



Cover: John (81) & Aika (4) from *Old People's Home for 4 Year Olds* season 2.

David Gulpilil from documentary *My Name is Gulpilil*. Image: Miles Rowland.



9 September 2021

The Hon Paul Fletcher MP
Minister for Communications, Urban Infrastructure, Cities 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 2021.

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 2021 and provides a streamlined, yet full, overview of the ABC's performance and delivery in line with its Charter remit.

A year on we are still grappling with the impact of COVID-19 on the way our employees work and deliver the services that Australians expect of us. Our content teams, with our support teams, have continued to put in a huge effort to ensure all Australians have been kept reliably informed.

Their hard work and commitment have resulted in ABC News becoming the leading digital news brand reaching half the population per month. The ABC News app continues to break audience records while the ABC NEWS channel has maintained the reach growth achieved in 2020.

The ABC is performing well across all platforms with our employees continuing to find new ways to stay connected with each other and our audiences. Their commitment through these difficult times has allowed us to remain creative, engaging and informative, as illustrated in this report.

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

Ita Buttrose AC, OBE
Chair



Anh Do in Anh's Brush with Fame.

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Foreword from the Chair

Next year the ABC will celebrate its 90th anniversary. As that significant milestone draws nearer it's timely to reflect on how much we have helped shape Australia since 1932.

From small beginnings – our first wireless radio broadcast reached six per cent of the population – the ABC today reaches 90 per cent of all Australians every year.

Over the years we have continuously increased our commitment and investment in regional communities whenever we've had the opportunity to do so. Today we operate from 48 locations and our local radio network reaches around three million Australians every week.

We work hard at maintaining a deep connection with regional and rural communities, telling personal stories and celebrating life on the land. The resilient and inspirational Australians living outside our major cities help us laugh with their unique good humour.

The ABC's commitment to serving regional Australia and connecting all parts of the nation is unmatched by any other media organisation. In recent months, many local media and news providers have either withdrawn from regional Australia or closed down altogether, so much so that some places are at risk of becoming 'news deserts'. There has been growing pressure on the ABC to fill the gap.

The ABC recently signed letters of intent with both Google and Facebook for payments under the news media bargaining code that will enable the ABC to make new and significant investment to support public interest journalism in regional Australia. We are excited at the prospect of being able to do this and anticipate these agreements will be in place by the end of this year.

There's no doubt that the Australian media and entertainment landscape is going through a period of revolutionary change.

Global streaming platforms, like Netflix and Amazon, are reshaping viewing habits across many Australian households. Last year, the Australian Government, seeking to lower

the cost burden on Australia's commercial free-to-air broadcasters, suspended quotas for Australian content. The aim was to bolster the free-to-air players' competitiveness against the international giants.

Australians should be aware of these developments and what they mean for Australian stories and creativity.

Thank heavens for the ABC because telling Australian stories is central to our purpose. For nearly 90 years we have created, commissioned and collaborated with independent production houses to make Australian drama, comedy, children's content and factual programs that inform, entertain, move and provoke.

We ensure that Australians wherever they live are informed about what matters to them in their local area, their region and across the nation. Our local radio network always has been a lifeline for small and remote communities and is now even more important with the disappearance of local newsrooms. With an enormous, undifferentiated global onslaught of unreliable sources, fake news, partisan commentary and biased coverage, the ABC remains the most valued source of reliable information for Australians. It's the place Australians can rely upon when they want the facts.

Over the past 12 months the ABC has performed well across all platforms as Australians turned to us for essential information and analysis, entertainment, and specialist content.

At a time when Australians need trustworthy information more than ever, ABC News is the leading digital news brand, reaching half the population each month. Fifty-one per cent of all Australians aged 2+ (12.8 million people) engaged with ABC News via the website or app in June 2021.

Through the course of the coronavirus pandemic, our ABC Education experts have been working side-by-side with state education departments and schoolteachers to create content suitable for children learning at home. Our *Behind the News* program offers a fun and accessible way to help young people understand and interpret what's going on in our world.

In short, we've never provided better value for the investment Australians have entrusted to us. We live in an interconnected world. Australia is affected by powerful global forces, whether they are at the microscopic scale of the coronavirus pandemic or in the catastrophic weather events now propelled by climate change. Our world is becoming more, not less, complex.

The ABC's commitment to Australian storytelling and public discussion is more vital now than it has ever been. We provide a safe space for Australians to consider and debate the issues that confront them, the perspectives they may not have considered, and what being Australian might mean. This helps Australians come together as a nation and strengthens us for the challenges and the opportunities ahead.

