showed that employees are proud to work for the ABC with a 91% favourable response, 11% higher than the comparable Australian benchmark.



# Financial Statements

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Craig Fitzsimmons at Camden Park Station, Longreach Qld.  
Image: ABC Western Qld, Damien Larkins



# Financial Summary

## Completion of Annual Financial Statements

On 25 August 2020, following endorsement by the Audit and Risk Committee, the Board approved the signing of the ABC's 2019-20 Financial Statements and the Australian National Audit Office (ANAO) issued an unmodified audit opinion on the ABC's 2019-20 Financial Statements.

## Financial Outcome 2019-20

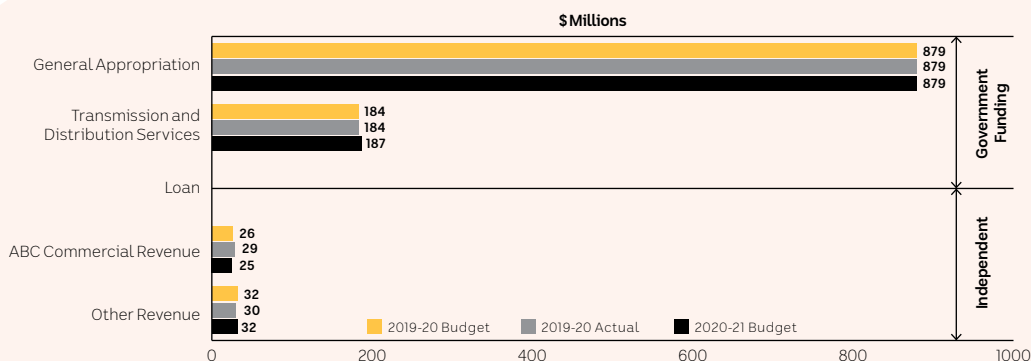
The ABC incurred a deficit for the financial year ending 30 June 2020 due to additional expenses recognised on implementation of AASB 16 Leases, as well as allowance for the provision of redundancies. These redundancies are part of ongoing savings required to address the impact of the Federal Government's indexation pause on the ABC's General Operational Activities base funding, announced in the 2018 Federal Budget.

## Sources of Funds 2019-20

The ABC was allocated \$1,062.3 million in the April 2019 Federal Budget. The financial year 2019-2020 is the first year of the triennium funding period and was therefore the first year impacted by the indexation pause on ABC General Operational Activities. The impact of the indexation pause was a reduction of \$14.6 million compared to what the ABC would otherwise have received. An amount of \$14.3 million is included within the 2019-20 funding which represents the first year of a three-year continuation of the Enhanced Newsgathering program announced in the Budget. This program was established in 2013. The ongoing annual impact of efficiency savings previously announced in the 2014-15 Mid-Year Economic and Fiscal Outlook was reduced by \$14.4 million in 2019-20 compared to the amount in 2018-19.

The ABC also received \$58.4 million from other sources, including ABC Commercial, during the year.

ABC Source of funds





The chart 'ABC Source of Funds' depicts the ABC's budgeted funds for the various categories against actual sources for 2019-20 and its budgeted sources for 2020-21.

## Application of Funds

The chart 'Split of actual expenses 2019-20' broadly represents how the ABC allocates its funds by cost category.

## The Year Ahead

### Revenue from Government

2020-21 is the second year of the current funding triennium, and the second year of the three-year continuation of the Enhanced Newsgathering program. It is also the second year impacted by the three-year pause to indexation of ABC General Operational Activities base funding,

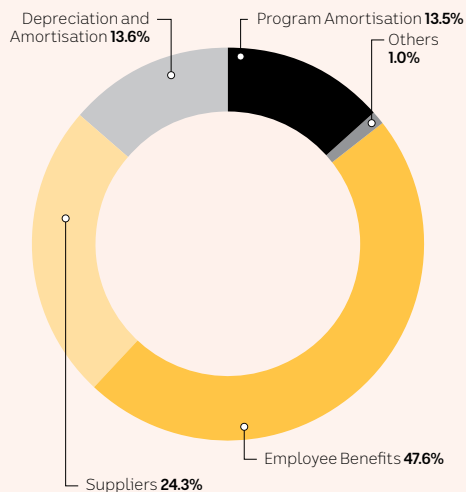
announced by Government in the May 2018 Budget as part of the 'Funding for Australian Film and Television Content and the National Broadcasters' measure. This results in a reduction of \$27.8 million in 2020-21 with an ongoing reduction to the funding base of \$41.3 million per annum in future years beyond 2021-22.

Due to the impact of COVID-19 and the Government's response, the Federal Budget 2020-21 was delayed from May until 6 October 2020. The preliminary ABC's funding for the 2020-21 financial year below is based on amounts published in the April 2019 Budget:

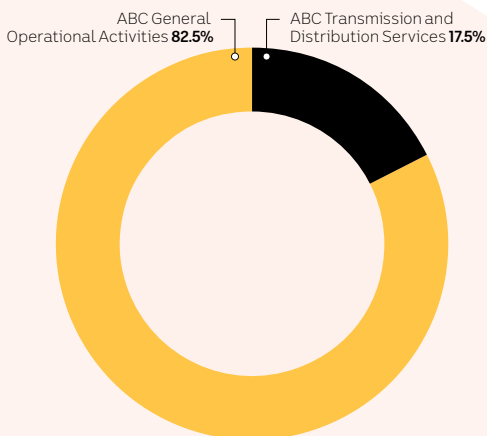
	<b>\$m</b>
Total revenue from Government per Outcome 1	1,065.4
Less Transmission and Distribution Services	186.6
<b>Total Revenue from Government available for ABC General Activities</b>	<b>878.8</b>

The chart 'ABC Revenue from Government by Programme 2020-21' broadly represents the ABC's budgeted appropriation of funds by programme for the 2020-21 financial year.

**ABC Split of actual expenses 2019-20**



**ABC Revenue from Government by Programme 2020-21**



## Budget Strategy

The budget environment faced by the ABC and the broader economy has been dominated by the impact of the COVID-19 global pandemic. The Federal Budget has been delayed from its annual early May schedule until 6 October to accommodate the Government's COVID-19 response strategies. At the time of writing the ABC budget has been predicated on funding estimates included in the April 2019 Budget.

As outlined above, 2020-21 represents the second year of continued Enhanced Newsgathering funding as well as the second year impacted by the operational funding indexation pause. Whereas the Enhanced Newsgathering facilitates continuation of existing news activity, the funding reduction from the indexation pause comes on top of the ABC/SBS Efficiency Savings measure previously announced in 2014-15 Budget, and places additional pressure on the ABC's budget strategy in 2020-21 and coming years.

In framing the 2020-21 Budget, the ABC seeks to position itself to achieve the goals and objectives set out in the ABC Five-Year Plan 2020-2025, released in June 2020. This includes implementation of savings initiatives necessary to operate in the reduced funding environment while reshaping the organisation and focusing resources to the ABC Five-Year Plan's priority initiatives.

This includes maintaining essential television and radio services while focusing on increased digital innovation, and delivering on-demand and personalised services, thereby meeting the increasing expectation of audiences to be able to watch, read and listen to the ABC when and where it suits them.

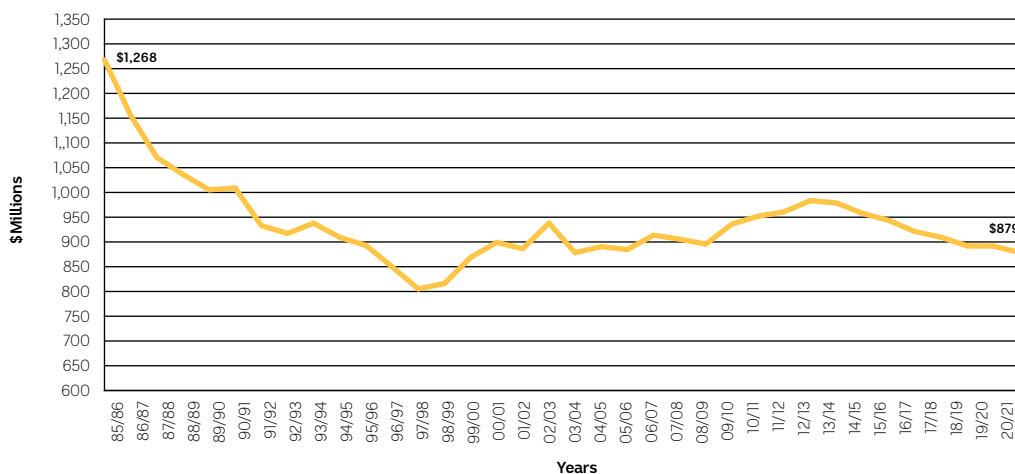
The ABC remains committed to prioritising available resources to enable it to most effectively deliver on its Charter obligations and remain relevant to audiences in Australia's cultural and media landscape into the future.

## Comparative Revenue from Government

The 2020-21 operational revenue from Government of \$879 million represents a decrease in real funding of \$389 million or 30.7% since 1985-86 as depicted in the chart 'ABC Operational Revenue from Government'.

### ABC Operational Revenue from Government

including Capital indexed at 2019-20 levels – December 2019, six months CPI Index – 30.7% reduction from 1985-86 to 2020-21.



## Five-year analysis

	2020 \$'000	2019 \$'000	2018 \$'000	2017 \$'000	2016 \$'000
<b>Financial Performance</b>					
Total expenses	1,135,721	1,149,162	1,188,221	1,138,693	1,168,748
Total income	64,916	105,952	65,487	102,846	118,174
Net Cost of Services (a)	1,070,805	1,043,210	1,122,734	1,036,117	1,050,574
Revenue from Government	1,062,265	1,045,911	1,043,680	1,036,090	1,064,413
	2020 \$'000	2019 \$'000	2018 \$'000	2017 \$'000	2016 \$'000
<b>Financial Position</b>					
Current Assets	381,815	367,047	323,575	383,246	397,312
Non-Current Assets	1,635,715	1,034,710	1,041,900	1,058,155	1,011,754
Total Assets	2,017,530	1,401,757	1,365,475	1,441,401	1,409,066
Current Liabilities	360,357	287,350	272,473	257,589	257,192
Non-Current Liabilities	603,878	42,751	59,650	79,243	98,691
Total Liabilities	964,235	330,101	332,123	336,832	355,883
Total Equity	1,053,295	1,071,656	1,033,352	1,104,569	1,053,183
<b>Ratios (b)</b>					
Current Ratio (c)	1.06	1.28	1.19	1.49	1.54
Equity (d)	52%	76%	76%	77%	75%

(a) Net cost of services is total expenses less total income.

(b) Note that the ratios differ significantly in 2020 compared to prior years due to the adoption of AASB 16 Leases in 2020.

(c) Current assets divided by current liabilities.

(d) Equity as a percentage of total assets.

# Independent Auditor's Report



## INDEPENDENT AUDITOR'S REPORT

### To the Minister for Communications, Cyber Safety and the Arts

#### Opinion

In my opinion, the financial statements of the Australian Broadcasting Corporation (the Entity) for the year ended 30 June 2020:

- (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 Entity as at 30 June 2020 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2020 and for the year then ended:

- Statement by the Directors and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement; and
- Notes to the financial statements, comprising a summary of significant 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 Entity 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 (including Independence Standards)* (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 of the Entity, the Australian Broadcasting Corporation Board is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Reduced Disclosure Requirements and the rules made under the Act. The Australian Broadcasting Corporation Board is also responsible for such internal control as the Australian Broadcasting Corporation Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Australian Broadcasting Corporation Board is responsible for assessing the ability of the Entity 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 Australian Broadcasting Corporation Board 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.

GPO Box 707 CANBERRA ACT 2601  
38 Sydney Avenue FORREST ACT 2603  
Phone (02) 6203 7300 Fax (02) 6203 7777

### **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 the Accountable Authority 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



Carla Jago

Group Executive Director

Delegate of the Auditor-General

Canberra

25 August 2020

# Financial Statements 2019-20

Year ended 30 June 2020

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## Statement by the Directors and Chief Financial Officer

In our opinion, the attached financial statements for the year ended 30 June 2020 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.



**ITA BUTTROSE**  
Chair

25 August 2020



**DAVID ANDERSON**  
Managing Director

25 August 2020



**MELANIE KLEYN**  
Chief Financial Officer

25 August 2020

# Statement of Comprehensive Income

for the year ended 30 June 2020

	2020 to Original Budget Explanation (Note 1)	Notes	2020 \$'000	2019 \$'000	2020 Original Budget <sup>(a)</sup> \$'000
<b>EXPENSES</b>					
Employee benefits	C,L	3A	540,373	531,008	518,718
Suppliers	D	3B	277,544	367,971	368,080
Depreciation and amortisation on ABC owned assets		3C	90,497	87,144	94,425
Depreciation on ABC right-of-use assets	B,E,I	3D	63,230	–	–
Program amortisation		3E	153,350	160,766	149,500
Finance costs		3F	558	951	553
Interest cost on lease liability		3G	7,407	–	–
Impairment loss on financial instruments		3H	342	128	–
Write-down and impairment of other assets		3I	2,347	1,122	–
<b>Total expenses</b>			<b>1,135,648</b>	<b>1,149,090</b>	<b>1,131,276</b>
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Revenue from contracts with customers		4A	50,470	52,248	42,525
Interest		4B	4,124	5,416	4,356
Other revenue		4C	3,854	4,797	11,000
<b>Total own-source revenue</b>			<b>58,448</b>	<b>62,461</b>	<b>57,881</b>
<b>Gains</b>					
Net gain/(loss) from disposal of assets		4D	58	(44)	–
Net foreign exchange gain		4E	614	219	–
Insurance recoveries			5,796	43,272	–
<b>Net gains</b>			<b>6,468</b>	<b>43,447</b>	<b>–</b>
<b>Total own-source income</b>			<b>64,916</b>	<b>105,908</b>	<b>57,881</b>
<b>Net cost of services</b>			<b>(1,070,732)</b>	<b>(1,043,182)</b>	<b>(1,073,395)</b>
<b>Revenue from Government</b>			<b>1,062,265</b>	1,045,911	1,062,265
<b>(Deficit)/surplus before income tax</b>			<b>(8,467)</b>	<b>2,729</b>	<b>(11,130)</b>
Income tax benefit/(expense) attributable to joint operations			73	(28)	–
<b>(Deficit)/surplus after income tax</b>			<b>(8,394)</b>	<b>2,701</b>	<b>(11,130)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
<b>Items not subject to subsequent reclassification to net cost of services</b>					
Changes in asset revaluation reserve	G,H	6A	(9,967)	35,603	–
<b>Total other comprehensive income</b>			<b>(9,967)</b>	<b>35,603</b>	<b>–</b>
<b>Total comprehensive (loss)/income</b>			<b>(18,361)</b>	<b>38,304</b>	<b>(11,130)</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2019 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.

# Statement of Financial Position

as at 30 June 2020

	2020 to Original Budget Explanation (Note 1)	Notes	2020 \$'000	2019 \$'000	2020 Original Budget <sup>(a)</sup> \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents		5A	6,756	5,269	6,844
Receivables		5B	30,667	56,673	23,872
Other investments	F	5C	222,400	175,000	139,258
Accrued revenue		5D	4,909	5,606	7,366
<b>Total financial assets</b>			<b>264,732</b>	<b>242,548</b>	<b>177,340</b>
<b>Non-financial assets</b>					
ABC owned					
Land	G	6A	278,889	269,080	241,408
Buildings (including improvements)	H	6A	433,990	505,481	476,113
Plant and equipment		6A	191,336	199,691	198,648
Intangibles		6A	63,808	47,981	70,229
ABC right-of-use					
Land	I	6B	22,435	–	–
Buildings (including improvements)		6B	4,504	–	–
Plant and equipment	I	6B	628,658	–	–
Assets classified as held for sale		6C	–	335	–
Inventories		6D	105,141	113,618	97,045
Prepayments		6E	19,403	18,463	25,471
Tax assets		6F	4,634	4,560	–
<b>Total non-financial assets</b>			<b>1,752,798</b>	<b>1,159,209</b>	<b>1,108,914</b>
<b>Total assets</b>			<b>2,017,530</b>	<b>1,401,757</b>	<b>1,286,254</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	J	7A	91,691	62,195	60,907
Other payables		7B	49,729	39,741	50,702
<b>Total payables</b>			<b>141,420</b>	<b>101,936</b>	<b>111,609</b>
<b>Interest bearing liabilities</b>					
Loans		8A	2,230	32,721	11,251
Lease liability	K	8B	635,784	–	–
<b>Total interest bearing liabilities</b>			<b>638,014</b>	<b>32,721</b>	<b>11,251</b>
<b>Provisions</b>					
Other provisions		9A	7,098	35,649	13,317
Employee provisions	L	10A	177,703	159,795	123,204
<b>Total provisions</b>			<b>184,801</b>	<b>195,444</b>	<b>136,521</b>
<b>Total liabilities</b>			<b>964,235</b>	<b>330,101</b>	<b>259,381</b>
<b>NET ASSETS</b>			<b>1,053,295</b>	<b>1,071,656</b>	<b>1,026,873</b>
<b>EQUITY</b>					
Contributed equity			93,640	93,640	93,640
Reserves			783,648	793,615	758,012
Retained surplus			176,007	184,401	175,221
<b>Total equity</b>			<b>1,053,295</b>	<b>1,071,656</b>	<b>1,026,873</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2019 Portfolio Budget Statements for the ABC.

**Current/non-current splits**  
as at 30 June 2020

	2020 \$'000	2019 \$'000
<b>Assets expected to be recovered in:</b>		
no more than 12 months	381 815	367,047
more than 12 months	1,635,715	1,034,710
<b>Total</b>	<b>2,017,530</b>	<b>1,401,757</b>
<b>Liabilities expected to be settled in:</b>		
no more than 12 months	360,357	287,350
more than 12 months	603,878	42,751
<b>Total</b>	<b>964,235</b>	<b>330,101</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2019 Portfolio Budget Statements for the ABC.

## Statement of Changes in Equity

for the year ended 30 June 2020

	2020 to Original Budget Explanation (Note 1)	2020 \$'000	2019 \$'000	2020 Original Budget <sup>(a)</sup> \$'000
<b>Contributed equity</b>				
Opening balance as at 1 July		93,640	93,640	93,640
Closing balance as at 30 June		93,640	93,640	93,640
<b>Asset revaluation reserve</b>				
Opening balance as at 1 July		793,615	758,012	758,012
Net revaluation of land and buildings	G,H	(9,967)	35,603	–
Closing balance as at 30 June		783,648	793,615	758,012
<b>Retained Surplus</b>				
Opening balance as at 1 July		184,401	181,700	186,351
(Deficit)/surplus		(8,394)	2,701	(11,130)
Closing balance as at 30 June		176,007	184,401	175,221
<b>Total equity as at 30 June</b>		<b>1,053,295</b>	<b>1,071,656</b>	<b>1,026,873</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2019 Portfolio Budget Statements for the ABC.

### Recognition and measurement – Transactions with Government as Owner

The *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR) requires that distributions to owners be debited to contributed equity unless it is in the nature of a dividend. No distributions were made to Government for the year ended 30 June 2020 (2019 nil).

# Cash Flow Statement

for the year ended 30 June 2020

	2020 to Original Budget Explanation (Note 1)	Notes	2020 \$'000	2019 \$'000	2020 Original Budget <sup>(a)</sup> \$'000
			Inflows (Outflows)	Inflows (Outflows)	Inflows (Outflows)
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Revenue from Government			1,062,265	1,045,911	1,062,265
Sales of goods and rendering of services			56,530	46,575	42,525
Interest			4,091	5,399	4,356
Net GST received			44,035	42,848	57,975
Other			37,418	14,616	21,705
<b>Total cash received</b>			<b>1,204,339</b>	<b>1,155,349</b>	<b>1,188,826</b>
<b>Cash used</b>					
Employees			(515,853)	(518,625)	(528,718)
Suppliers			(470,853)	(561,986)	(591,260)
Finance costs			(692)	(1,034)	(640)
Interest on leases			(7,407)	–	–
<b>Total cash used</b>			<b>(994,805)</b>	<b>(1,081,645)</b>	<b>(1,120,618)</b>
<b>Net cash from operating activities</b>	B,D,K		<b>209,534</b>	<b>73,704</b>	<b>68,208</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sale of land, buildings, plant and equipment and intangibles			460	79	–
Proceeds from investments	B,D		35,100	55,100	10,699
<b>Total cash received</b>			<b>35,560</b>	<b>55,179</b>	<b>10,699</b>
<b>Cash used</b>					
Purchase of land, buildings, plant and equipment and intangibles			(70,251)	(48,832)	(58,295)
Purchase of investments	B,D		(82,500)	(62,700)	–
<b>Total cash used</b>			<b>(152,751)</b>	<b>(111,532)</b>	<b>(58,295)</b>
<b>Net cash used in investing activities</b>			<b>(117,191)</b>	<b>(56,353)</b>	<b>(47,596)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from long-term loans			513	1,900	–
<b>Total cash received</b>			<b>513</b>	<b>1,900</b>	<b>–</b>
<b>Cash used</b>					
Repayment of loans			(31,004)	(20,826)	(20,612)
Lease payments	K		(60,365)	–	–
<b>Total cash used</b>			<b>(91,369)</b>	<b>(20,826)</b>	<b>(20,612)</b>
<b>Net cash used in financing activities</b>			<b>(90,856)</b>	<b>(18,926)</b>	<b>(20,612)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>			<b>1,487</b>	<b>(1,575)</b>	<b>–</b>
Cash and cash equivalents at beginning of year			5,269	6,844	6,844
<b>Cash and cash equivalents as at 30 June</b>		5A	<b>6,756</b>	<b>5,269</b>	<b>6,844</b>

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the May 2019 Portfolio Budget Statements for the ABC.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 1. 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 2019 Portfolio Budget Statements (PBS) of the ABC. Significant variances are typically greater than \$20,000,000 though they include variances which are relevant to the performance of the ABC, not merely numerically significant variances between the original budget and the actual amounts. The budget is not audited.

The ABC's total comprehensive loss for the financial year to June 2020 was \$18,361,000. This result was \$7,231,000 unfavourable against the budgeted total comprehensive loss of \$11,130,000.

The primary factor which contributed to this total variance was the net negative impact of the property portfolio revaluation (\$9,967,000). The original budget did not incorporate this factor in due to the inherent uncertainty of the outcome of the revaluation process. The valuation was conducted by expert valuers and is accounted for in accordance with AASB 13 *Fair Value Measurement* and AASB 116 *Property, Plant and Equipment*.

The result also includes the impact of the introduction of leases under new accounting standard AASB 16 *Leases* which was introduced on 1 July 2019. This is discussed in further detail in Note 1B below. Finally, the ABC commenced a significant restructuring process in June 2020 which accounts for the remainder of the deficit, discussed in further detail in Notes 1C and 1L below.

### 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. Differences between the original budget and the ABC's internal budget allocations may result in amounts being reflected in different line items between the original budget and the actual results at 30 June 2020.

### B. Implementation of new accounting standard

New accounting standard AASB 16 *Leases* was effective for the financial year to June 2020 and has had a material impact on a number of balances within the Statement of Comprehensive Income, Statement of Financial Position and Statement of Cash Flows.

AASB 16 effectively removes the classification of operating lease and requires lessees to recognise a lease liability and a corresponding "right-of-use" asset for all leases, with some limited exceptions. The ABC leases the following categories of assets that fall under the definition of AASB 16:

- A Satellite transponder for digital television distribution.
- Decoder boxes and dishes for satellite downlink services.
- Transmission facility assets for digital terrestrial television transmission.
- Transmission facility assets for terrestrial radio transmission.
- Properties around Australia and overseas leased from various vendors, including Leasehold property leases which the ABC has pre-paid.
- Vehicles.
- Leasehold land, previously classified under (ABC owned) Property, plant and equipment.

This change took a substantial portion of transmission and distribution costs that previously were recognised as supplier expenses and created a number of right-of-use assets and associated finance lease liabilities that are now recognised in the Statement of Financial Position. (Refer to Notes 1D, 1E, 1I and 1K for further commentary).

The net impact on the Statement of Comprehensive Income due to the adoption of AASB 16 is negative \$2.9m.

In line with Department of Finance guidelines, the 2020 budget did not incorporate the effect of this standard.

#### **C. Employee benefits**

Employee benefits expenses are higher than the original budget primarily due to the recognition of a provision for restructuring costs of \$31,700,452. Refer to Note 10A *Employee provisions* for further commentary.

#### **D. Suppliers**

Supplier expenses are lower than the original budget primarily due to the impact of AASB 16 Leases in the financial statements. Significant expenses related to transmission and distribution contracts, as well as property and vehicle lease expenses were previously recorded in this category. These lease payments are now substituted by depreciation on ABC right-of-use assets and interest costs on the associated lease liabilities (refer to Notes 1B and 1E).

Supplier expenses are also lower than the original budget due to the implementation of savings initiatives. These savings in suppliers have been quarantined to offset against the cost of restructuring (refer to Notes 1C and 1L).

#### **E. Depreciation on ABC right-of-use assets**

This is a new category on the Statement of Comprehensive Income, recognised as a result of the implementation of AASB 16 Leases. A depreciation charge is now recognised on all right-of-use assets recognised in the Statement of Financial Position (refer to Notes 1B and 1I).

#### **F. Other investments**

The balance of Other investments is higher than the original budget as there was a net cash inflow during the year on the ABC's operational result. Delays driven by COVID-19 reduced the cash outflow on both capital projects and program productions. This was combined with lower operational cash outflow via reduced activity, most particularly in reduced travel activity. There was also a net cash inflow in relation to the Ultimo cladding project, as significant reimbursement from Comcover for project costs was received.

#### **G. ABC-owned land**

The balance of ABC-owned land was higher than budget due to a full independent assessment of the ABC's property portfolio performed in June 2020. Refer to Note 6A *ABC owned Land, buildings, plant and equipment and intangibles – Recognition and measurement* for further commentary.

#### **H. ABC-owned buildings (including improvements)**

The balance of ABC-owned buildings was lower than budget due to the revaluation process noted above in Note 1G. The ABC received advice that our building assets should be revalued downwards in accordance with expert assessment and market comparison.

#### **I. ABC right-of-use assets – Land, buildings (including improvements) and plant and equipment**

These asset categories were created as a result of the implementation of AASB 16 Leases. They were recognised in the Statement of Financial Position from 1 July 2019 and are now depreciated over the term of the lease (refer to Notes 1B and 1E). A corresponding lease payable liability has also been raised in the Statement of Financial Position (refer to Note 1K).

#### **J. Suppliers**

The balance of Suppliers payable is higher than the original budget as there was a higher volume of capital project activity in June 2020 compared to the same time in the prior year, upon which the budget was based. This was driven by a number of projects accelerated in June as COVID-19 restrictions were relaxed across many jurisdictions.

#### **K. Lease liability**

This liability category was created as a result of the implementation of AASB 16 Leases. It was recognised in the Statement of Financial Position from 1 July 2019 and is reduced as payments are made to suppliers. It largely offsets the right-of-use assets created (refer to Notes 1B and 1I).

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 1. Explanation of Major Variances between Actual Results and Original Budget (continued)

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### L. Employee provisions

The balance of Employee provisions was higher than budget, primarily due to the recognition of a provision for restructuring costs (refer to Note 1C).

The variance has also been impacted by the actual opening balance on 1 July 2019 being higher than the budgeted opening balance. This was due to the recognition of an additional provision related to estimated historical entitlements owed to casual employees which was not factored into the budget.

### M. Cash Flow Statement

Movements in the Cash Flow Statement including higher than budgeted Net cash from operating activities, higher than budgeted Net cash used in investing activities and higher than budgeted Net cash used in financing activities

are largely reflective of the explanations provided in Notes 1B, 1D and 1K. 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 against Purchase of investments.

As noted at Note 1F, a net cash inflow has been experienced due to delays driven by COVID-19 on both capital projects and program productions. The ABC expects a larger cash outflow in 2021 financial year, in particular due to the restructuring costs referenced in Note 1L being paid.



## 2. Overview

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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 2019-20, 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.

### 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); 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.

### Significant Accounting Judgements

In the process of applying the accounting policies listed throughout the financial statements and accompanying notes except as noted, 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 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 3C *Depreciation and amortisation*, and Note 6A *ABC owned land, buildings, plant and equipment and intangibles*;
- Program amortisation, as detailed in Note 3E *Program amortisation*, and Note 6D *Inventories*;
- Impairment of financial instruments, as detailed in Note 3H *Impairment loss on financial instruments*;
- Impairment of non-financial assets, as detailed in Note 3I *Write-down and impairment of other assets*;
- Valuation of land, buildings, plant and equipment, as detailed in Note 6A *ABC owned land, buildings, plant and equipment and intangibles*;
- Leased assets and lease liabilities, specifically identification of lease assets and lease liabilities where the ABC has the right to obtain substantially all of the economic benefits, as detailed in Note 6B *Right-of use assets*;

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 2. Overview (continued)

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- Provision for make good and Provision for building maintenance (cladding), as detailed in Note 9 *Other Provisions*; and
- Employee provisions detailed in Note 10 *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

The following standards were applied from 1 July 2019.

#### **AASB 15 Revenue from Contracts with Customers/AASB 2016-8 Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not-for-Profit Entities and AASB 1058 Income of Not-For-Profit Entities.**

The ABC has adopted AASB 15 with a date of initial application of 1 July 2019. AASB 15 establishes a comprehensive framework for determining whether, how much, and when revenue is recognised. It replaces existing revenue recognition guidance, including AASB 118 *Revenue*, AASB 111 *Construction Contracts* and Interpretation 13 *Customer Loyalty Programmes*. The core principle of AASB 15 is that an entity recognises revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services.

AASB 1058 is relevant in circumstances where AASB 15 does not apply. AASB 1058 replaces most of the not-for-profit (NFP) provisions of AASB 1004 *Contributions* and applies to transactions where the consideration to acquire an asset is significantly less than fair value principally to enable the entity to further its objectives, and where volunteer services are received.

The details of the changes in accounting policies, transitional provisions and adjustments are disclosed below and in the relevant notes to the financial statements.

The ABC adopted AASB 15 and AASB 1058 using the modified retrospective approach, under which the cumulative effect of initial application is recognised in retained earnings at 1 July 2019 and the comparative information presented for 2019 is not restated. The ABC's adoption of AASB 15 and AASB 1058 had no cumulative effect on prior year earnings, therefore no adjustment was made to retained earnings at 1 July 2019.

Under the new income recognition model the ABC assessed potential income to determine whether an enforceable agreement exists and whether the promises to transfer goods or services to the customer are 'sufficiently specific'. Where an enforceable agreement exists and the promises are 'sufficiently specific' (to a transaction or part of a transaction), the ABC applied the general AASB 15 principles to determine the appropriate revenue recognition. If these criteria were not met, the ABC considered whether AASB 1058 applies.

Under AASB 1058, the ABC is required to recognise volunteer services at fair value if those services would have been purchased if not provided voluntarily, and the fair value of those services can be measured reliably. The ABC did not receive any material services of this nature in financial year 2019-20.

In relation to AASB 15, the ABC elected to apply the new standard to all new and uncompleted contracts from the date of initial application.

Under AASB 1058, the ABC recognises Revenue from Government based on when control of the funds passes to the Corporation or when the Corporation has an enforceable right to receive funds.

Based on the ABC's assessment, there were no differences between the amounts prepared under AASB 15 and AASB 1058 and the amounts that would have been presented had AASB 15 and AASB 1058 not been adopted.

## AASB 16 Leases

AASB 16 became effective on 1 July 2019.

This new standard has replaced AASB 117 Leases, Interpretation 4 *Determining whether an Arrangement contains a Lease*, Interpretation 115 *Operating Leases—Incentives* and Interpretation 127 *Evaluating the Substance of Transactions Involving the Legal Form of a Lease*.

AASB 16 provides a single lessee accounting model, requiring the recognition of assets and liabilities for all leases, together with options to exclude leases where the lease term is 12 months or less, or where the underlying asset is of low value. AASB 16 substantially carries forward the lessor accounting in AASB 117, with the distinction between operating leases and finance leases being retained. The details of the changes in accounting policies, transitional provisions and adjustments are disclosed below and in the relevant notes to the financial statements.

### Application of AASB 16 Leases

The Corporation has adopted AASB 16 using the modified retrospective approach, under which the cumulative effect of initial application is recognised in retained earnings at 1 July 2019. Accordingly, any comparative information presented for 2019 is not restated, that is, it is presented as previously reported under AASB 117 and related interpretations.

AASB 16 provides for certain optional practical expedients, including those related to the initial adoption of the standard. The Corporation applied the following practical expedients when applying AASB 16 to leases previously classified as operating leases under AASB 117:

- Apply a single discount rate to a portfolio of leases with reasonably similar characteristics;
- Exclude initial direct costs from the measurement of right-of-use assets at the date of initial application for leases where the right-of-use asset was determined as if AASB 16 had been applied since the commencement date;

- Reliance on previous assessments on whether leases are onerous as opposed to preparing an impairment review under AASB 136 Impairment of assets as at the date of initial application; and
- Applied the exemption not to recognise right-of-use assets and liabilities for leases with less than 12 months of lease term remaining as of the date of initial application.

As a lessee, the Corporation previously classified leases as operating or finance leases based on its assessment of whether the lease transferred substantially all of the risks and rewards of ownership. Under AASB 16, the Corporation recognises right-of-use assets and lease liabilities for most leases. However, the Corporation has elected not to recognise right-of-use assets and lease liabilities for some leases of low value assets based on the value of the underlying asset when new or for short-term leases with a lease term of 12 months or less. On adoption of AASB 16, the Corporation recognised right-of-use assets and lease liabilities in relation to leases of office space and vehicles, which had previously been classified as operating leases.

Additionally, the Corporation assessed certain costs, previously considered service charges, against the relevant criteria contained in the standard, to determine whether right-of-use leases existed within these costs. In particular, the Corporation assessed various contracts against the “substantially all of the economic benefits from use” test as per paragraphs B21 – B23 of the standard. This was pertinent to contracts previously considered to be service charges, especially those costs associated with using the assets of service providers to distribute and transmit ABC radio and television services. The major premise of this test was whether the ABC shared transmission and distribution assets with other broadcasters or users to the extent that the ABC receives less than substantially all the economic benefits of the asset.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 2. Overview (continued)

### Application of AASB 16 Leases (continued)

Prior to the adoption of AASB 16, the majority of the ABC's leases assets as identified above, were previously recognised as service costs which were expensed on a straight-line basis over the period of service provision.

The lease liabilities were measured at the present value of the remaining lease payments, discounted using the Corporation's incremental borrowing rate as at 1 July 2019. The Corporation's incremental borrowing rate is the rate at which a similar borrowing could be obtained from an independent creditor under comparable terms and conditions. The weighted-average rate applied was 1.11%.

The right-of-use assets were measured as follows:

- Office space: measured at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments;
- Leasehold Land: The ABC has four leasehold land properties, the two material ones being the Brisbane and Canberra offices. These were measured at book value as at 1 July 2019, in line with the *Public Governance and Accountability (Financial Reporting) Rule 2015*;
- All other leases: the carrying value that would have resulted from AASB 16 being applied from the commencement date of the leases.

The Corporation's transmission right-of-use assets are subject to long lease terms, with some contractual elements expiring in 2044. The length of the lease terms and the resultant contractual liability has contributed to a large liability and right-of-use asset in the ABC's Statement of Financial Position.

Upon transition, the right-of-use assets were measured at the carrying value of the lease liability.

The following table reconciles the Corporation's minimum lease commitments disclosed in the entity's 30 June 2019 annual financial statements to the amount of lease liabilities recognised on 1 July 2019:

	<b>\$'000</b>
<b>Minimum operating lease commitment at 30 June 2019</b>	<b>6,688</b>
Less short-term leases not recognised under AASB 16	(3,091)
Plus right of use asset leases previously recognised as service contracts	735,622
<b>Undiscounted lease payments</b>	<b>739,219</b>
Less: effect of discounting using the incremental borrowing rate as at the date of initial application	(47,060)
<b>Lease liabilities recognised at 1 July 2019</b>	<b>692,159</b>

### 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 2020.

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.

Any income tax benefit or expense, asset or liability, presented in the financial statements and accompanying notes, is attributable to joint operations. Any income tax benefit or expense is recorded as *Income tax benefit/(expense) attributable to joint operations* in the Statement of Comprehensive Income. A tax asset is recorded in the Statement of Financial Position in Tax assets.

### **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 in *Other payables*.

### **Fringe Benefits Tax (FBT)**

The Corporation is subject to Australian FBT.

### **Events after Reporting Period**

The COVID-19 pandemic has created unprecedented uncertainty, in particular the continued lack of market transactions which are ordinarily a strong source of evidence for determining the fair value of business assets.

Actual economic events and conditions in future may be materially different from those estimated by the Corporation at the reporting date. In the event that COVID-19 impacts are more severe or prolonged than anticipated, the business of the Corporation including but not limited to the valuation of properties may be adversely impacted.

At the date of issuing the financial statements, an estimate of the future impact of COVID-19 on the Corporation's business including but not limited to property assets cannot be made as this will depend on the magnitude and duration of the economic downturn, where the full range of possible effects are currently unknown.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## Financial Performance – Expenses

### 3. Expenses

	Notes	2020 \$'000	2019 \$'000
<b>3A Employee benefits</b>			
Salaries and wages		378,241	397,926
Superannuation			
– defined contribution plans		45,195	42,959
– defined benefit plans		27,950	30,497
Leave and other entitlements		46,518	46,348
Separation and redundancies		35,759	5,559
Other employee benefits		6,710	7,719
<b>Total employee benefits</b>		<b>540,373</b>	<b>531,008</b>
<b>3B Suppliers</b>			
Transmission and distribution contracts		108,430	168,746
Repairs, maintenance, utilities and hire		25,471	44,517
Consultants and contractors		36,643	34,342
Production costs		16,593	32,891
Communications and technology		30,602	23,351
Rights and royalties		20,876	20,040
Travel		13,548	17,539
Materials		3,450	4,982
Promotion costs		6,495	3,660
Other goods and services		9,757	9,322
Operating lease rentals – short-term leases <sup>(a)</sup>		2,963	6,094
Workers' compensation premiums		2,501	2,268
Remuneration to the Auditor General for audit of financial statements for the period <sup>(b)</sup>		215	219
<b>Total suppliers</b>		<b>277,544</b>	<b>367,971</b>
<b>3C Depreciation and amortisation</b>			
<b>Depreciation</b>			
Land	6A	–	243
Buildings (including improvements)	6A	35,787	36,122
Plant and equipment	6A	44,244	44,314
<b>Total depreciation</b>		<b>80,031</b>	<b>80,679</b>
<b>Amortisation</b>			
Intangibles	6A	10,466	6,465
<b>Total amortisation</b>		<b>10,466</b>	<b>6,465</b>
<b>Total depreciation and amortisation on ABC owned assets</b>		<b>90,497</b>	<b>87,144</b>

(a) The ABC has applied AASB 16 using the modified retrospective approach and therefore the comparative information has not been restated and continues to be reported under AASB 117.