The ABC is part of the national infrastructure that keeps Australia safe, aware, informed, stable, and united through times of change.

As we approach our 90th anniversary we can be proud of our decades of service to Australia through peace and war, through booms and busts, through natural disasters and national triumphs. We have done well, and this report provides further detail on our continuing value to the Australian people.



Ita Buttrose AC, OBE

Chair, Australian Broadcasting Corporation

Image: Peter Matthew.



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 Patron for Dementia Australia. She is also patron of Macular Disease Foundation Australia.

She has been a member of the Sydney Symphony Council since 2010. She is a member of the Australian Institute of Company Directors.



David Anderson

ABC Managing Director

6 May 2019 – 5 May 2024

David Anderson is the Managing Director at the Australian Broadcasting Corporation. His career in the broadcast television and media industry spans more than 30 years. He joined the ABC in 1989, and is a leader in television production, commissioning successful programs across all genres, as well as overseeing the corporation's digital transformation.

He has held a succession of high-level positions at the ABC and played a pivotal role in leading its transition from a broadcaster to a modern digital media organisation, providing trusted on-demand content for the changing needs and expectations of audiences.

As Director of Strategy & Planning, David delivered significant efficiencies and focused more of the ABC's expenditure on content, products and services for audiences. As Director of Digital Network, he led the organisation's transformation by developing ways to engage new audiences online and investing in creating personalised and connected digital services.

Previously, David was Director of 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.



Peter Lewis

2 October 2014 – 1 October 2024

Peter Lewis is the Chair of McGrath Limited, a non-executive director of Pump Group Australia and BoozeBud Holdings Limited as well as being a member of the Advisory Board for Anacacia Capital and an advisor to Gravity Media Group.

He previously held board and advisory positions with Dealt Limited, 360 Capital ANI Management, Capitol Health, International Grammar School Sydney, TXA Australia, Norwest Productions, Australian News Channel, B Digital, Vividwireless, and Yahoo 7 Australia. He has extensive experience in financial and operational management for media companies having been the CFO of the Seven group of companies for 15 years.

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.



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, including the Australian Broadband Advisory Council.

Georgie has held roles on 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, the Australian Rural Leadership Foundation and the Institute for Resilient Regions.



Dr Jane Connors

Staff-elected director

1 May 2018 – 30 April 2023

Jane Connors has been with the ABC for 30 years. 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*.



Joseph Gersh AM

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.



Fiona Balfour

13 May 2021 – 12 May 2026

Fiona Balfour is a non-executive director with an executive background in information technology. She has significant expertise in the aviation sector – but has also worked extensively in information and telecommunication services, and distribution and logistics. Her current roles are as an independent non-executive director for Western Sydney Airport Co. and as a nominee director for the Public Sector Investment Board of Canada (PSPIB) at each of Land Services South Australia and Airtrunk Australia.

She holds a Bachelor of Arts (Hons) from Monash University, a Graduate Diploma in Information Management from UNSW and an MBA from RMIT. Fiona is a Member of Chief Executive Women; was awarded the National Pearcey Medal in 2006; is a Fellow of the Australian Institute of Company Directors; was appointed a Fellow of Monash University in 2010; and in 2019, was appointed a Fellow of the Royal Aeronautical Society, London.



Peter Tonagh

13 May 2021 – 12 May 2026

Peter Tonagh has been a senior executive in large Australian media companies and a Partner of The Boston Consulting Group. He now has a portfolio of board positions and advisory/mentoring roles with start-up organisations.

Peter is the non-executive Chairman of Bill Identity Limited, GTN Limited and ACT Capital Pty Limited and a non-executive director of The Quantum Group Holdings Pty Ltd. He is also Chairman of Bus Stop Films – a not-for-profit organisation supporting inclusion in the film and television industry – and a non-executive director of AAP Pty Ltd, the not-for-profit entity that rescued Australia's newswire service in 2020.

Peter previously worked for News Corporation, including as Chief Executive Officer of each of Foxtel, REA and News Corp Australia.

Peter holds a Bachelor of Commerce from UNSW and an MBA from INSEAD, Europe's leading business school. He is currently completing the Harvard Business Analytics Programme.



Mario D'Orazio

13 May 2021 – 12 May 2026

Mario D'Orazio has more than 40 years' experience in media as a journalist, including print as a reporter and columnist, radio as a producer and talkback presenter, and TV as a reporter, presenter and executive producer of news, current affairs programs and lifestyle programs. He was managing director of Channel 7 Perth for more than seven years, and has wide experience in commercial and not-for-profit boards including government, education and the arts.