(b) The Australian National Audit Office have contracted KPMG to provide audit services to the Corporation on their behalf. In 2020, KPMG earned additional fees of \$3,674 (2019 \$5,500) for services that were separately contracted by the Corporation.

## Recognition and measurement

### Employee benefits

Refer to Note 10 *Employee Provisions*.

### Suppliers – Income tax benefit/(expense) attributable to joint operations

The classification of tax benefit/(expense) attributable to joint operations was reviewed and a reclassification was made to comparative disclosures to enhance presentation. Income tax benefit/(expense) attributable to joint operations of **\$73,000** (2019 (\$28,000)) which was previously classified as *Suppliers expense* is now classified as *Income tax benefit/(expense) attributable to joint operations*.

### Operating leases

Operating lease payments are expensed on a straight-line basis which is representative of the pattern of benefits derived from the leased assets. Operating lease payments apply to assets exempted from the provisions of AASB 16 *Leases* and include:

- Assets where the lessor has substantive substitution rights over the asset being leased;
- Assets where the contractual lease term does not exceed 12 months;
- Assets which do not confer substantially all of the economic benefits and risks to the Corporation; and
- Low value assets.

### Depreciation on ABC owned assets

Depreciable property, 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 6A *ABC owned land, buildings, plant and equipment and intangibles*.

### Amortisation of ABC owned intangibles

Intangibles comprise software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is initially recognised at cost and amortised on a straight-line basis over anticipated useful lives between **3-8 years** (2019 3-8 years). The amortised cost is considered to approximate fair value. These assets are assessed annually for potential impairment.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 3. Expenses (continued)

	Notes	2020 \$'000	2019 \$'000
<b>3D Depreciation on ABC right-of-use assets</b>			
Land	6B	244	–
Buildings	6B	1,539	–
Plant and equipment	6B	61,447	–
<b>Total depreciation on ABC right-of-use assets</b>		<b>63,230</b>	<b>–</b>
<b>3E Program amortisation</b>			
Purchased		33,821	37,647
Produced		119,529	123,119
<b>Total program amortisation</b>		<b>153,350</b>	<b>160,766</b>
<b>3F Finance costs</b>			
Loans from Department of Finance		484	859
Other finance costs		74	92
<b>Total finance costs</b>	13.2B	<b>558</b>	<b>951</b>
<b>3G Interest cost on lease liability</b>			
Buildings		31	–
Plant and equipment		7,376	–
<b>Total interest cost on lease liability</b>	13.2B	<b>7,407</b>	<b>–</b>
<b>3H Impairment loss on financial instruments</b>			
Impairment of:			
Trade and other receivables		342	128
<b>Total impairment loss on financial instruments</b>		<b>342</b>	<b>128</b>
<b>3I Write-down and impairment of other assets</b>			
Commercial advances		1,019	995
Land and buildings		–	9
Plant and equipment		115	38
Intangibles		–	7
Assets under construction		1,188	–
Inventory held for sale		25	73
<b>Total write-down and impairment of other assets</b>		<b>2,347</b>	<b>1,122</b>

### Recognition and measurement (continued)

#### Depreciation on ABC right-of-use assets

The depreciation rates for right-of-use assets are based on the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The Corporation's right-of-use assets, as identified under AASB 16 Leases, is depreciated evenly over the remaining contractual period.

#### Amortisation of purchased programs

Purchased program inventory is amortised in accordance with the policy for amortisation of produced programs. Subsequent sales of residual rights are recognised in the period in which they occur.



### **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 first release; and
- Programs not covered above – 100% on first screening.

In addition to the above, programs that are assessed as no longer having any service potential are 100% expensed at the time of the assessment.

The costs of programs produced for Radio and ABC International are expensed as incurred. Such programs are normally broadcast soon after production, stock on hand at any time being minimal. Refer to Note 6D Inventories regarding inventory valuation.

### **Finance costs**

All borrowing costs are expensed as incurred.

### **Interest costs on the liability attributable to right-of-use assets**

Interest is calculated on the monthly outstanding balance of the lease liability (refer Note 8B *Lease Liability*).

### **Assumptions surrounding uncertainty – Interest costs on the liability attributable to right-of-use assets**

The valuation of the lease liability is influenced by the discount rate, as advised, on a quarterly basis, by the Commonwealth Department of Finance. The carrying balance of this item is reviewed regularly and an assessment is made of the potential impact of a change in discount rates on this balance. The corresponding interest charged on the outstanding balance is a function of the incremental borrowing cost derived from the discount rate.

Given the large balance as per Note 8B *Lease Liability*, the ABC's financial performance is sensitive to movements in the incremental borrowing rate.

### **Impairment loss on financial instruments**

Under AASB 9 *Financial Instruments*, impairment of financial assets is provided for on the basis of future expected credit losses (ECLs) rather than as and when existing debts are deemed to be impaired.

It also allows for the expectation of credit losses to be adjusted in response to certain factors, for example prevailing or anticipated market conditions.

### **Write-down and impairment of other assets**

Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment is 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 2020, the Corporation had performed and was continuing to perform assessments to determine the extent of any indications that assets may be impaired and the resultant financial impact has been incorporated in the financial statements.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## Financial Performance – Revenue and Income

### 4. Own-Source Income

	Notes	2020 \$'000	2019 \$'000
<b>4A Revenue from contracts with customers</b>			
Sale of goods		32,987	30,767
Rendering of services		17,483	21,481
<b>Total revenue from contracts with customers</b>		<b>50,470</b>	<b>52,248</b>
<b>Disaggregation of revenue from contracts with customers</b>			
<b>Major product/service line</b>			
Royalties		16,996	16,162
Content sales		11,144	9,506
Joint operations		11,219	11,037
Grants and service contracts		5,892	12,236
Co-productions		4,515	1,920
Other contract revenue		704	1,387
<b>Total by major product/service line</b>		<b>50,470</b>	<b>52,248</b>
<b>Type of customer:</b>			
Australian government entities		1,195	2,688
Non-government entities		49,275	49,560
		<b>50,470</b>	<b>52,248</b>
<b>Timing of transfer of good and services</b>			
Over time		17,288	21,387
Point in time		33,182	30,861
		<b>50,470</b>	<b>52,248</b>
<b>4B Interest</b>			
Financial instruments		4,124	5,416
<b>Total interest</b>	13.2B	<b>4,124</b>	<b>5,416</b>

## Recognition and measurement

### *Disaggregation of revenue from contracts with customers*

#### **Royalties**

Royalty income arising from sales and usage-based royalties are recognised at the later of when the subsequent sales or usage occurs, or the performance obligation has been satisfied. Therefore, royalty income is recognised at a 'point in time'.

#### **Content sales**

Licence fees from program content are recognised on the latter of the start of the licence period (taking into account any holdback dates) or when the ABC's performance obligations have been satisfied. For content sales the performance obligation will generally be to deliver the associated program to the customer, therefore income is recognised 'episodically' – on delivery of each episode.

#### **Joint Operations**

Revenue attributable to joint operations represents the ABC's 50% share of MediaHub's revenue. This revenue comprises services fees recognised 'over time' as the services (predominantly for broadcast presentation and playout) are provided.

Upon implementation of AASB 15 *Revenue from Contracts with Customers*, the classification of revenue disaggregation were reviewed and certain reclassifications were made to comparative disclosures to enhance presentation. Revenue from Joint Operations of **\$11,219,000** (2019 \$11,037,000) which was previously classified as *Other Revenue* is now classified as *Rendering of services*.

## Grants and Services Contracts

Revenue for grants and services contracts with specific performance obligations (primarily for international aid and development projects) is recognised 'over time' as services are provided, on an expense reimbursement or on a stage of completion basis. Pursuant to AASB 1058 *Income for Not-for-Profit Entities*, Grants from Government departments without specific performance obligations are recognised as income in the financial year that they relate to.

#### **Co-productions**

Co-production income is recognised on delivery of the related materials or on a stage of completion basis, depending on the nature of the contract with the customer.

#### **Other Contract Revenue**

Other contract revenue includes items such as commissions and distribution fees which are recognised at the later of when the subsequent sales or usage occurs.

#### **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.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 4. Own-Source Income (continued)

	Notes	2020 \$'000	2019 \$'000
<b>4C Other revenue</b>			
Other		3,854	4,797
<b>Total other revenue</b>		<b>3,854</b>	<b>4,797</b>
<b>4D Net gain/(loss) from disposal of assets</b>			
<b>Land and buildings</b>			
Total proceeds from disposal		335	–
Carrying value of assets disposed		(335)	(7)
Cost of disposal		(12)	–
<b>Net loss from disposal of land and buildings</b>		<b>(12)</b>	<b>(7)</b>
<b>Infrastructure, plant and equipment</b>			
Total proceeds from disposal		125	79
Carrying value of assets disposed		(15)	(100)
Cost of disposal		(40)	(16)
<b>Net gain/(loss) from disposal of infrastructure, plant and equipment</b>		<b>70</b>	<b>(37)</b>
<b>Total net/(loss) gain from disposal of assets</b>			
Total proceeds from disposal		460	79
Total carrying value of assets disposed		(350)	(107)
Total costs of disposal		(52)	(16)
<b>Total net gain/(loss) from disposal of assets</b>		<b>58</b>	<b>(44)</b>
<b>4E Net foreign exchange gain</b>			
Non-speculative		614	219
<b>Total net foreign exchange gain</b>	13.2B	<b>614</b>	<b>219</b>

## Recognition and measurement (continued)

### Other revenue

Other revenue largely comprises revenue from lease or hire of ABC owned or controlled facilities. Rental income from the lease of ABC owned or controlled premises is recognised as lease income under AASB 16 *Leases* and disclosed separately to other revenue from customers disclosed under AASB 15 *Revenue* from *Contracts with Customers*.

### 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.

### 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 surplus/(deficit).

## Operating lease revenue commitments

	2020 \$'000	2019 \$'000
One year or less	2,020	1,611
From one to two years	1,776	1,415
From two to three years	1,636	1,128
From three to four years	1,305	868
From four to five years	986	446
Over five years	2,973	1,921
<b>Total operating lease revenue commitments</b>	<b>10,696</b>	<b>7,389</b>
<b>GST payable on operating lease revenue commitments</b>		
One year or less	(179)	(133)
From one to two years	(156)	(115)
From two to three years	(143)	(95)
From three to four years	(113)	(79)
From four to five years	(84)	(41)
Over five years	(264)	(175)
<b>Total GST payable on operating lease revenue commitments</b>	<b>(939)</b>	<b>(638)</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.

Operating lease revenue is earned via leasing of spare capacity within the ABC's properties and resources. The ABC leases out spare capacity only on assets it controls. There are no rights-related risks associated with the underlying assets that are being leased.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 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.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition.

#### 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 independent valuers detail these reference sites in valuation reports for respective properties.

The fair value of buildings, 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).

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 2020.

### Presentation in the financial statements

The aforementioned is summarised on the following table.

#### Measurement of right-of-use assets and accompanying liability under AASB 16 Leases

Leased right-of-use assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received.

On initial adoption of AASB 16 the Corporation has adjusted the right-of-use assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right-of-use asset that shows indicators of impairment and an impairment loss is recognised against any right-of-use asset that is impaired. Lease right-of-use assets continue to be measured at cost after initial recognition in Commonwealth agency, GGS and Whole of Government financial statements.

#### Assumptions surrounding uncertainty – Lease liability

Refer to the commentary in Note 8B *Lease Liability* under the same heading.

## Fair value measurement

	Class	Measurement basis	Recurring/ non-recurring	2020 \$'000	2019 \$'000
<b>Financial assets</b>					
Cash and cash equivalents	Level 2	Amortised cost	Recurring	6,756	5,269
Receivables (excluding forward exchange contracts)	Level 2	Amortised cost	Recurring	30,667	56,611
Forward exchange contracts	Level 2	Fair value	Recurring	–	62
Other investments	Level 2	Amortised cost	Recurring	222,400	175,000
Accrued revenue	Level 2	Amortised cost	Recurring	4,909	5,606
<b>Total financial assets</b>				<b>264,732</b>	<b>242,548</b>
<b>Non-financial assets</b>					
ABC owned:					
Land	Level 2	Fair value	Recurring	278,889	269,080
Buildings (including improvements)	Level 3	Fair value	Recurring	433,990	505,481
Plant and equipment	Level 3	Fair value	Recurring	191,336	199,691
Intangibles	Level 3	Fair value	Recurring	63,808	47,981
ABC right-of-use:					
Land	Level 2	Amortised cost	Recurring	22,435	–
Buildings (including improvements)	Level 3	Amortised cost	Recurring	4,504	–
Plant and equipment	Level 3	Amortised cost	Recurring	628,658	–
Assets classified as held for sale	Level 2	Lower of amortised cost or fair value less costs to sell	Non-recurring	–	335
Inventories	Level 2	Amortised cost	Recurring	105,141	113,618
Prepayments	Level 2	Amortised cost	Recurring	19,403	18,463
Tax assets	Level 2	Amortised cost	Recurring	4,634	4,560
<b>Total non-financial assets</b>				<b>1,752,798</b>	<b>1,159,209</b>
<b>Financial liabilities</b>					
Suppliers	Level 2	Amortised cost	Recurring	91,691	62,195
Other payables (excluding forward exchange contracts)	Level 2	Amortised cost	Recurring	49,585	39,741
Forward exchange contracts	Level 2	Fair value through (deficit)/surplus	Recurring	144	–
Loans	Level 2	Amortised cost	Recurring	2,230	32,721
Lease liability	Level 2	Amortised cost	Recurring	635,784	–
<b>Total financial liabilities</b>				<b>779,434</b>	<b>134,657</b>
<b>Non-financial liabilities</b>					
Other provisions (excluding building maintenance provision)	Level 2	Amortised cost	Recurring	3,206	3,036
Building maintenance provision	Level 2	Amortised cost	Non-recurring	3,892	32,613
Employee provisions	Level 2	Amortised cost	Recurring	177,703	159,795
<b>Total non-financial liabilities</b>				<b>184,801</b>	<b>195,444</b>

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 5. Financial Assets

	Notes	2020 \$'000	2019 \$'000
<b>5A Cash and cash equivalents</b>			
Cash on hand or on deposit		6,254	4,821
Salary sacrifice funds		502	448
<b>Total cash and cash equivalents</b>	13.2A	<b>6,756</b>	<b>5,269</b>
<b>5B Receivables Goods and services</b>			
Contract assets		6 216	–
Receivables		11,433	17,144
<b>Total goods and services</b>	13.2A	<b>17,649</b>	<b>17,144</b>
<b>Other receivables</b>			
Net GST receivable from the Australian Taxation Office		5,039	4,615
Forward exchange contracts	13.2A	–	62
Other, including receivables attributable to joint operations	13.2A	8,362	34,994
<b>Total other receivables</b>		<b>13,401</b>	<b>39,671</b>
<b>Total receivables (gross)</b>		<b>31,050</b>	<b>56,815</b>
<b>Less expected credit loss provision</b>			
Goods and services		(383)	(142)
<b>Total impairment allowance</b>		<b>(383)</b>	<b>(142)</b>
<b>Total receivables (net)</b>		<b>30,667</b>	<b>56,673</b>
<b>Receivables are expected to be recovered in:</b>			
no more than 12 months		30,289	56,348
more than 12 months		378	325
<b>Total receivables (net)</b>		<b>30,667</b>	<b>56,673</b>
<b>Reconciliation of expected credit loss provision</b>			
Opening balance		(142)	(76)
Adjustments to reflect expected impairment		(359)	(142)
Amounts written off		105	64
Amounts recovered or reversed		13	12
<b>Closing balance</b>		<b>(383)</b>	<b>(142)</b>



## Recognition and measurement

### Cash and cash equivalents

Cash and cash equivalents are recognised at their nominal amounts and include:

- cash on hand; 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 are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

In respect of the Receivables balance, the ABC has adopted the modified retrospective provisions of AASB 15 and has not classified the prior year's balances between *Contract assets* and *Receivables*.

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.

### Other receivables

As at 30 June 2020, *Other receivables* includes forward exchange contracts at fair value through surplus/(deficit) of nil (2019 \$62,159).

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 2020 and the forward contract rate, discounted by the observable yield curves of the respective currencies. The above amount reflects a **1.1%** average depreciation (2019 2.2%) of the Australian dollar against those currencies for which forward exchange contracts have been taken out, where the market forward rate at 30 June 2020 is lower than the contracted rate.

### Insurance recoveries

At 30 June 2020, *Receivables (Goods and services)* included **\$11,307,284** (2019 \$13,727,176) for amounts invoiced to Comcover for insurance recoveries relating to expenditure incurred on the remediation of the ABC's Ultimo building.

At 30 June 2020, *Other receivables – Other, including receivables attributable to joint operations* included **\$3,133,819** (2019 \$29,544,550) for insurance recovery amounts yet to be invoiced.

The total Receivables amount recognised in respect of the insurance recovery for the ABC Ultimo remediation works is **\$14,441,103** (2019 \$43,271,726). This represents the amount that the ABC has invoiced.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 5. Financial Assets (continued)

	Notes	2020 \$'000	2019 \$'000
<b>5C Other investments</b>			
Term deposits with an original maturity date greater than 90 days		222,400	175,000
<b>Total other investments</b>	13.2A	<b>222,400</b>	<b>175,000</b>
Other investments are all due to be recovered within 12 months.			
<b>5D Accrued revenue</b>			
Goods and services		4,415	5,144
Interest receivable		494	462
<b>Total accrued revenue</b>	13.2A	<b>4,909</b>	<b>5,606</b>
<b>Accrued revenue expected to be recovered in:</b>			
no more than 12 months		4,647	5,406
more than 12 months		262	200
<b>Total accrued revenue</b>		<b>4,909</b>	<b>5,606</b>

### Recognition and measurement (continued)

#### Impairment of financial assets

Financial assets are assessed for impairment throughout 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 assesses the likelihood of recovery of those debts, factoring in past bad debts experience. Bad debts are written off when identified.

- *Impairment and adoption of AASB 9 Financial Instruments*

The ABC calculates an expected credit loss (ECL) provision, based on historical rates of credit impairment, adjusted for any external factors likely to impact the rate of impairment. The carrying value of the ECL provision is monitored against the value of debts likely to be considered at risk of being non-recoverable.

At 30 June 2020, the balance of the ECL provision is **\$382,919** (2019 \$141,844). For the year to 30 June 2020, this amount was sufficient to cover outstanding debt attributable to customers at risk of non-recoverability, which totalled **\$360,018** (2019 \$132,284).

**Assumptions surrounding uncertainty –  
impairment of financial assets**

The Expected Credit Loss model was validated through an assessment of each of the ABC's trade debtors at 30 June 2020. Estimation assumptions are adjusted as economic and industry sector operating conditions dictate.

***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. Under AASB 9 *Financial Instruments*, 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 due to be recovered within twelve months.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 6. Non-Financial Assets

### 6A ABC owned land, buildings, plant and equipment and intangibles

Reconciliation of opening and closing balances of ABC owned land, buildings, plant and equipment and intangibles at 30 June 2020 is as follows:

	Land \$'000	Buildings (including improvements) \$'000	Plant and equipment \$'000	Intangibles \$'000	Total \$'000
<b>Carrying amount as at 30 June 2019 represented by</b>					
Gross book value	269,658	558,630	601,897	125,145	1,555,330
Assets under construction	–	330	5,584	6,602	12,516
Accumulated depreciation and amortisation	(578)	(53,479)	(407,790)	(83,766)	(545,613)
<b>Closing net book value as at 30 June 2019</b>	<b>269,080</b>	<b>505,481</b>	<b>199,691</b>	<b>47,981</b>	<b>1,022,233</b>
<b>Assets controlled by ABC</b>					
Additions	–	1,858	22,945	19,409	44,212
Revaluations and impairments recognised in other comprehensive income	32,860	(42,267)	–	–	(9,407)
Depreciation and amortisation	–	(35,476)	(41,541)	(10,466)	(87,483)
Write-down and impairment	–	–	(115)	–	(115)
Disposals	(144)	(191)	(15)	–	(350)
Transfers/reclassifications	(22,535)	191	115	–	(22,229)
Net additions to assets under construction	–	5,083	14,620	12,518	32,221
Net transfers from assets under construction	–	(123)	(1,726)	(5,165)	(7,014)
Write-down and impairment of assets under construction	–	(193)	(526)	(469)	(1,188)
<b>Assets attributable to joint operations</b>					
Additions	–	126	1,647	–	1,773
Revaluations and impairments recognised in other comprehensive income	(372)	(188)	–	–	(560)
Depreciation	–	(311)	(2,703)	–	(3,014)
Net additions to assets under construction	–	–	180	–	180
Net transfers from assets under construction	–	–	(1,236)	–	(1,236)
<b>Net book value as at 30 June 2020</b>	<b>278,889</b>	<b>433,990</b>	<b>191,336</b>	<b>63,808</b>	<b>968,023</b>
<b>Carrying amount as at 30 June 2020 represented by</b>					
Gross book value	<b>278,889</b>	<b>440,201</b>	<b>587,748</b>	<b>138,963</b>	<b>1,445,801</b>
Assets under construction	–	<b>5,098</b>	<b>16,898</b>	<b>13,485</b>	<b>35,481</b>
Accumulated depreciation and amortisation	–	<b>(11,309)</b>	<b>(413,310)</b>	<b>(88,640)</b>	<b>(513,259)</b>
<b>Closing net book value as at 30 June 2020</b>	<b>278,889</b>	<b>433,990</b>	<b>191,336</b>	<b>63,808</b>	<b>968,023</b>

### 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
Freehold building improvements	Depreciated replacement cost	15 to 50 years
Leasehold buildings	Depreciated replacement cost	Life of lease (up to 50 years)
Leasehold improvements	Depreciated replacement cost	Life of lease (up to 50 years)
Plant and equipment	Depreciated replacement cost	3 to 15 years
Intangibles (software for internal use)	Depreciated replacement cost	3 to 8 years

\* Freehold buildings are initially recognised based on a useful life of 50 years, however the useful lives of individual buildings are occasionally adjusted in accordance with advice from independent valuers.

## **Recognition and measurement**

### ***Land, buildings, plant and equipment and intangibles***

Land is a Level 2 non-financial asset. The fair value of land is determined based on market comparability, using recent sales history for comparable sites as referenced by independent valuers.

Expert valuers undertook a comprehensive valuation of the ABC portfolio of Australian properties.

Consequently a revaluation increment of **\$32,488,383** (2019 \$28,000,000) for land was credited and a decrement of **\$42,455,027** (2019 increment of \$7,465,134) for buildings, fit-out and site improvements was debited 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.

In addition, leasehold land was re-classified under right-of-use assets and presented as such. This was reflected in the preceding table under Transfers/reclassifications.

Level 3 non-financial assets comprise buildings, 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 plant and equipment 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.

### ***Asset recognition threshold***

Purchases of land, buildings, 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***

Following initial recognition at cost, the fair value of property, plant, equipment and intangibles is measured based on depreciated replacement cost.

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 surplus/(deficit). Revaluation decrements for a class of assets are recognised directly through surplus/(deficit) 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 being subjected to an assessment as to indicators of impairment under AASB 136 *Impairment of Assets* as at 30 June 2020.

Impairment is assessed with consideration of the asset's remaining service value.

### ***Disposals***

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 6. Non-Financial Assets (continued)

### 6B Right-of-use assets

	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Total \$'000
<b>ABC right-of-use assets</b>				
Recognition of right-of-use assets on initial application of AASB 16	22,679	2,847	689,312	714,838
Depreciation	(244)	(1,539)	(61,444)	(63,227)
Adjustment to lease terms and new leases during the period	–	3,196	781	3,977
<b>Right-of-use assets attributable to joint operations</b>				
Recognition of right-of-use assets on initial application of AASB 16	–	–	12	12
Depreciation	–	–	(3)	(3)
<b>Net book value as at 30 June 2020</b>	<b>22,435</b>	<b>4,504</b>	<b>628,658</b>	<b>655,597</b>
<b>Carrying amount as at 30 June 2020 represented by</b>				
Gross book value	22,679	6,043	690,105	718,827
Accumulated depreciation	(244)	(1,539)	(61,447)	(63,230)
<b>Closing net book value as at 30 June 2020</b>	<b>22,435</b>	<b>4,504</b>	<b>628,658</b>	<b>655,597</b>

### Recognition and measurement (continued)

#### General principles

Right-of-use assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received.

On initial adoption of AASB 16 *the Corporation* has adjusted the right-of-use assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right-of-use asset that shows indicators of impairment and an impairment loss is recognised against any right-of-use asset that is impaired. Right-of-use assets continue to be measured at amortised cost after initial recognition.

#### Land

The ABC's right-of-use land is measured at amortised cost, in accordance with the requirements of the *PGPA (Financial Reporting) Rule 2015*.

#### Buildings

Right-of-use buildings largely consists of the ABC's Australian regional broadcasting offices for transmission of the undertaking of services provided by Local Radio and the ABC's overseas reporting bureaux. Under AASB 16 *Leases*, the right-of-use asset is measured as the present value of the liability to pay future contractual lease payments.

### Plant and equipment

Under AASB 16, right-of-use plant and equipment is measured as the present value of the liability to pay future contractual lease payments and were identified as the following:

- A Satellite transponder for digital television distribution;
- Decoder boxes and dishes for satellite downlink services to support television transmission;
- Transmission facility assets for digital terrestrial television transmission;
- Transmission facility assets for terrestrial radio transmission; and
- Vehicles.

### Capital purchases commitments

	2020 \$'000	2019 \$'000
Buildings	246	–
Plant and equipment <sup>(a)</sup>	4,561	3,257
Intangibles <sup>(b)</sup>	844	353
<b>Total capital purchases commitments</b>	<b>5,651</b>	<b>3,610</b>
One year or less	5,651	3,610
<b>Total capital purchases commitments</b>	<b>5,651</b>	<b>3,610</b>
<b>Net GST receivable on capital purchases commitments</b>		
One year or less	(514)	(327)
<b>Total net GST receivable on capital purchases commitments</b>	<b>(514)</b>	<b>(327)</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.

	2020 \$'000	2019 \$'000
<b>6C Assets classified as held for sale</b>		
Land and buildings at carrying value	–	335
<b>Total assets classified as held for sale</b>	<b>–</b>	<b>335</b>
<b>6D Inventories</b>		
Retail inventory held for sale	154	121
Purchased television programs	18,497	17,652
Produced television programs	86,490	95,845
<b>Total inventories</b>	<b>105,141</b>	<b>113,618</b>

Inventories are due to be recovered within 12 months.

	2020 \$'000	2019 \$'000
<b>6E Prepayments</b>		
Technology	6,424	6,837
Royalties	8,248	7,409
Content	1,386	1,647
Rentals	60	75
Other	3,285	2,495
<b>Total prepayments</b>	<b>19,403</b>	<b>18,463</b>

	2020 \$'000	2019 \$'000
<b>Prepayments are expected to be recovered in:</b>		
no more than 12 months	12,582	11,072
more than 12 months	6,821	7,391
<b>Total prepayments</b>	<b>19,403</b>	<b>18,463</b>

	2020 \$'000	2019 \$'000
<b>6F Tax assets</b>		
Share of deferred tax asset in joint operations	4,634	4,560
<b>Total Tax assets</b>	<b>4,634</b>	<b>4,560</b>

Tax assets are due to be recovered beyond 12 months.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 6. Non-Financial Assets (continued)

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### Recognition and measurement (continued)

#### *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 co-production fees, 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 an inventory expense reduction in expense in the period in which the reversal occurs.

#### *Tax assets*

The classification of a tax asset attributable to joint operations was reviewed and a reclassification was made to comparative disclosures to enhance presentation. Share of tax asset attributable to joint operations of **\$4,635,000** (2019 \$4,561,000) which was previously classified as *Other non-financial assets* is now classified as *Tax assets*.



## 7. Payables

	Notes	2020 \$'000	2019 \$'000
<b>7A Suppliers</b>			
Trade creditors	13.2A	91,691	62,195
<b>Total suppliers</b>		<b>91,691</b>	<b>62,195</b>
<b>Supplier payables expected to be settled in:</b>			
no more than 12 months		91,504	62,155
more than 12 months		187	40
<b>Total supplier payables</b>		<b>91,691</b>	<b>62,195</b>
<b>7B Other payables</b>			
Interest payable	13.2A	–	134
Salaries and wages (including separation and redundancies)	13.2A	23,832	17,289
Superannuation	13.2A	554	487
Unearned revenue		23,006	18,691
Other payables	13.2A	2,193	3,140
Forward exchange contracts	13.2A	144	–
<b>Total other payables</b>		<b>49,729</b>	<b>39,741</b>
<b>Other payables expected to be settled in:</b>			
no more than 12 months		38,692	27,299
more than 12 months		11,037	12,442
<b>Total other payables</b>		<b>49,729</b>	<b>39,741</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.

Note 7B *Other payables* contains forward exchange contracts at fair value through surplus/(deficit) of **(\$143,747)** (2019 nil). Under the fair value measurement hierarchy, these are Level 2 financial liabilities.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 8. Interest Bearing Liabilities

	Notes	2020 \$'000	2019 \$'000
<b>8A Loans</b>			
Loans from Department of Finance		–	30,000
Share of loans in joint operations		2,230	2,721
<b>Total loans</b>	13.2A	<b>2,230</b>	<b>32,721</b>
<b>Loans expected to be settled in:</b>			
no more than 12 months		928	20,891
more than 12 months		1,302	11,830
<b>Total loans</b>		<b>2,230</b>	<b>32,721</b>
<b>8B Lease liability</b>			
Buildings		4,885	–
Plant and equipment		630,899	–
<b>Total lease liability</b>	13.2A	<b>635,784</b>	–
<b>Lease liability expected to be settled in:</b>			
no more than 12 months		60,207	–
more than 12 months		575,577	–
<b>Total lease liability</b>		<b>635,784</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, Victoria.

The total loan facility and all interest due has been fully extinguished, with the final tranche of \$10,000,000 being paid in June 2020, ahead of its scheduled repayment in June 2021 (2019 \$30,000,000).

Share of loans in joint operations represents the ABC's 50% share of MediaHub's loan balances with the ANZ Banking Corporation.

At 30 June 2020, MediaHub had drawn loans under six facilities with ANZ Banking Corporation, with an aggregate balance of **\$4,459,335** (2019 \$5,441,667). The ABC's share, as reflected in its Statement of Financial Position, is **\$2,229,667** (2019 \$2,720,834). These facilities are generally repayable over 5 years.

The facility is provided on an average variable interest rate to 30 June 2020 of 2% (2019 3%).

#### Lease liability

Note 8B *Lease liability* is the present value of future contractual payments, for the remaining life of the contracts.

The undiscounted value of future lease payments is **\$680,837,524** (1 July 2019 \$748,602,493). The average discount rate, determined with reference to the Commonwealth Department of Finance incremental borrowing rates, issued quarterly, was approximately 1.11%. The incremental borrowing rate used for each lease approximated the start date for each lease.

#### Assumptions surrounding uncertainty – Lease liability

The valuation of the lease liability is influenced by the discount rate, as advised, on a quarterly basis, by the Commonwealth Department of Finance. The carrying balance of this item is reviewed regularly and an assessment is made of the potential impact of a change in discount rates on this balance.

The corresponding asset value as disclosed in Note 6B *Right-of-use assets*, is based on the value of the liability, being the net present value of the contractual cash-flows.

## 9. Other Provisions

	2020 \$'000	2019 \$'000
<b>9A Other provisions</b>		
Make good	3,206	3,036
Building maintenance	3,892	32,613
<b>Total other provisions</b>	<b>7,098</b>	<b>35,649</b>
<b>Other provisions are expected to be settled in:</b>		
no more than 12 months	5,557	32,443
more than 12 months	1,541	3,206
<b>Total other provisions</b>	<b>7,098</b>	<b>35,649</b>
<b>Reconciliation of the make good provision</b>		
Opening balance	3,036	3,317
Amounts reversed	–	(307)
New/additional amounts provided	170	26
<b>Closing balance</b>	<b>3,206</b>	<b>3,036</b>
<b>Reconciliation of the Building maintenance provision</b>		
Opening balance	32,613	30,705
New amounts provided	–	19,509
Amounts used	(28,721)	(17,601)
<b>Closing balance</b>	<b>3,892</b>	<b>32,613</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 leased properties at the end of the lease term. The estimated cost is based on management's best estimate of the cost to make good each site, plus an allowance for inflation.

During the year, the ABC provided nil further amounts (2019 \$19,508,687) for remediation works to replace the external cladding on the Ultimo, NSW building, to ensure compliance with the current BCA Fire Safety Standards. For the year to 30 June 2020, expenditure incurred on this project was **\$28,720,541** (2019 \$17,601,011), resulting in a balance in the provision of **\$3,892,070** (2019 \$32,612,612).

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## People and Relationships

### 10. Employee Provisions

	2020 \$'000	2019 \$'000
<b>10A Employee provisions</b>		
Annual leave	48,586	44,008
Long service leave <sup>(a)</sup>	88,458	88,626
Salaries and wages <sup>(b)</sup>	6,489	22,984
Superannuation <sup>(b)</sup>	2,322	3,806
Redundancy	31,848	371
<b>Total employee provisions</b>	<b>177,703</b>	<b>159,795</b>
<b>Employee provisions are expected to be settled in:</b>		
no more than 12 months	163,469	144,562
more than 12 months	14,234	15,233
<b>Total employee provisions</b>	<b>177,703</b>	<b>159,795</b>

(a) The settlement of employee provisions is based on the individual employee's entitlement to leave. Where an employee has a current entitlement to leave (i.e. is presently entitled to take the leave), 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 be entitled to leave 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.

(b) A provision is made for estimated historical salary and wages and superannuation entitlements owed to certain employees. This estimate is based on an extrapolation of entitlements calculated for a portion of potentially affected employees and factors-in risks and uncertainties associated with the settlement of the liability. The provision for superannuation also includes an amount in respect of an outstanding employer contribution to a defined benefit superannuation scheme.

#### Recognition and measurement

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 based on 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 2020.

The estimate of the present value of the liability as at March 2020 considers attrition rates and pay increases through promotion and inflation. A discount rate of **0.6%** per annum was applied to calculate the present value of the liability (2019 1.2%).

This discount rate is based on the Commonwealth Government bond yield for a bond with a similar term to the liability.

#### Redundancy

A provision is made for separation and redundancy benefit payments. The ABC recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

### *Superannuation*

ABC 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 2020 represents outstanding contributions at the end of the period.

### **Expenses**

Expenses attributable to the aforementioned employee benefits and provisions are reported in Note 3A *Employee benefits*.

### **Assumptions surrounding uncertainty – Measurement of leave liabilities**

The discount rates used in valuing leave liabilities are based on Australian government bond rates with maturities that closely align with the length of the liability. The ABC regularly reviews leave liabilities and impact of any adjustment to bond rates on these balances.

Leave liabilities are also impacted by assumptions surrounding future salary inflation. The ABC regularly monitors factors that are likely to impact future salary inflation.

## **11. Key Management Personnel Remuneration**

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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.

The Corporation determined key management personnel as the members of the Board, the Managing Director, Content Team Directors and the Chief Financial Officer. 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 2020

## 11. Key Management Personnel Remuneration (continued)

Details of the remuneration of key management personnel for the year ended 30 June 2020

	2020 \$					2019 \$				
	Short term employee benefits	Post employment benefits: superannuation	Other long term employee benefits: long service leave	Termination benefits	Total	Short term employee benefits	Post employment benefits: superannuation	Other long term employee benefits: long service leave	Termination benefits	Total
<b>Executive management</b>										
David Anderson (Managing Director)	938,034	126,514	(66,534)	–	998,014	799,136	73,310	265,933	–	1,138,380
Michael Carrington	432,683	21,003	15,008	–	468,694	297,179	15,399	9,679	–	322,257
Melanie Kleyn	423,155	21,003	6,941	–	451,099	202,256	10,318	2,623	–	215,197
Gaven Morris	443,974	70,196	(18,740)	–	495,430	504,462	64,473	31,211	–	600,146
Judith Whelan	398,161	21,003	10,632	–	429,796	284,214	13,511	10,779	–	308,504
Other	–	–	–	–	–	786,284	71,635	4,128	1,990,668	2,852,715
<b>Board</b>										
Ita Buttrose (Chair)	178,190	27,441	–	–	205,631	53,863	8,295	–	–	62,158
Jane Connors	58,670	10,209	–	–	68,879	57,510	10,007	–	–	67,517
Kirstin Ferguson	87,970	8,357	–	–	96,327	115,916	11,012	–	–	126,928
Joseph Gersh	58,670	5,574	–	–	64,244	57,510	5,463	–	–	62,973
Vanessa Guthrie	58,670	5,574	–	–	64,244	57,563	5,469	–	–	63,032
Peter Lewis	58,670	9,035	–	–	67,705	57,510	8,857	–	–	66,367
Georgina Somerset	58,670	5,574	–	–	64,244	58,972	5,602	–	–	64,574
Donny Walford	58,670	5,574	–	–	64,244	57,510	5,463	–	–	62,973
Other	–	–	–	–	–	43,673	4,149	–	–	47,821
<b>Total</b>	<b>3,254,187</b>	<b>337,057</b>	<b>(52,693)</b>	<b>–</b>	<b>3,538,551</b>	<b>3,433,557</b>	<b>312,963</b>	<b>324,353</b>	<b>1,990,668</b>	<b>6,061,541</b>
<b>Total number included above</b>					<b>13</b>					<b>17</b>

### Notes on remuneration

- a. All Executive Managers and Board members served for the full financial year. Executive Managers Michael Carrington, Melanie Kleyn and Judith Whelan all served in their roles for part of the financial year in the prior year.
- b. “Other” comprises prior year remuneration of those individuals who departed the Corporation in 2019.
- c. The above table is prepared on an accrual basis, including remuneration at risk. Remuneration at risk is recognised in the period in which the decision to pay the entitlement is made.

Other long-term employee benefits: Long Service Leave reflects the estimated entitlement to long service leave that was accrued during the period, calculated in accordance with the methodology explained in Note 10 *Employee Provisions*. This includes changes to the value of an employee’s accrued leave entitlement that resulted from a change in their salary during the period.

- d. 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.
- e. Remuneration of the Chair and Directors of the Board is determined by the Remuneration Tribunal. In addition to the remuneration of the Chair and Directors of the Board disclosed above, the Board incurred travel and other expenses of **\$311,228** (2019 \$324,678).
- f. The aggregate remuneration of other Senior Executives and Other Highly Paid Employees is published in the ABC’s Annual Report.

## 12. Related Party Disclosures

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### 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 as well as those entities controlled, or jointly operated, by the Corporation.

### Directors of the Corporation

The Directors of the Corporation during the year were:

- Ita Buttrose (AO OBE) (Chair)
- Dr Kirstin Ferguson;
- Peter Lewis;
- Donny Walford;
- Dr Vanessa Guthrie;
- Georgina Somerset;
- Dr Jane Connors (staff elected);
- Joseph Gersh (AM);
- David Anderson (Managing Director)

### Transactions with entities controlled by the Corporation

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

### 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.

Considering 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.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 12. Related Party Disclosures (continued)

### Controlled Entities

	Country of incorporation	Beneficial percentage held by ABC 2020	Beneficial percentage held by ABC 2019
<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 2020 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 2020.

### Related Parties

The corporation is involved in the following joint arrangements

	Principal activity	Ownership Share	
		2020	2019
<b>Party to the joint operation</b>			
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 2020 (2019 nil).



## Summarised financial information of MediaHub Australia Pty Limited

	2020 \$'000	2019 \$'000
<b>Statement of financial position</b>		
Financial assets	11,624	8,422
Non-financial assets	30,568	35,005
Financial liabilities	(7,919)	(10,332)
<b>Net assets</b>	<b>34,273</b>	<b>33,095</b>
<b>Statement of comprehensive income</b>		
Income	22,439	22,076
Expense	20,820	21,454
<b>Profit/(loss) before tax</b>	<b>1,619</b>	<b>622</b>
<b>Share of surplus/(deficit) attributable to joint arrangements</b>		
Share of net profit/(loss) before tax	810	311
Share of income tax (benefit)/expense	(73)	28
<b>Share of surplus/(deficit) attributable to joint arrangements after tax</b>	<b>883</b>	<b>283</b>

### Relationships and transactions with parties to Joint Arrangements (continued)

#### *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 which do not confer an ownership interest. The ABC has made a cumulative net capital contribution of **\$19,928,793** (2019 \$19,044,703) to MediaHub.

Two ABC employees are directors of MediaHub.

#### *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** at 30 June 2020 (2019 160 \$0.10 shares) equating to a **16%** (2019 16%) share.

At 30 June 2020, **two** ABC employees (2019 two) are directors 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 **\$527,027** in 2020 (2019 \$772,592) 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.

#### *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 at 30 June 2020 (2019 one \$1 share each). 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 **\$7,250** towards the operational costs of DAB in 2020 of which \$250 related to 2019 (2019 \$6,126). The amounts paid were recognised directly in the ABC's Statement of Comprehensive Income.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## Financial Risks and Disclosure

### 13. Financial Instruments

#### 13.1 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.

#### 13.2 Categories of Financial Instruments

	Notes	2020 \$'000	2019 \$'000
<b>13.2A Financial assets and liabilities</b>			
<b>Financial Assets</b>			
<b>Other investments (held to maturity)</b>			
Term deposits with an original maturity date greater than 90 days	5C	222,400	175,000
<b>Total other investments</b>		<b>222,400</b>	<b>175,000</b>
<b>Loans, receivables and cash</b>			
Cash and cash equivalents	5A	6,756	5,269
Goods and services receivables	5B	17,649	17,144
Other receivables	5B	8,362	34,994
Accrued revenue	5D	4,909	5,606
<b>Total loans, receivables and cash</b>		<b>37,676</b>	<b>63,013</b>
<b>Assets at fair value through surplus/(deficit)</b>			
Forward exchange contracts	5B	–	62
<b>Total assets at fair value through surplus/(deficit)</b>		<b>–</b>	<b>62</b>
<b>Carrying amount of financial assets</b>		<b>260,076</b>	<b>238,075</b>
<b>Financial liabilities</b>			
<b>At amortised cost</b>			
Trade creditors	7A	91,691	62,195
Interest payable	7B	–	134
Salaries and wages	7B	23,832	17,289
Superannuation	7B	554	487
Other payables	7B	2,193	3,140
Loans	8A	2,230	32,721
Lease liability	8B	635,784	–
<b>Total financial liabilities measured at amortised cost</b>		<b>756,284</b>	<b>115,966</b>
<b>Financial liabilities measured at fair value through surplus/(deficit)</b>			
Forward exchange contracts	7B	144	–
<b>Total financial liabilities measured at fair value through surplus/(deficit)</b>		<b>144</b>	<b>–</b>
<b>Carrying amount of financial liabilities</b>		<b>756,428</b>	<b>115,966</b>

	Notes	2020 \$'000	2019 \$'000
<b>13.2A Financial Instruments (continued)</b>			
<b>Financial assets measured under AASB 9 at amortised cost</b>			
Term deposits with an original maturity date greater than 90 days	5C	222,400	175,000
Cash and cash equivalents	5A	6,756	5,269
Goods and services receivables	5B	17,649	17,144
Other receivables	5B	8,362	34,994
Accrued revenue	5D	4,909	5,606
<b>Total financial assets measured at amortised cost</b>		<b>260,076</b>	<b>238,013</b>
<b>Financial assets measured under AASB 9 at fair value through</b>			
Forward exchange contracts	5B	–	62
<b>Total financial assets measured at fair value through surplus/(deficit)</b>		<b>–</b>	<b>62</b>
<b>Total financial assets</b>		<b>260,076</b>	<b>238,075</b>
<b>Financial liabilities measured at amortised cost</b>			
Trade creditors	7A	91,691	62,195
Interest payable	7B	–	134
Salaries and wages	7B	23,832	17,289
Superannuation	7B	554	487
Other payables	7B	2,193	3,140
Loans	8A	2,230	32,721
Lease liability	8B	635,784	–
<b>Total financial liabilities measured at amortised cost</b>		<b>756,284</b>	<b>115,966</b>
<b>Financial liabilities measured at fair value through surplus/(deficit)</b>			
<b>(held for trading)</b>			
Forward exchange contracts	7B	144	–
<b>Total financial liabilities measured at fair value through surplus/(deficit)</b>		<b>144</b>	<b>–</b>
<b>Total financial liabilities</b>		<b>756,428</b>	<b>115,966</b>

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 13. Financial Instruments (continued)

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### 13.2 Categories of Financial Instruments (continued)

#### Recognition and measurement

##### **Financial Instruments**

##### *Financial Assets*

The Corporation classifies its financial assets in the following categories:

- financial assets at fair value through surplus (deficit);
- 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 surplus (deficit).

##### *Financial Assets at Fair Value Through Profit or Loss (FVTPL) or surplus/(deficit)*

Financial assets are classified as financial assets at fair value through surplus/(deficit) 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 fair value through surplus/(deficit) are stated at fair value, with any resultant gain or loss recognised in surplus/(deficit). The net gain or loss recognised in surplus/(deficit) 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 surplus/(deficit) except if they are classified as a cash flow hedge where they are recognised in the hedging reserve within equity.

<b>13.2B Net gains or losses from financial assets and liabilities</b>	<i>Notes</i>	<b>2020</b>	<b>2019</b>
		<b>\$'000</b>	<b>\$'000</b>
<b>Other investments (held to maturity)</b>			
Interest on term deposits with an original maturity date greater than 90 days	4B	<b>3,742</b>	4,651
Net foreign exchange gain	4E	<b>614</b>	219
<b>Net gain on other investments</b>		<b>4,356</b>	<b>4,870</b>
<b>Loans, receivables and cash</b>			
Interest	4B	<b>382</b>	765
<b>Net gain from loans and receivables</b>		<b>382</b>	<b>765</b>
<b>Net gains from financial assets recognised in Statement of Comprehensive Income</b>		<b>4,738</b>	<b>5,635</b>
<b>Financial liabilities at amortised cost</b>			
Interest and finance costs	3F	<b>(558)</b>	(951)
Interest cost on Lease liability	3G	<b>(7,407)</b>	–
<b>Net loss from financial liabilities – at amortised cost</b>		<b>(7,965)</b>	<b>(951)</b>
<b>Net loss from financial liabilities recognised in Statement of Comprehensive Income</b>		<b>(7,965)</b>	<b>(951)</b>

## Recognition and measurement (continued)

### Financial Instruments (continued)

#### Financial Liabilities

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

#### 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 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 surplus/(deficit).

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## 13. Financial Instruments (continued)

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Amounts taken to equity are transferred to surplus/(deficit) when the hedged transaction affects the surplus/(deficit), 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 surplus/(deficit). 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 surplus/(deficit).

### 13.3 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 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*".

### 13.4 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 2020 this was a net payable of **\$143,747** (2019 receivable of \$62,159).

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 2020, the Corporation's loan facility with the Department

of Finance has been fully extinguished (2019 \$30,000,000). This was to cash-flow the construction of the now complete purpose-built facility in Southbank, Victoria.

The Corporation repaid **\$30,000,000** during the year to 30 June 2020 (2019 \$20,000,000), thus extinguishing the loan.

### 13.5 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.

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 the expected credit loss provision, 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.

### 13.6 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.

	Sell Australian Dollars		Average Exchange Rate	
	2020 \$'000	2019 \$'000	2020	2019
<i>Buy USD</i>				
Less than 1 year	<b>5,567</b>	2,669	<b>0.6705</b>	0.7133
<i>Buy GBP</i>				
Less than 1 year	<b>949</b>	176	<b>0.5253</b>	0.5627
<i>Buy EUR</i>				
Less than 1 year	<b>42</b>	–	<b>0.5945</b>	–

#### 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 surplus/(deficit). The net loss is **\$144,890** (2019 net gain of \$58,648) on general hedges of anticipated foreign currency purchases, outstanding as at 30 June 2020.

# Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2020

## Contingent Items

### 14. Contingent Assets and Liabilities

	2020 \$'000	2019 \$'000
<b>14A Contingent liabilities – guarantees</b>		
Balance at beginning of year	643	641
Net change during the year	1	2
<b>Total contingent liabilities – guarantees</b>	<b>644</b>	<b>643</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.

##### *Quantifiable and significant remote contingencies*

The Corporation has neither material contingent assets nor remote contingent liabilities at 30 June 2020 (2019 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.

##### *Commitments*

Lease revenue and capital purchases commitments are disclosed in Note 4 and Note 6 respectively.





On location with the Remote Communities initiative at Mukinbudin. Image: Christopher Lewis

# Appendices

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# Appendix 1 – ABC Charter and duties of the Board

## From the *Australian Broadcasting Corporation Act 1983*

### 6 Charter of the Corporation

- (1) The functions of the Corporation are:
  - (a) to provide within Australia innovative and comprehensive broadcasting services of a high standard as part of the Australian broadcasting system consisting of national, commercial and community sectors and, without limiting the generality of the foregoing, to provide:
    - (i) broadcasting programs that contribute to a sense of national identity and inform and entertain, and reflect the cultural diversity of, the Australian community; and
    - (ii) broadcasting programs of an educational nature;
  - (b) to transmit to countries outside Australia broadcasting programs of news, current affairs, entertainment and cultural enrichment that will:
    - (i) encourage awareness of Australia and an international understanding of Australian attitudes on world affairs; and
    - (ii) enable Australian citizens living or travelling outside Australia to obtain information about Australian affairs and Australian attitudes on world affairs; and
  - (ba) to provide digital media services; and
  - (c) to encourage and promote the musical, dramatic and other performing arts in Australia.
- (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.

Note: See also section 31AA (Corporation or prescribed companies to be the only providers of Commonwealth-funded international broadcasting services).

## 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

The ABC Board held 9 meetings during 2019-20.

<b>Member</b>	<b>Meetings eligible to attend</b>	<b>Meetings attended</b>
Ita Buttrose AC OBE, Chair	9	9
Dr Kirstin Ferguson, Deputy Chair	9	8
David Anderson, Managing Director	9	9
Dr Jane Connors, Staff-elected Director	9	9
Joseph Gersh AM	9	9
Dr Vanessa Guthrie	9	9
Peter Lewis	9	9
Georgie Somerset AM	9	8
Donny Walford	9	9

## Requests made to the Board under section 8(2) of the ABC Act

In 2019-20, the Minister for Communications, Cyber Safety and the Arts made no requests to the Board under section 8(2) of the *Australian Broadcasting Corporation Act 1983*.

## Audit & Risk Committee

The Audit & Risk Committee was established by the ABC Board on 8 February 2018.

The responsibilities of the Committee are set out in the Charter approved by the ABC Board on 22 August 2019 and include assisting the Board to fulfil its duties and responsibilities regarding the appropriateness of the Corporation's:

- financial reporting
- financial performance
- performance reporting
- risk management/system of oversight and management
- system of internal control
- compliance
- external audit
- internal audit
- remuneration structures and incentive plans.

The Charter is available here: <http://about.abc.net.au/wp-content/uploads/2020/02/ARC-Charter-approved-by-Board-22.08.19.pdf>

The members appointed to the Committee by the Board are: Board members Peter Lewis (Committee Chair), Donny Walford, Dr Vanessa Guthrie, and Dr Jane Connors; and external member, Richard Rassi.

The qualifications and skills brought to the Committee by the Board members are outlined in their Board profiles (pages 4-7).

External member Mr Rassi is a chartered accountant and a fellow of Chartered Accountants Australia and New Zealand, a registered company auditor, and a graduate of the Australian Institute of Company Directors. He was a partner of Deloitte from 1996 to 2011 with significant experience in serving as lead auditor of various public sector entities.

Through his consulting company he currently provides professional services in the areas of strategy, governance, risk management, audit and financial reporting to a range of clients. He is a member of the Board of Governors and the Heart Research Institute, and is a panel member of the Disciplinary Tribunal of Chartered Accountants Australia and New Zealand.

The Audit & Risk Committee held four meetings in 2019-20.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
Peter Lewis	Committee Chair	4	4
Dr Jane Connors	Director	4	4
Dr Vanessa Guthrie	Director	4	4
Donny Walford	Director	4	4
Richard Rassi	External Member	4	4

Committee meetings were attended by representatives of the Australian National Audit Office (ANAO) and its nominated representative KPMG. Meetings were also attended by people occupying the following positions with standing invitations: ABC Chair, Managing Director, Chief Financial Officer, Head Group Audit and Head Risk.

In 2019-20, the Audit & Risk Committee considered:

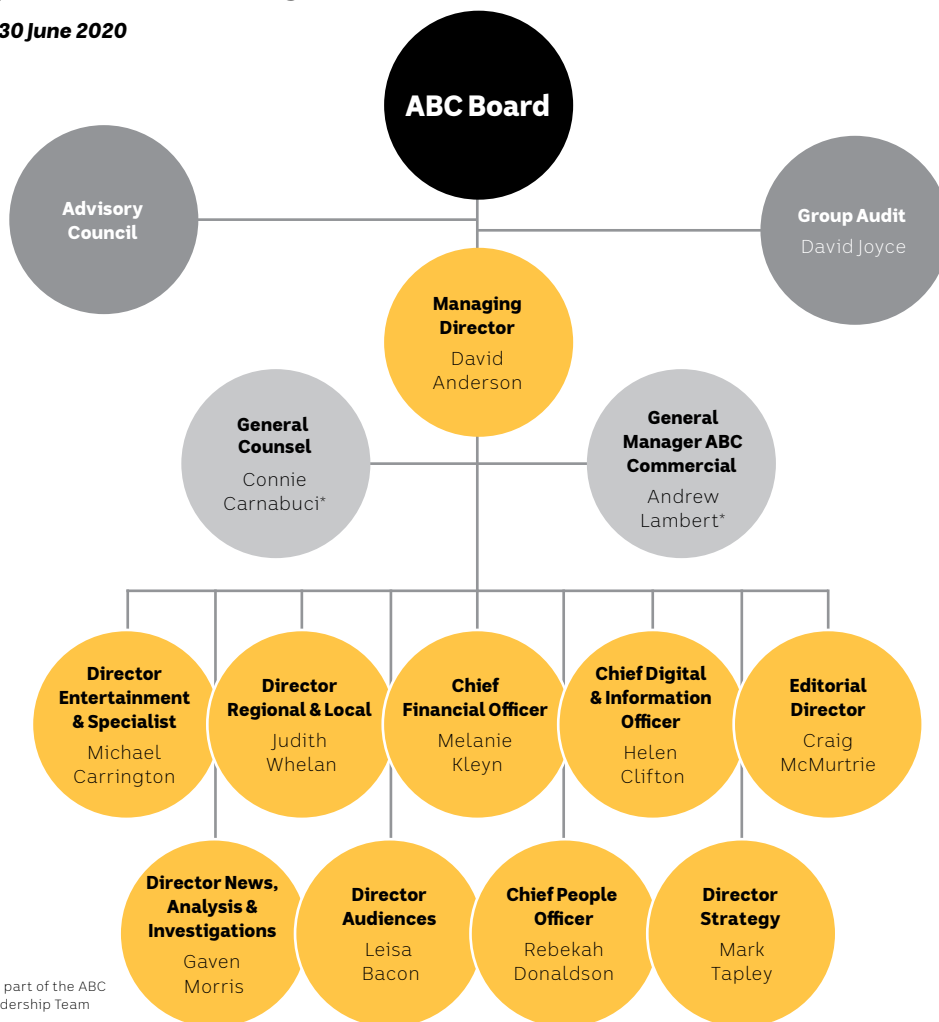
- financial management reports and matters related to preparation and finalisation of the Corporation's Portfolio Budget Statements and annual Financial Statements
- the Corporation's Annual Performance Statements
- the Corporation's actual and emerging principal risk exposures and trends, management's reporting and risk management responses including regular updates in relation to the COVID-19 response; and insurance arrangements

- the adequacy and effectiveness of the Corporation’s internal control systems, including financial controls, fraud risk and control and management actions relating to cybersecurity, technology, incident management, the Ultimo office cladding project, leave liabilities, casual employees and workplace rostering
- external audit coverage, plans and reports
- the internal group audit plan, the findings of audit reports and the implementation of audit recommendations by management.

Board members do not receive an additional fee for membership of the Audit & Risk Committee. Fees paid to Board members are governed by the *Remuneration Tribunal (Remuneration and Allowances for Holders of Part-time Public Office) Determination 2020*. The ABC contracts with Riclin Equity Pty Ltd for the external member services provided by Mr Rassi. Riclin Equity was paid a fee of \$41,633 plus GST.

## Appendix 3 – ABC organisational structure

as at 30 June 2020



\* Not part of the ABC Leadership Team

\* Not part of the ABC Leadership Team

## Appendix 4 – ABC Code of Practice (& associated standards)

### I. Regulatory Framework

The ABC Board is required, under paragraph 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.

The ACMA has a discretionary power to investigate a complaint alleging the ABC has, in providing a national broadcasting service, breached its Code of Practice. Section 151 of the BSA provides that the ACMA may investigate the complaint if it thinks that it is desirable to do so.

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 eSafety Commissioner has separate jurisdiction under Schedule 7 to the BSA in relation to content hosted on websites or transmitted through mobile services where that content is either “prohibited content” or “age-restricted content”.<sup>2</sup>

The eSafety Commissioner 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, which is registered as an industry code with the eSafety Commissioner under clause 85 of Schedule 7 to 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: subsection 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.

Complaints about content on the services named above fall within the scope of the Code except where:

- 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 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).

<sup>1</sup> 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, and violence or drug use.

<sup>2</sup> 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.



- 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 complaint is accepted for investigation on the grounds that is appropriate to do so, having regard to:
  - the interests of the complainant in the subject matter of the complaint;
  - the seriousness of the alleged breach;
  - the reason(s) for the delay;
  - the availability of the program content which is the subject of the complaint; and
  - any prejudice the delay may otherwise have on the ability to investigate and determine the matter fairly.

### 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

### Preamble

The ABC belongs to the Australian people.

Earning and retaining their trust is essential to fulfilling the ABC's charter and its responsibilities under the ABC Act to provide innovative and comprehensive services of a high standard to Australian and international audiences.

The principles and standards set out below are the means by which the ABC seeks to meet these obligations.

They uphold the fundamental journalistic principles of accuracy and impartiality, to protect the ABC's independence and integrity.

They recognise that ABC content must be created in a way that is respectful towards audiences and mindful of community standards in areas like harm and offence.

At the same time, they recognise that the ABC needs to be adventurous, brave and creative:

- Adventurous in encouraging new and sometimes confronting forms of art and entertainment.
- Brave in reporting without fear or favour, even when that might be uncomfortable or unpopular; and
- Creative in finding new ways of telling Australian stories, reflecting Australian culture and sharing in the Australian conversation.

By holding to these principles and standards, the ABC seeks to be accountable to the Australian people who fund us.

### 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, misrepresentation or other types of deception must not be used by the ABC or its co-production partners 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.

In all cases, the potential for harm must be 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 through the use of classification labels or other warnings or advice.

- 7.3 Ensure all domestic television programs – with the exception of news, current affairs and sporting events – are classified and scheduled for broadcast in accordance with the ABC’s Associated Standard on Television Program Classification.
- 7.4 If inadvertent or unexpected actions, audio or images in live content are likely to cause harm or offence, take appropriate steps to mitigate.
- 7.5 The reporting or depiction of violence, tragedy or trauma must be handled with extreme sensitivity. Avoid causing undue distress to victims, witnesses or bereaved relatives. Be sensitive to significant cultural practices when depicting or reporting on recently deceased persons.
- 7.6 Where there is editorial justification for content which may lead to dangerous imitation or exacerbate serious threats to individual or public health, safety or welfare, take appropriate steps to mitigate those risks, particularly by taking care with how content is expressed or presented.
- 7.7 Avoid the unjustified use of stereotypes or discriminatory content that could reasonably be interpreted as condoning or encouraging prejudice.

## 8. Children and young people

**Principles:** The ABC aims to provide children and young people (under the age of 18) with enjoyable and enriching content, as well as opportunities for them to express themselves.

Children and young people participate and interact with the ABC in various ways – as actors, presenters, interviewees, subjects, content makers and audience members.

The ABC has a responsibility to protect children and young people from potential harm that might arise during their engagement with the ABC and its content. The ABC shares this responsibility with parents/guardians and with the child or young person him/herself.

In particular, the ABC recommends that parents/guardians supervise children and young people’s access to content, their participation in interactive services, and their exposure to news and current affairs. It is not always possible to avoid presenting content that may be distressing to some audience members.

### Standards:

- 8.1 Take due care over the dignity and physical and emotional welfare of children and young people who are involved in making, participating in and presenting content produced or commissioned by the ABC.
- 8.2 Before significant participation of a child or young person in content produced or commissioned by the ABC, or in interactive services offered by the ABC, consider whether it is appropriate to obtain the consent of both the child/young person and the parent/guardian.
- 8.3 Adopt appropriate measures wherever practicable to enable children and young people, or those who supervise them, to manage risks associated with the child/young person’s participation with, use of and exposure to ABC content and services designed for them.
- 8.4 Take particular care to minimise risks of exposure to unsuitable content or inappropriate contact by peers or strangers.

## 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.

### 7.3.5 Classification of Live Content

Many live programs fall into the classification exemption categories (news, current affairs and sporting events). Some, such as live music or comedy programs, do not fall into the exemption categories and pose a particular challenge to classify accurately. The ABC makes reasonable efforts to classify these programs accurately by reviewing scripts, lyrics, outlines, and any pre-recorded material, and briefing program makers and talent as required.

A failure to provide an accurate classification symbol or consumer advice prior to a live (or as-live) program will not be regarded as a breach of standards as long as reasonable efforts were made to classify it and appropriate steps are taken to mitigate any harm or offence.

### ABC and ABC NEWS

Time	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	•	•	•	•	•	•	•	•
PG	•	•	•	•	•	•	•	•
M		•			•	•	•	•
MA							•	•

### ABC COMEDY

Time	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	(ABC COMEDY is not on air at this time)					•	•	•
PG	(ABC COMEDY is not on air at this time)					•	•	•
M	(ABC COMEDY is not on air at this time)					•	•	•
MA	(ABC COMEDY is not on air at this time)						•	•

### ABC KIDS

Time	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	•	•	•	•	(ABC KIDS is not on air at this time)			
PG					(ABC KIDS is not on air at this time)			
M					(ABC KIDS is not on air at this time)			
MA					(ABC KIDS is not on air at this time)			

### ABC ME

Time	5am	12pm	3pm	7pm	7.30pm	8.30pm	9pm	5am
G	•	•	•	•	•	•	•	•
PG	•	•	•	•	•	•	•	•
M							•	•
MA								•

### **How to make a complaint**

If you are concerned that a radio or television program broadcast by the ABC does not comply with this Code of Practice, you are entitled to make a complaint.

The law requires that you first make your complaint to the ABC. You can do so by completing the online Complaint Form at [www.abc.net.au/contact/complain.htm](http://www.abc.net.au/contact/complain.htm) or by writing to:

Audience and Consumer Affairs  
Australian Broadcasting Corporation  
GPO Box 9994, in the capital city of your State or Territory

Your complaint should:

- include your name and an address where you can be contacted (this can be an email address)
- specify the ABC program which concerned you
- include the time, date and channel/station of the broadcast
- be made within six weeks of the date of broadcast or, if made after six weeks, explain why you believe the ABC should nevertheless investigate the matter
- provide a short summary of what concerned you, including any relevant Standard of the Code you believe may have been breached (see the section "Principles and Standards")
- if you are complaining about a breach of the Standards relating to Privacy, or to Fair and Honest Dealing, indicate your interest in the subject matter (e.g., was your personal privacy affected, or were you a participant in a program and believe you were unfairly or dishonestly treated?).

If you are dissatisfied with the ABC's response, or if you have not received a response within 60 days of making your complaint to the ABC, then you are entitled to complain to the Australian Communications and Media Authority (the ACMA). You can write to the ACMA at:

Australian Communications and  
Media Authority  
PO Box Q500, Queen Victoria Building  
Sydney NSW 2000

Fax: 02 9334 7799

Email: [broadcasting@acma.gov.au](mailto:broadcasting@acma.gov.au)

If you make a complaint to the ACMA, you should provide:

- a copy of your complaint to the ABC
- a copy of the ABC's response to you, if received
- the reasons you consider the ABC's response to be inadequate.

Note: ABC complaints procedures do not form part of the ABC Code of Practice.

## Appendix 5 – Employee profile

### Reports required by paragraph 17BE(ka) of the PGPA Rule

Statistics calculated and reported on a head count basis (number of employees) at the end of the period

#### All ongoing employees current report period (2019-20)

Location	Male			Female			Gender Diverse			Total
	Full time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Gender Diverse	
NSW	793	67	860	788	245	1,033	2	1	3	1,896
Qld	168	23	191	159	68	227	–	–	–	418
SA	92	13	105	113	40	153	–	–	–	258
Tas	49	5	54	44	20	64	–	–	–	118
Vic	241	41	282	207	90	297	1	–	1	580
WA	81	8	89	76	28	104	–	–	–	193
ACT	72	5	77	57	18	75	–	–	–	152
NT	50	4	54	42	4	46	1	–	1	101
External Territories	–	–	–	–	–	–	–	–	–	–
Overseas	9	–	9	5	–	5	–	–	–	14
<b>Total</b>	<b>1,555</b>	<b>166</b>	<b>1,721</b>	<b>1,491</b>	<b>513</b>	<b>2,004</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>3,730</b>

#### All ongoing employees previous report period (2018-19)

Location	Male			Female			Gender Diverse			Total
	Full time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Gender Diverse	
NSW	739	43	782	693	220	913	1	–	1	1,696
Qld	151	8	159	125	49	174	–	–	–	333
SA	90	3	93	95	35	130	–	–	–	223
Tas	51	2	53	45	17	62	–	–	–	115
Vic	227	21	248	177	70	247	–	–	–	495
WA	79	4	83	62	22	84	–	–	–	167
ACT	68	5	73	50	12	62	–	–	–	135
NT	44	5	49	45	4	49	–	–	–	98
External Territories	–	–	–	–	–	–	–	–	–	–
Overseas	11	–	11	6	–	6	–	–	–	17
<b>Total</b>	<b>1,460</b>	<b>91</b>	<b>1,551</b>	<b>1,298</b>	<b>429</b>	<b>1,727</b>	<b>1</b>	<b>–</b>	<b>1</b>	<b>3,279</b>

**All non-ongoing employees current report period (2019-20)**

Location	Male			Female			Gender Diverse			Total
	Full time	Part-time	Total Male	Full time	Part-time	Total Female	Full time	Part-time	Total Gender Diverse	
NSW	111	17	128	135	40	175	1	1	2	305
Qld	8	7	15	10	8	18	–	–	–	33
SA	10	2	12	6	2	8	–	–	–	20
Tas	2	2	4	3	3	6	–	–	–	10
Vic	25	12	37	44	22	66	2	–	2	105
WA	9	3	12	10	5	15	–	–	–	27
ACT	3	1	4	5	–	5	–	–	–	9
NT	5	4	9	3	4	7	–	–	–	16
External Territories	–	–	–	–	–	–	–	–	–	–
Overseas	2	–	2	–	–	–	–	–	–	2
<b>Total</b>	<b>175</b>	<b>48</b>	<b>223</b>	<b>216</b>	<b>84</b>	<b>300</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>527</b>

**All non-ongoing employees previous report period (2018-19)**

Location	Male			Female			Gender Diverse			Total
	Full time	Part-time	Total Male	Full time	Part-time	Total Female	Full time	Part-time	Total Gender Diverse	
NSW	133	15	148	148	58	206	1	1	2	356
Qld	20	4	24	24	8	32	–	–	–	56
SA	10	1	11	12	5	17	–	–	–	28
Tas	3	1	4	6	4	10	–	–	–	14
Vic	47	21	68	64	23	87	1	–	1	156
WA	13	2	15	14	6	20	–	–	–	35
ACT	7	3	10	10	4	14	–	–	–	24
NT	5	1	6	6	4	10	–	–	–	16
External Territories	–	–	–	–	–	–	–	–	–	–
Overseas	1	–	1	–	–	–	–	–	–	1
<b>Total</b>	<b>239</b>	<b>48</b>	<b>287</b>	<b>284</b>	<b>112</b>	<b>396</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>686</b>

## Appendix 6 – Executive remuneration reporting

As a Commonwealth entity, the ABC is required to disclose executive remuneration information in annual reports in accordance with the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule).

Commonwealth entities are required to present remuneration for key management personnel, senior executives and other highly paid staff, as defined in the PGPA Rule.

### Key management personnel

Key management personnel (**KMP**) 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 that entity. The Corporation determined KMP as the members of the Board, the Managing Director, Content Team Directors and the Chief Financial Officer.

### Senior executives

Senior executives are employees employed in a position equivalent to classification Groups 9 to 11 of the table in Schedule 1 to the Public Service Classification Rules 2000. The Corporation determined senior executives as executive directors who are not KMP (**Senior Executives**).

### Other highly paid staff

Other highly paid staff are employees who are neither KMP nor senior executive and whose total remuneration paid during the year exceeded \$225,000 (**Other Highly Paid Staff**).

### Total remuneration

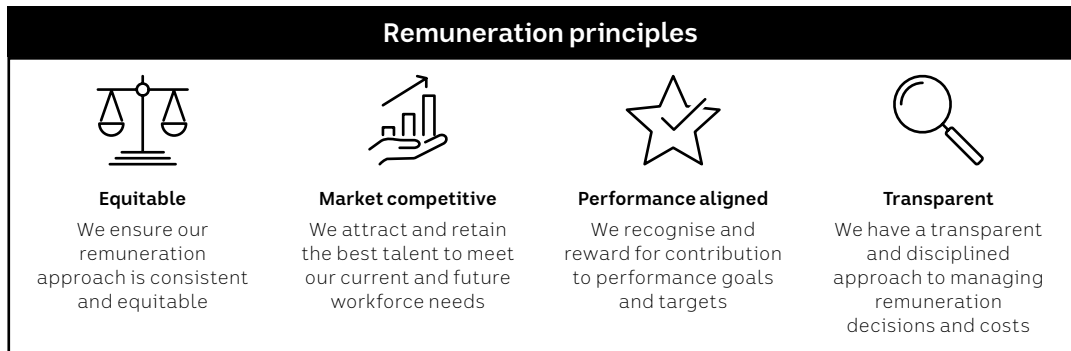
Total remuneration is defined in the PGPA Rule as the sum of the following (calculated on an accrual basis):

- a) base salary
- b) performance pay and bonuses
- c) other benefits and allowances
- d) superannuation contributions (made by the employer)
- e) long service leave
- f) other long-term benefits
- g) termination benefits.

### Executive and employee remuneration policy

At the core of the ABC's approach to remuneration is a need to ensure the Corporation can realise its strategic priorities through an ability to attract and retain employees who deliver on its priorities and deliver value for audiences into the future.

## Remuneration principles and framework



**Remuneration framework**

	<b>Fixed remuneration</b>	<b>At risk remuneration</b>
<b>Element</b>	Fixed remuneration comprises base salary, superannuation and benefits.	Executive KMP, Senior Executives and some Other Highly Paid Staff are eligible to receive an at-risk payment for the achievement of performance targets.
<b>Performance</b>	Reviewed annually to reflect the experience, competence and contribution of individuals whilst remaining conservatively competitive against the market.	The Commonwealth Remuneration Tribunal (the Tribunal), consented to the removal of at-risk pay for the Managing Director (MD) from 1 June 2018. For Executive KMP and Senior Executives, half of the at-risk opportunity is linked to ABC corporate objectives and half is linked to individual objectives. Some Other Highly Paid Staff are eligible to receive an at risk payment for the achievement of performance targets, some are eligible to be paid a performance bonus in accordance with the terms in the Senior Employment Agreement 2016 and some are eligible to be paid a bonus in accordance with the ABC Enterprise Agreement 2019-22.
<b>Alignment</b>	Attracts and retains the best talent to meet ABC's strategic priorities.	Varies annual remuneration up or down to reflect contribution, aligned with ABC's strategic priorities.
<b>Target remuneration mix</b>		<span style="color: black;">■</span> Fixed remuneration <span style="color: orange;">■</span> At risk remuneration
	Executive KMP (excluding MD) and Senior Executives	<div style="background-color: black; width: 100%; height: 20px; display: flex; justify-content: space-between; align-items: center;"> <span style="background-color: black; width: 83%;"></span> <span style="background-color: orange; width: 17%;"></span> </div> 83–100%      0–17%
	Eligible Other Highly Paid Staff	<div style="background-color: black; width: 100%; height: 20px; display: flex; justify-content: space-between; align-items: center;"> <span style="background-color: black; width: 83%;"></span> <span style="background-color: orange; width: 17%;"></span> </div> 83–100%      0–17%

## Remuneration governance

All Executive KMP, Senior Executives and Other Highly Paid Staff are employees of the ABC. Remuneration and other terms of employment are formalised as follows:

- **Executive KMP and Senior Executives (Executives):** Individual employment agreement.
- **Other Highly Paid Staff:** Individual employment agreement or engaged through either the ABC Senior Employment Agreement 2016 or the ABC Enterprise Agreement 2019-22.

During the year ended 30 June 2020, ABC’s Audit & Risk Committee (ARC) assisted the Board in fulfilling its governance responsibilities in relation to remuneration. Outlined below is the ABC’s approach for setting, monitoring and approving remuneration policy and amounts. Note that the Managing Director’s (MD) remuneration arrangements, including the MD’s annual total remuneration amount, are set by the Commonwealth Remuneration Tribunal (the Tribunal).

MD	ARC	ABC Board
<ul style="list-style-type: none"> <li>✓ Recommend Executive KPIs</li> <li>✓ Evaluate and provide recommendations regarding remuneration structures and incentive plans for Executives, including any changes to those structures or plans</li> <li>✓ Approve Executive remuneration with respect to individual remuneration arrangements, KPIs, performance assessments and remuneration outcomes</li> <li>✓ Approve performance assessments and remuneration outcomes for Other Highly Paid Staff, as recommended by ABC’s managers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Review and recommend to the Board Executive remuneration structures and incentive plans, policies and practices including any changes to those plans</li> </ul>	<ul style="list-style-type: none"> <li>✓ Review and approve recommendations referred by the ARC</li> </ul>

## **Non-executive director (NED) remuneration**

All ABC NEDs are appointed by the Commonwealth of Australia through the Shareholder Ministers.

The Commonwealth Remuneration Tribunal, an independent statutory body overseeing the remuneration of key Commonwealth offices, determines fees for all ABC NEDs. The ABC is required to comply with the Tribunal's determinations and plays no role in the consideration or determination of NED fees.

The Tribunal sets annual Chair, Deputy Chair and Board Member fees (exclusive of statutory superannuation contributions) which are inclusive of all activities undertaken by NEDs on behalf of the ABC (i.e. inclusive of Committee participation). Statutory superannuation is paid in addition to the fees set by the Tribunal.

The Commonwealth Remuneration Tribunal determination for the relevant period set the following ABC Board fees:

- Chair: \$178,190
- Deputy Chair: \$87,970
- Member: \$58,670

## **Key management personnel remuneration**

Key management personnel (KMP) 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 that entity. The Corporation determined KMP as the members of the Board, the Managing Director, Content Team Directors and the Chief Financial Officer.



Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits			Termination benefits	Total remuneration
		Base salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long service leave	Other long-term benefits			
David Anderson	Managing Director	938,034	–	–	126,514	(66,534)	–	–	998,014	
Michael Carrington	Director Entertainment & Specialist	432,683	–	–	21,003	15,008	–	–	468,694	
Melanie Kleyn	Chief Financial Officer	423,155	–	–	21,003	6,941	–	–	451,099	
Gaven Morris	Director News, Analysis & Investigations	443,974	–	–	70,196	(18,740)	–	–	495,430	
Judith Whelan	Director Regional & Local	398,161	–	–	21,003	10,632	–	–	429,796	
Ita Buttrose	Chair	178,190	–	–	27,441	–	–	–	205,631	
Jane Connors	Staff Elected Director	58,670	–	–	10,209	–	–	–	68,879	
Kirstin Ferguson	Deputy Chair	87,970	–	–	8,357	–	–	–	96,327	
Joseph Gersh	Director	58,670	–	–	5,574	–	–	–	64,244	
Vanessa Guthrie	Director	58,670	–	–	5,574	–	–	–	64,244	
Peter Lewis	Director	58,670	–	–	9,035	–	–	–	67,705	
Georgina Somerset	Director	58,670	–	–	5,574	–	–	–	64,244	
Donny Walford	Director	58,670	–	–	5,574	–	–	–	64,244	

## Senior executive remuneration

Senior executives are employees employed in a position equivalent to classification Groups 9 to 11 of the table in Schedule 1 to the Public Service Classification Rules 2000. The Corporation determined senior executives as executive directors who are not KMP.

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average total remuneration
\$0–\$220,000	1	69,016	–	–	5,251	–	–	74,266
\$220,001–\$245,000	–	–	–	–	–	–	–	–
\$245,001–\$270,000	–	–	–	–	–	–	–	–
\$270,001–\$295,000	–	–	–	–	–	–	–	–
\$295,001–\$320,000	–	–	–	–	–	–	–	–
\$320,001–\$345,000	–	–	–	–	–	–	–	–
\$345,001–\$370,000	–	–	–	–	–	–	–	–
\$370,001–\$395,000	1	299,593	–	–	50,688	28,393	–	378,674
\$395,001–\$420,000	1	337,687	–	–	61,100	2,645	–	401,432
\$420,001–\$445,000	–	–	–	–	–	–	–	–
\$445,001–\$470,000	2	421,305	–	–	21,003	9,449	–	451,757
\$470,001–\$495,000	1	440,024	–	–	21,003	10,706	–	471,732
\$495,001–...	–	–	–	–	–	–	–	–

## Other highly paid staff remuneration

Other highly paid staff are employees who are neither KMP nor senior executive and whose total remuneration paid during the year exceeded \$225,000.

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average total remuneration
\$225,001–\$245,000	44	193,552	56	–	31,945	5,256	3,179	233,988
\$245,001–\$270,000	24	195,572	926	–	33,704	5,202	19,161	254,564
\$270,001–\$295,000	10	224,101	–	–	36,595	4,341	17,292	282,329
\$295,001–\$320,000	7	232,631	–	–	31,253	11,414	29,111	304,409
\$320,001–\$345,000	6	281,308	5,333	–	35,635	5,785	–	328,062
\$345,001–\$370,000	6	274,591	–	–	40,888	4,779	33,239	353,497
\$370,001–\$395,000	3	303,125	18,333	–	35,741	23,598	–	380,797
\$395,001–\$420,000	6	202,019	8,750	–	28,938	4,009	168,110	411,826
\$420,001–\$445,000	–	–	–	–	–	–	–	–
\$445,001–\$470,000	1	333,509	–	–	57,068	72,245	–	462,822
\$470,001–\$495,000	3	198,260	1,333	–	44,798	2,982	232,408	479,782

## Appendix 7 – Promotion and market research

Expenditure	2019-20 \$m	2018-19 \$m	2017-18 \$m	2016-17 \$m	2015-16 \$m
Market Research	5.7	5.7	5.6	5.4	3.1
Advertising	5.5	2.7	5.2	3.6	5.8
Promotion	0.8	1.3	1.1	1.1	1.8
<b>Total</b>	<b>12.0</b>	<b>9.7</b>	<b>12.0</b>	<b>10.0</b>	<b>10.7</b>

## Appendix 8 – Consultants

Consultant	Purpose of Consultancy	Total \$ (paid or payable as at 30 June 2020)
<b>Below \$10,000</b>		
Various	Various	\$61,130
<b>\$10,000–\$50,000</b>		
Ingenious Insight Pty Ltd	Strategic advice	10,000
MMJ Advisory	Property Valuation	11,643
Savills Valuations Pty Ltd	Property Valuation	13,000
ARUP Australia Pty Ltd	Risk assessment and analysis	15,000
McGrathNicol Advisory Partners	Technical advice	16,455
Trevor-Roberts Associates	Career advice – redundancies	18,750
Persica Consulting Pty Ltd	Strategic advice	20,000
GHD Pty Ltd	Technical advice	20,956
P Graham	Strategic advice	25,000
Ernst & Young	Finance and other advisory services	31,570
PricewaterhouseCoopers Securities Ltd	Finance and other advisory services	31,620
Evolved Engineering Pty Ltd	Technical advice	40,000
Ruby Cha Cha Pty Ltd	Technical advice	42,940
<b>Subtotal</b>		<b>\$296,934</b>
<b>Above \$50,000</b>		
R Van Der Zaalm	Strategic advice	54,269
Jones Lang LaSalle	Technical advice	66,100
PricewaterhouseCoopers Consulting (Australia) Pty Limited	Finance and other advisory services	104,325
Public Policy Solutions Pty Ltd	Strategic advice	160,328
CBRE Pty Ltd	Property Valuation	201,500
L.E.K. Consulting Australia Pty Ltd	Strategic advice	1,592,990
<b>Subtotal</b>		<b>\$2,179,512</b>
<b>Total</b>		<b>\$2,537,576</b>

## Appendix 9 – Overseas travel costs

Cost	2019-20	2018-19	2017-18	2016-17	2015-16
	\$m	\$m	\$m	\$m	\$m
Travel allowances and accommodation	1.8	2.1	2.1	1.8	2.2
Airfares	1.2	1.4	1.4	1.3	1.6
Other*	0.8	0.6	0.6	0.7	0.8
<b>Total</b>	<b>3.8</b>	<b>4.1</b>	<b>4.1</b>	<b>3.8</b>	<b>4.6</b>

\*Other includes car hire, taxis, excess baggage, hire of personnel and equipment.

## Appendix 10 – Law reform

In 2019-20 the ABC made 14 submissions on law reform, including submissions to:

- ACMA's issues paper on the future delivery of radio services in Australia (July 2019)
- the Australian Parliamentary inquiry into the impact of the exercise of law enforcement and intelligence powers on freedom of the press (August 2019)
- the Senate Environment and Communications References inquiry into Press Freedom (August 2019)
- the Australian Communications and Media Authority Planning of the 3700-4200 MHz band Discussion paper (September 2019)
- the Australian Communications and Media Authority Planning of the 2 GHz Band Discussion paper (September 2019)
- the Australian Competition and Consumer Commission Digital Platforms Inquiry Final Report (September 2019)
- the Joint Standing Committee on Electoral Matters Inquiry into, and report on, all aspects of the conduct of the 2019 federal election and matters related thereto (February 2020)
- the Australian International Development Policy consultation (February 2020)
- the Review of Australian classification regulation – discussion paper (March 2020)
- the inquiry by the Joint Standing Committee on Foreign Affairs, Defence and Trade into strengthening Australia's relationships with countries in the Pacific region (April 2020)
- the Royal Commission into National Natural Disaster Arrangements (April 2020)
- the NSW Independent Bushfire Inquiry (May 2020)
- the Australian Competition and Consumer Commission Concepts Paper on the Mandatory News Media Bargaining Code (June 2020)
- the Australian Government Options Paper "Supporting Australian Stories on our Screens" (June 2020).

The ABC also contributed to 17 submissions on law reform made by the Right to Know Coalition, including submissions to:

- the Parliamentary Joint Committee on Intelligence and Security Inquiry concerning journalist and whistleblower protection reform
- the Senate Environment and Communications Committee concerning the inquiry into the adequacy of laws covering reporting of sensitive and classified information
- the Senate Legal and Constitutional Affairs Inquiry concerning amendments to the *Criminal Code Act 1995* (Cth)
- the Counsel of Attorneys-General concerning the National Defamation Law Reform Review.

## Appendix 11 – Television transmission channels

Digital Television		Digital Television		Digital Television	
Area Served	Channel	Area Served	Channel	Area Served	Channel
<b>ACT</b>		Hay	41	Upper Namoi	29
Canberra	8	Illawarra	35	Vacy	32
Tuggeranong	41	Inverell	41	Wagga Wagga	41
Weston Creek/ Woden	41	Ivanhoe	8	Walcha	45
<b>NSW</b>		Jerilderie	41	Walgett	40
Adelong	39	Jindabyne	41	Wilcannia	9
Albury North	31	Kandos	47	Wollongong	41
Armidale	36	Khancoban	46	Wyong	41
Armidale North	7	Kings Cross	30	Young	41
Ashford	41	Kotara	37	<b>NT</b>	
Balranald	40	Kyogle	41	Alice Springs	8
Batemans Bay/ Moruya	41	Laurieton	41	Batchelor	41
Bathurst	7	Lightning Ridge	11	Bathurst Island	11
Batlow	41	Lithgow	31	Borrooloola	10
Bega	31	Lithgow East	47	Daly River	7
Bombala	47	Manly/Mosman	30	Darwin	30
Bonalbo	41	Manning River	7	Darwin City	41
Bouddi	41	Menindee	41	Galiwinku	10
Bourke	6	Merewether	37	Groote Eylandt	7
Bowral/Mittagong	47	Merriwa	43	Jabiru	7
Braidwood	47	Mudgee	41	Katherine	8
Broken Hill	10	Murrumbidgee Irrigation Area	28	Mataranka	8
Captains Flat	41	Murrurundi	37	Nhulunbuy	7
Cassilis	30	Murwillumbah	29	Pine Creek	10
Central Tablelands	36	Narooma	47	Tennant Creek	9A
Central Western Slopes	12	Newcastle	37	<b>QLD</b>	
Cobar	6	Nowra North	47	Airlie Beach	39
Coffs Harbour	45	Nyngan	41	Alpha	7
Condobolin	41	Oberon	42	Aramac	8
Coolah	47	Port Stephens	30	Atherton	47
Cooma Town	41	Portland/ Wallerawang	41	Augathella	7
Cooma/Monaro	29	Richmond/Tweed	29	Ayr	45
Cowra	42	Stanwell Park	47	Babinda	48
Crookwell	32	SW Slopes/E Riverina	46	Barcaldine	7
Deniliquin	41	Sydney	12	Bedourie	6
Dubbo	41	Talbingo	41	Bell	41
Dungog	41	Tamworth	41	Birdsville	7
Eden	47	Tenterfield	47	Blackall	7
Glen Innes	41	Thredbo	33	Blackwater	47
Gloucester	29	Tottenham	47	Boonah	42
Goodooga	7	Tumbarumba	41	Bowen Town	39
Gosford	41	Tumut	41	Boyne Island	41
Goulburn	41	Ulladulla	28	Brisbane	12
Grafton/Kempsey	36	Upper Hunter	47	Cairns	8
				Cairns East	42
				Cairns North	35

**Digital Television**

Area Served	Channel
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
Gladstone West	47
Gold Coast	41
Gold Coast	50
Southern Hinterland	
Goondiwindi	41
Gordonvale	48
Gympie	41
Gympie Town	49
Herberton	35
Hervey Bay	41
Hughenden	8
Injune	6
Jericho	6
Julia Creek	11
Karumba	7
Longreach	10
Mackay	28
Mareeba	42
Meandarra	47
Middlemount	35
Miles	41
Miriam Vale/ Bororen	41

**Digital Television**

Area Served	Channel
Mission Beach	48
Mitchell	12
Monto	41
Moranbah	48
Moranbah Town	35
Morven	8
Mossman	33
Mount Garnet	35
Mount Isa	7
Mount Molloy	42
Moura	47
Murgon	41
Muttaborra	11
Nambour	41
Nebo	35
Noosa/Tewantin	41
Normanton	8
Port Douglas	47
Proserpine	45
Quilpie	9
Ravenshoe	42
Redlynch	47
Richmond	7
Rockhampton	34
Rockhampton East	41
Roma	8
Shute Harbour	47
Southern Downs	35
Springsure	41
St George	12
Stuart	46
Sunshine Coast North	49
Sunshine Coast South	39
Surat	10
Tambo	7
Tara	41
Taroom	10
Texas	41
Theodore	41
Thursday Island	9
Tieri	35
Toowoomba	47

**Digital Television**

Area Served	Channel
Townsville	34
Townsville North	46
Tully	41
Wandoan	47
Wangetti	42
Warwick	41
Weipa	6
Wide Bay	11
Winton	7
Yeppoon	41
<b>SA</b>	
Adelaide	12
Adelaide Foothills	39
Andamooka	7
Bordertown	42
Burra	35
Caralue Bluff	47
Ceduna/Smoky Bay	39
Clare	47
Coffin Bay	44
Cooper 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

**Digital Television**

Area Served	Channel
TAS	
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

**Digital Television**

Area Served	Channel
VIC	
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

**Digital Television**

Area Served	Channel
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
WA	
Albany	43
Augusta	46
Bridgetown	45
Broome	9
Bruce Rock	50
Bunbury	36
Carnamah	46
Carnarvon	6
Central	45
Agricultural	
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

**Digital Television**

Area Served	Channel
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

**Digital Television**

Area Served	Channel
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

**Digital Television**

Area Served	Channel
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

**Television transmitter statistics as at 30 June 2020**

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	TOTAL
ABC Television	3	92	15	113	32	41	53	71	420



## Appendix 12 – Radio transmission frequencies

### Digital Radio

Area Served	Frequency (MHz)	Channel Block
<b>ACT</b>		
Canberra	206.352	(9C)
Tuggeranong Valley	206.352	(9C)
<b>NSW</b>		
Campbelltown	206.352	(9C)
Collaroy Plateau	206.352	(9C)
Penrith	206.352	(9C)
Sutherland	206.352	(9C)
Sydney	206.352	(9C)
Sydney City	206.352	(9C)
Sydney Northern Beaches	206.352	(9C)
<b>NT</b>		
Darwin	206.352	(9C)
Darwin City	206.352	(9C)
<b>QLD</b>		
Brisbane	206.352	(9C)
Caboolture	206.352	(9C)

### Digital Radio

Area Served	Frequency (MHz)	Channel Block
<b>SA</b>		
Adelaide	206.352	(9C)
<b>TAS</b>		
Hobart	206.352	(9C)
Taroona	206.352	(9C)
<b>VIC</b>		
Bacchus Marsh/Melton	206.352	(9C)
Melbourne	206.352	(9C)
Melbourne City	206.352	(9C)
Port Melbourne	206.352	(9C)
Werribee	206.352	(9C)
<b>WA</b>		
Perth	206.352	(9C)
Perth City	206.352	(9C)
Perth Northern Beaches	206.352	(9C)

<b>ABC Radio</b>		<b>ABC Radio</b>		<b>ABC Radio</b>	
<b>Area Served</b>	<b>Frequency</b>	<b>Area Served</b>	<b>Frequency</b>	<b>Area Served</b>	<b>Frequency</b>
<b>ACT</b>		Port Stephens	95.9	Cairns	106.7
Canberra	666	Portland/ Wallerawang	94.1	Cairns North	95.5
<b>NSW</b>		Richmond/ Tweed	94.5	Camooweal	106.1
Armidale	101.9	SW Slopes/E Riverina	89.9	Charleville	603
Ashford	107.9	Sydney	702	Coen	105.9
Batemans Bay/ Moruya	103.5	Tamworth	648	Collinsville	106.1
Bega	810	Taree	756	Cooktown	105.7
Bombala	94.1	Tenterfield	88.9	Croydon	105.9
Bonalbo	91.3	Thredbo	88.9	Cunnamulla	106.1
Broken Hill	999	Tottenham	99.3	Dimbulah	91.7
Byrock	657	Tumut	97.9	Dysart	91.7
Central Western Slopes	107.1	Upper Hunter	105.7	Eidsvold	855
Cobar	106.1	Upper Namoi	99.1	Emerald	1548
Cooma	1602	Wagga Wagga	102.7	Georgetown	106.1
Corowa	675	Walcha	88.5	Gladstone	99.1
Crookwell	106.9	Walgett	105.9	Glenden	92.5
Cumnock,	549	Wilcannia	1584	Gold Coast	91.7
Central NSW		Young	96.3	Goondiwindi	92.7
Dubbo	95.9	<b>NT</b>		Greenvale	105.9
Eden	106.3	Adelaide River	98.9	Gympie	95.3
Glen Innes	819	Alice Springs	783	Gympie	1566
Gloucester	100.9	Bathurst Island	91.3	Hughenden	1485
Goodooga	99.3	Borrooloola	106.1	Injune	105.9
Gosford	92.5	Daly River	106.1	Julia Creek	567
Goulburn (town)	90.3	Darwin	105.7	Karumba	106.1
Grafton	738	Galiwinku	105.9	Lakeland	106.1
Grafton/ Kempsey	92.3	Groote Eylandt	106.1	Laura	106.1
Hay	88.1	Jabiru	747	Longreach	540
Illawarra	97.3	Katherine	106.1	Mackay	101.1
Ivanhoe	106.1	Mataranka	106.1	Middlemount	106.1
Jindabyne	95.5	Newcastle	106.1	Miriam Vale	88.3
Kandos	96.3	Waters		Mission Beach	89.3
Kempsey	684	Nhulunbuy	990	Mitchell	106.1
Lightning Ridge	92.1	Pine Creek	106.1	Moranbah	104.9
Lithgow	1395	Tennant Creek	106.1	Mossman	639
Manning River	95.5	<b>QLD</b>		Mount Garnet	95.7
Menindee	97.3	Airlie Beach	89.9	Mount Isa	106.5
Merriwa	101.9	Alpha	105.7	Mount Molloy	95.7
Mudgee	99.5	Atherton	720	Moura	96.1
Murrumbidgee	100.5	Babinda	95.7	Nambour	90.3
Irrigation Area		Bedourie	106.1	Normanton	105.7
Murrurundi	96.9	Biloela	94.9	Pentland	106.1
Murwillumbah	720	Birdsville	106.1	Pialba-	855
Muswellbrook	1044	Boulia	106.1	Dundowran (Wide Bay)	
Newcastle	1233	Brisbane	612	Quilpie	106.1
Nyngan	95.1	Cairns (AM)	801	Rockhampton	837
				Roma	105.7

<b>ABC Radio</b>	
<b>Area Served</b>	<b>Frequency</b>
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>SA</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
<b>TAS</b>	
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

<b>ABC Radio</b>	
<b>Area Served</b>	<b>Frequency</b>
Weldborough	97.3
<b>VIC</b>	
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
<b>WA</b>	
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

<b>ABC Radio</b>	
<b>Area Served</b>	<b>Frequency</b>
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

<b>RN</b>	
<b>Area Served</b>	<b>Frequency</b>
<b>ACT</b>	
Canberra	846
<b>NSW</b>	
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

<b>RN</b>	
<b>Area Served</b>	<b>Frequency</b>
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
<b>NT</b>	
Adelaide River	100.5
Alice Springs	99.7
Bathurst Island	92.9
Borrooloola	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
<b>QLD</b>	
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

<b>RN</b>	
<b>Area Served</b>	<b>Frequency</b>
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

<b>RN</b>		<b>RN</b>		<b>RN</b>	
<b>Area Served</b>	<b>Frequency</b>	<b>Area Served</b>	<b>Frequency</b>	<b>Area Served</b>	<b>Frequency</b>
Moura	96.9	NE Tasmania	94.1	Fitzroy Crossing	107.7
Muttaborra	107.7	Orford	88.9	Geraldton	99.7
Normanton	107.3	Queenstown	630	Halls Creek	107.7
Pentland	107.7	Rosebery	107.9	Hopetoun (WA)	106.9
Quilpie	107.7	St Helens	96.1	Jurien	107.9
Richmond	107.7	St Marys	101.1	Kalbarri	107.7
Rockhampton	103.1	Strahan	105.9	Kalgoorlie	97.1
Roma	107.3	Swansea	107.7	Kambalda	93.9
Southern Downs	106.5	Waratah	104.9	Karratha	100.9
Springsure	100.9	Weldborough	98.9	Kununurra	107.3
St George	107.7	<b>VIC</b>		Laverton	107.7
Surat	107.5	Albury/Wodonga	990	Leeman	107.3
Tambo	107.5	Alexandra	104.5	Leonora	107.3
Taroom	107.7	Bairnsdale	106.3	Marble Bar	107.5
Theodore	107.5	Bright	88.9	Meekatharra	107.9
Thursday Island	107.7	Cann River	107.7	Menzies	107.7
Townsville	104.7	Corryong	98.1	Merredin	107.3
Townsville North	96.7	Eildon	97.3	Mount Magnet	107.3
Tully	96.3	Hopetoun (VIC)	88.3	Mullewa	107.5
Wandoan	98.9	Horsham	99.7	Nannup	98.9
Weipa	107.3	Mallacoota	103.3	Narembeen	107.7
Wide Bay	100.9	Mansfield	105.3	Newman	93.7
Winton	107.9	Melbourne	621	Norseman	107.3
<b>SA</b>		Mildura/	105.9	Onslow	107.5
Adelaide	729	Sunraysia		Pannawonica	107.7
Andamooka	107.5	Nhill	95.7	Paraburdoo	107.7
Ceduna/Smoky Bay	107.7	Omeo	99.7	Perth	810
Cooper Pedy	107.7	Orbost	98.7	Port Hedland	95.7
Hawker	107.5	Portland	98.5	Ravensthorpe	107.5
Keith	96.9	Swifts Creek	103.5	Roebourne	107.5
Leigh Creek	106.1	Wangaratta	756	Salmon Gums	100.7
South		Warrnambool	101.7	Southern	96.9
Marree	107.3	Western Victoria	92.5	Agricultural	
Mount Gambier	103.3	<b>WA</b>		Southern Cross	107.9
Quorn	107.9	Argyle	107.5	Tom Price	107.3
Renmark/Loxton	1305	Augusta	99.1	Wagin	1296
Roxby Downs	101.9	Broome	107.7	Wyndham	107.7
Spencer Gulf	106.7	Bunbury	1269	Yalgoo	107.7
North		(Busselton)			
Streaky Bay	100.9	Carnarvon	107.7		
Tumby Bay	101.9	Cue	107.7		
Wirrulla	107.3	Dalwallinu	612		
Woomera	105.7	Dampier	107.9		
Wudinna	107.7	Denham	107.5		
<b>TAS</b>		Derby	107.5		
Bicheno	91.3	Eneabba	107.7		
Hobart	585	Esperance	106.3		
Lileah	89.7	Exmouth	107.7		

**ABC Classic**

Area Served	Frequency (MHz)
<b>ACT</b>	
Canberra	102.3
Tuggeranong	99.1
<b>NSW</b>	
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
<b>NT</b>	
Alice Springs	97.9
Darwin	107.3

**ABC Classic**

Area Served	Frequency (MHz)
<b>QLD</b>	
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
<b>SA</b>	
Adelaide	103.9
Adelaide Foothills	97.5
Mount Gambier	104.1
Renmark/Loxton	105.1
Roxby Downs	103.5
Spencer Gulf North	104.3
<b>TAS</b>	
Hobart	93.9
NE Tasmania	93.3
<b>VIC</b>	
Ballarat (Lookout Hill)	105.5

**ABC Classic**

Area Served	Frequency (MHz)
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
<b>WA</b>	
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

**triple j**

Area Served	Frequency (MHz)
<b>ACT</b>	
Canberra	101.5
Tuggeranong	95.9
<b>NSW</b>	
Armidale	101.1
Bathurst (City)	95.9
Bega/Cooma	100.1
Broken Hill	102.1
Central	101.9
Tablelands	
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
<b>NT</b>	
Alice Springs	94.9
Darwin	103.3

**triple j**

Area Served	Frequency (MHz)
<b>QLD</b>	
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
<b>SA</b>	
Adelaide	105.5
Adelaide Foothills	95.9
Mount Gambier	102.5
Renmark/Loxton	101.9
Spencer Gulf North	103.5
<b>TAS</b>	
Hobart	92.9
NE Tasmania	90.9
<b>VIC</b>	
Ballarat (Lookout Hill)	107.1
Bendigo	90.3
Goulburn Valley	94.5
Latrobe Valley	96.7
Melbourne	107.5

**triple j**

Area Served	Frequency (MHz)
Mildura/Sunraysia	101.1
Murray Valley	105.3
Upper Murray	103.3
Warrnambool	89.7
Western Victoria	94.9
<b>WA</b>	
Bunbury	94.1
Central Agricultural	98.1
Geraldton	98.9
Kalgoorlie	98.7
Perth	99.3
Southern Agricultural	92.9

**ABC NEWS on radio**

Area Served	Frequency
<b>ACT</b>	
Canberra	103.9
Tuggeranong	99.9
<b>NSW</b>	
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	630
Tamworth	91.7
Upper Hunter	104.9
Upper Namoi	101.5
Wagga Wagga	105.1

**ABC NEWS on radio**

Area Served	Frequency
<b>NT</b>	
Alice Springs	104.1
Darwin	102.5
Katherine	105.3
<b>QLD</b>	
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
<b>SA</b>	
Adelaide	97.2
Mount Gambier	105.7
Renmark/Loxton	93.9
Spencer Gulf North	102.7
Tumby Bay	91.5
<b>TAS</b>	
Burnie	90.5
East Devonport	102.1
Hobart	74.7
NE Tasmania	92.5

**ABC NEWS on radio**

Area Served	Frequency
<b>VIC</b>	
Bairnsdale	107.9
Ballarat	94.3
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
<b>WA</b>	
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

**Radio transmitter statistics as at 30 June 2020**

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
<b>RADIO</b>									
Digital Radio	2	7	2	2	1	2	5	3	24
ABC Local Radio	1	59	15	68	13	19	24	41	240
RN	1	52	15	87	18	13	21	50	257
ABC Classic	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 Radio</b>	<b>10</b>	<b>181</b>	<b>39</b>	<b>206</b>	<b>48</b>	<b>42</b>	<b>85</b>	<b>120</b>	<b>731</b>



## Appendix 13 – Radio Australia and ABC Australia distribution and transmission

### Radio Australia Frequencies

<b>ABC Radio Australia – 24 hours transmission</b>		
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
Samoa	Arawa	101.9 FM
	Apia	102 FM
East Timor	Dili	106.5FM

<b>ABC Radio Australia – Part-rebroadcast</b>		
Papua New Guinea	NBC network	1 national station and 19 provincial
Papua New Guinea	FM100 network:	100.3 FM
	Lae	100.8 FM
	Kimbe	100.3 FM
	Kavieng	100.2 FM
	Goroka	100.8 FM
	Buka	107.7 FM
	Boregoro	107.1 FM
Samoa	Dimodimo	
	Samoa Quality Broadcasting	89.9 FM
Solomon Islands	Honiara	97.7/101.7 FM
	Paoa FM	
Tonga	Tonga Broadcasting	101.7 AM

### **Languages other than English—rebroadcast partner stations**

<b>Tok Pisin</b>		
Papua New Guinea	<b>FM100 Network</b>	
	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
	<b>NBC Provincial Stations</b>	
	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 – ABC Australia and ABC Radio Australia

ABC Radio Australia is transmitted on Intelsat 18 in two streams enabling audiences in Melanesia to hear the Tok Pisin news program *Wantok* alongside English language content, while audiences across Polynesia receive a full-English language service.

## ABC Australia

The ABC Australia television service is distributed by Intelsat 18 and 20 across the Indo Pacific region. It is downlinked by approximately 130 rebroadcasters in this region, across 40 countries and territories. The Intelsat 18 stream which covers the Pacific also allows for Direct to Home transmission. Information on rebroadcast partners can be found on the ABC Australia website: <http://www.abcaustralia.com/tuning>

## Appendix 14 – ABC offices

as at 30 June 2020

### 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

### 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  
SMS 0467 922 684  
(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

### Gosford

131 Donnison Street  
Gosford NSW 2250  
Phone (02) 4367 1911  
SMS 0467 922 684  
(Local Radio station:  
ABC Central Coast)  
Chief of Staff: Lucia Hill

### 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)  
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

**Newcastle**

24 Wood Street  
(Cnr Wood and Parry Streets)  
Newcastle West NSW 2302  
PO Box 2205  
Dangar NSW 2309  
Phone (02) 4922 1200  
SMS 0487 991 233  
(Local Radio station:  
ABC Newcastle)  
Chief of Staff: Lucia Hill

**Orange**

46 Bathurst Road  
(PO Box 8549)  
East Orange NSW 2800  
Phone (02) 6393 2511  
SMS 0467 922 684  
(Local Radio station:  
ABC Central West NSW)  
Chief of Staff: Brooke Daniels

**Port Macquarie**

51 Lord Street  
(PO Box 42)  
Port Macquarie NSW 2444  
Phone (02) 6588 1211  
SMS 0467 922 684  
(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  
SMS 0467 922 684  
(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  
SMS 0467 922 684  
(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  
SMS 0467 922 684  
(Local Radio station:  
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  
SMS 0487 991 057  
Manager ABC Radio Darwin:  
Stephen McClelland

**Alice Springs**

Cnr Gap Road and Speed Street  
Alice Springs NT 0870  
(PO Box 1144  
Alice Springs NT 0871)  
Phone (08) 8950 4711  
SMS 0487 991 057  
(Local Radio station:  
ABC Alice Springs)  
Chief of Staff: Michael  
Murdoch

**Katherine**

Stuart Highway  
Katherine NT 0850  
(PO Box 1240  
Katherine NT 0851)  
Phone (08) 8972 5711  
SMS 0487 991 057  
(Local Radio station:  
ABC Katherine)  
Chief of Staff:  
Michael Murdoch

**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  
SMS 0487 993 222  
(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  
SMS 0487 993 222  
(Local Radio station:  
ABC Far North Queensland)  
Chief of Staff: Fiona Sewell

**Gold Coast**

Cnr Gold Coast Highway  
and Francis Street  
(PO Box 217)  
Mermaid Beach QLD 4218  
Phone (07) 5595 2917  
SMS 0487 993 222  
(Local Radio station:  
ABC Gold Coast)  
Chief of Staff: Andrew Arthur

**Longreach**

Duck Street  
(PO Box 318)  
Longreach QLD 4730  
Phone (07) 4658 4011  
(Local Radio station:  
ABC Western Queensland)  
Chief of Staff: Damien  
Larkins (Acting)

**Mackay**

2 Wellington Street  
(PO Box 127)  
Mackay QLD 4740  
Phone (07) 4957 1111  
SMS 0487 993 222  
(Local Radio station:  
ABC Tropical North)  
Chief of Staff: Tegan Philpott

**Mt Isa**

114 Camooweal Street  
Mt Isa QLD 4825  
Phone (07) 4744 1311  
SMS 0487 993 222  
(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  
SMS 0487 993 222  
(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  
SMS 0487 993 222  
(Local Radio station:  
ABC Sunshine Coast)  
Chief of Staff: Bianca Clare

**Toowoomba**

297 Margaret Street  
(PO Box 358)  
Toowoomba QLD 4350  
Phone (07) 4631 3811  
SMS 0487 993 222  
(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  
SMS 0487 993 222  
(Local Radio station:  
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  
SMS 0467 922 783  
(Local Radio station:  
ABC Broken Hill)  
Chief of Staff: Andrew Schmidt

**Mount Gambier**

31 Penola Road  
(PO Box 1448)  
Mt Gambier SA 5290  
Phone (08) 8724 1011  
SMS 0467 922 783  
(Local Radio station:  
ABC South East SA)  
Chief of Staff: Sandra Morello

**Port Lincoln**

First Floor, Civic Centre 60  
Tasman Terrace  
(PO Box 679)  
Port Lincoln SA 5606  
Phone (08) 8683 2611  
SMS 0467 922 783  
(Local Radio station:  
ABC Eyre Peninsula)  
Chief of Staff: Khama Gilchrist

**Port Pirie**

85 Grey Terrace  
 (PO Box 289)  
 Port Pirie SA 5540  
 Phone (08) 8638 4811  
 SMS 0467 922 783  
 (Local Radio station:  
 ABC North and West SA)  
 Chief of Staff: Khama Gilchrist

**Renmark**

Ral Ral Avenue  
 (PO Box 20)  
 Renmark SA 5341  
 Phone (08) 8586 1311  
 SMS 0467 922 783  
 (Local Radio station:  
 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  
 SMS 0467 922 917  
 (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  
 SMS 0467 922 917  
 (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  
 SMS 0467 842 722  
 (Local Radio station:  
 ABC Ballarat)  
 Chief of Staff: Prue Bentley

**Bendigo**

278 Napier Street  
 (PO Box 637)  
 Bendigo VIC 3550  
 Phone (03) 5440 1711  
 SMS 0467 842 722  
 (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  
 SMS 0467 842 722  
 (Local Radio station:  
 ABC Wimmera)  
 Chief of Staff: Sarah Tomlinson

**Mildura**

73 Pine Ave  
 (PO Box 10083)  
 Mildura VIC 3502  
 Phone (03) 5022 4511  
 SMS 0467 842 722  
 (Local Radio station:  
 ABC Mildura-Swan Hill)  
 Chief of Staff: Sarah Tomlinson

**Sale**

340 York Street  
 (PO Box 330)  
 Sale VIC 3850  
 Phone (03) 5143 5511  
 SMS 0467 842 722  
 (Local Radio station:  
 ABC Gippsland)  
 Chief of Staff: Laura Poole

**Shepparton**

50A Wyndham Street  
 (PO Box 1922)  
 Shepparton VIC 3630  
 Phone (03) 5820 4011  
 SMS 0467 842 722  
 (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  
 SMS 0467 842 722  
 (Local Radio station:  
 ABC South West Victoria)  
 Chief of Staff: Prue Bentley

**Wodonga**

1 High Street  
 (PO Box 1063)  
 Wodonga VIC 3690  
 Phone (02) 6049 2011  
 SMS 0467 842 722  
 (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  
SMS 0448 922 604  
(Local Radio Station:  
ABC Great Southern WA)  
Chief of Staff: John Dobson

### Broome

23 Hamersley Street  
(PO Box 217)  
Broome WA 6725  
Phone (08) 9191 3011  
SMS 0448 922 604  
(Local Radio station:  
ABC Kimberley)  
Chief of Staff: Sam Tomlin

### Bunbury

72 Wittenoom Street  
(PO Box 242)  
Bunbury WA 6231  
Phone (08) 9792 2711  
SMS 0448 922 604  
(Local Radio station:  
ABC South West WA)  
Chief of Staff:  
Meghan Woods (Acting)

### Esperance

80b Windich Street  
(PO Box 230)  
Esperance WA 6450  
Phone (08) 9083 2011  
SMS 0448 922 604  
(Local Radio station:  
ABC Goldfields)  
Chief of Staff: Andrew Tyndall

## Geraldton

245 Marine Terrace  
(PO Box 211)  
Geraldton WA 6531  
Phone (08) 9923 4111  
SMS 0448 922 604  
(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  
SMS 0448 922 604  
(Local Radio station:  
ABC Goldfields)  
Chief of Staff: Andrew Tyndall

## Karratha

DeGrey Place  
(PO Box 994)  
Karratha WA 6714  
Phone (08) 9183 5011  
SMS 0448 922 604  
(Local Radio station:  
ABC Pilbara)  
Chief of Staff:  
Andrew Tyndall (Acting)

## Kununurra

114b Collibah Drive  
(PO Box 984)  
Kununurra WA 6743  
Phone: (08) 9168 4300  
SMS 0448 922 604  
(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, China

8-122 Qijiayuan D.R.C  
Chaoyang District, Beijing  
100600, China  
Phone: + (8610) 6532 6810  
Fax: + (8610) 6532 2514

### Jakarta, Indonesia

Level 16, Deutsche Bank  
Building  
Jalan Iman Bonjol,  
80 Jakarta 10310, Indonesia  
Phone: + (62) 21 390 812

### London, United Kingdom

2<sup>nd</sup> Floor, 4 Millbank  
Westminster SW1P 3JA London  
Phone: + (4420) 7808 1360  
Fax: + (4420) 7799 5482

### Port Moresby,

### Papua New Guinea

Section 15, Lot 51 –  
Airvos Avenue  
GPO Box 779  
Port Moresby, Papua New  
Guinea  
Phone: + (675) 321 2666  
Fax: + (675) 321 2131

### Tokyo, Japan

NHK Hoso Centre  
2-2-1 Jinnan, Shibuya-ku  
Tokyo 150-8001 Japan  
Phone: + (813) 3469 8099  
Fax: + (813) 3468 844

### Washington, USA

Suite 660  
2000 M Street NW  
Washington DC 20036  
Phone: + (1202) 466 8575

In addition: the ABC has  
home-based reporters in  
**Bangkok** (Thailand), **Beirut**  
(Lebanon), **Jerusalem** (Israel)  
and **New Delhi** (India) and a  
producer in **Nairobi** (Kenya).

# References

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Celia Pacquola and Luke McGregor as Emma and Daniel. Image: Guesswork

# Compliance Index

## ABC Annual Report 2020

### Reports required under section 80 of the *Australian Broadcasting Corporation Act 1983*

Section	Requirement	Statement/Location
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 2019-20
s.80(da)	Codes of practice developed under subsection 8(1)	See Appendix 4 (pages 180-190)
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	No such requests made in 2019-20 See Appendix 2 (pages 177-179)
s.80(f)	Particulars of any gift, devise or bequest accepted by the Corporation during that year	The Corporation received no gifts or donations within the meaning of section 80 of the <i>Australian Broadcasting Act 1983</i>
s.80(g)	Particulars of any advice received by the Board during that year from the ABC Advisory Council	See ABC Advisory Council (pages 94-98)
s.80(j)	Activities under subsection 25A	See Financial Statements, Note 12 (pages 164-165)
s.80(k)	Particulars of any activities during the year of any authorised business with which the Corporation is associated under that subsection	See Financial Statements, Note 12 (pages 164-165)
s.80(l)	Particulars of significant changes of transmission coverage and quality	See (pages 110-111)

### Reports required under section 43 of the *Public Governance, Performance and Accountability Act 2013*

Section	Requirement	Statement/Location
s.43(1)	Auditor-General's report	Provided to the Minister on 25 August 2020 (page 123)
s.43(4)	Financial Statements	See Financial Statements (pages 114-172)



## Reports required under the Public Governance, Performance and Accountability Rule 2014

Section	Requirement	Statement/Location
s.17BE(ka)	Statistics on numbers of employees	See Appendix 5 (pages 191-192)
s.17BE(q)	Judicial decisions and reviews by Outside Bodies	Matters referred to the Australian Communications and Media Authority for review, see (page 102). No other judicial decisions or decision of administrative tribunals were made in 2019-20 which had, or may have, a significant effect on the ABC's operations
s.17BE(t)	Indemnities and insurance premiums for Officers	See Risk (page 99)
s.17BE(ta)	Information about executive remuneration in accordance with Subdivision C	See Appendix 6 (pages 193-198)
s.17BE(taa)	Details of audit committee	See Appendix 2 (pages 177-178)
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

Section	Requirement	Statement/Location
s.17BE(a)	Details of the legislation establishing the body	See Enabling legislation (page 92)
s.17BE(b)(i)	Summary of the objects and functions of the entity	See Purpose and Vision (page 8) and Appendix 1 (page 176)
s.17BE(b)(ii)	Purposes of the entity as included in the <i>ABC Corporate Plan 2017-18</i>	The Annual Performance Statements (pages 103-112)
s.17BE(c)	The responsible Minister	See Responsible Minister (page 92)
s.17BE(d)	Ministerial directions	Nil
s.17BE(e)	Government policy orders	Nil
s.17BE(g)	Annual Performance Statements	See Annual Performance Statements (pages 103-112)
s.17BE(h)	Statement regarding significant non-compliance	See Compliance reporting (pages 93)
s.17BE(j)	Information about members of the accountable authority	See The Board (pages 4-7)
s.17BE(k)	Outline of organisational structure	See Appendix 3 (page 179)
s.17BE(l)	Outline of location of major activities or facilities	See Where We Are (pages 10-11) and Appendix 14 (page 214)
s.17BE(m)	Information in relation to the main corporate governance practices	See 'Governance and management processes' (page 92)
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

**Charter** – the fundamental operating responsibilities of the ABC, as set out in section 6 of the *Australian Broadcasting Corporation Act 1983*

**Consolidated 28** – total viewings of television broadcast content including those watched live and those played back within 28 days of the live broadcast

**DAB+** – a radio frequency allowing digital simulcast of analogue stations and the broadcast of digital-only stations

**five-city metropolitan reach** – the combined audience reach of a television or radio service in the five cities of Adelaide, Brisbane, Melbourne, Perth and Sydney

**Google Analytics** – Google Analytics only reports demographics for around half of all unique users, and so should be treated as an indicative sample rather than an absolute measurement

**livestream/ing** – broadcast of an event or content on an internet-capable device as it happens

**prime time** – peak viewing/listening time for television and radio audiences

**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

**spill** – viewing a TV station which can be received outside its geographic coverage area

## Acronyms/Abbreviations

**ABCID** ABC International Development

**ACMA** Australian Communications and Media Authority

**ANAO** Australian National Audit Office

**APS** Annual Performance Statements

**ARIA** Australian Recording Industry Association Music Awards

**CALD** culturally and linguistically diverse

**DAB+** digital radio – see Glossary

**DCR** digital content ratings

**DISC** Diversity & Inclusion Standing Committee

**EAP** Employee Assistance Program

**ECRC** Election Coverage Review Committee

**FTE** full-time equivalent

**MDI** Media Development Initiative

**PGPA** the *Public Governance, Performance and Accountability Act 2013* or Rule 2014

**RN** formerly Radio National

**SLA** Service Level Agreement

**TAM** television audience measurement

**VPM** video player measurement

**WHS** work health and safety

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Deborah Mailman as Senator Alex Irving in *Total Control*. Image: John Platt / Blackfella Films



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