His directorships include the Australia Council for the Arts and formerly Australia Post. He is Chair of the Australian Institute of Management WA, the Heart Foundation (WA) and the West Australian Academy of Performing Arts.



Sunrise in South Australia.
Image: Jodi Hamilton.



Dr Kirstin Ferguson

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 of PEXA Ltd and Envato. During Kirstin's executive career, she was the CEO of a global consulting company, a senior executive at a leading corporate law firm, and spent nearly 10 years as an officer in the Royal Australian Air Force. As well as an Honours degrees in Law and also History, Kirstin has a PhD in leadership and is an Adjunct Professor at the QUT School of Business. Kirstin is a Fellow of the Australian Institute of Company Directors and a member of Chief Executive Women.



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



Dr Vanessa Guthrie_{AO}

23 February 2017 – 19 March 2021

Dr Vanessa Guthrie is an experienced Executive and Director with a career spanning 30 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. In 2021, she became an Officer of the Order of Australia for distinguished service to the minerals and resources sector, and as a role model for women in Business. Vanessa is on the board of a number of organisations, including listed companies Santos Ltd, Adbri Ltd, Tronox Holdings PLC, Lynas Rare Earths Ltd and the Australia-India Council. She is also Pro Chancellor of Curtin University.



ABC camera operator Marton Dobras films flooded roads outside of Wingham on the NSW Mid-North Coast. Image: James Carmody.

Purpose and vision

The ABC's **purpose** is to deliver valued services that reflect and contribute to Australian society, culture and identity.

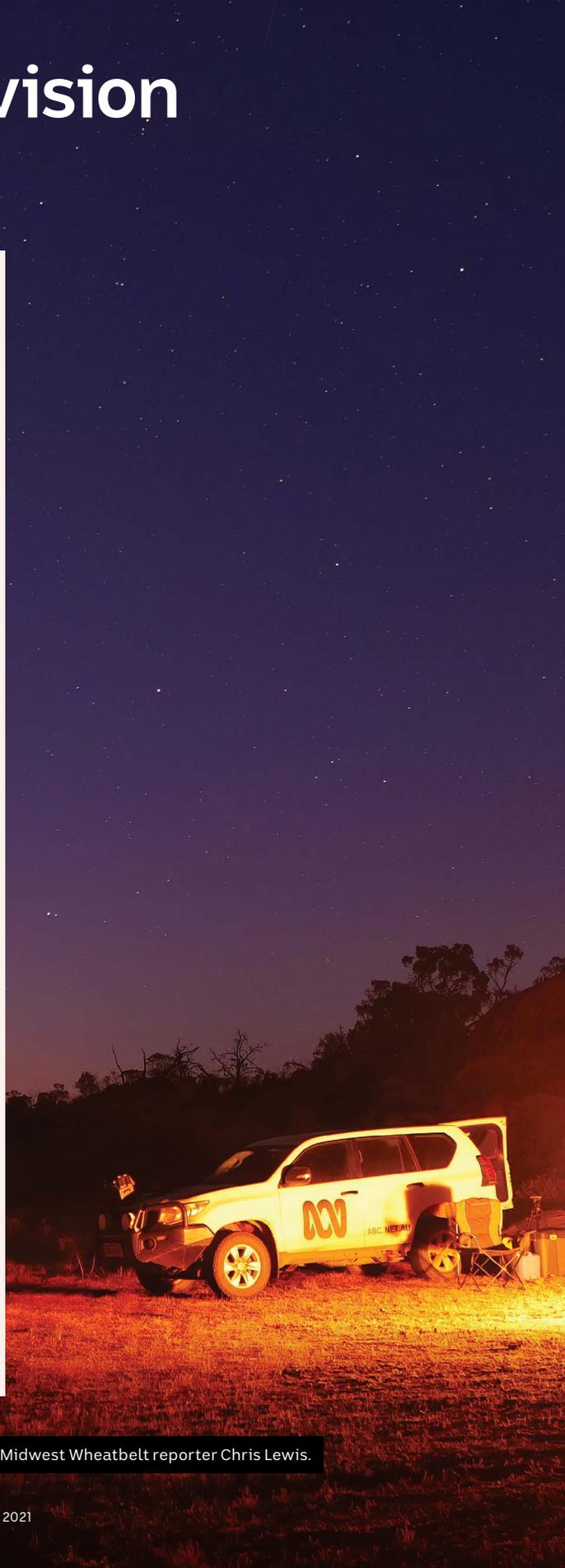
Its **vision** is to be the home of Australian stories – accessible, bold, creative.

The ABC Strategy, set out in its *Five-Year Plan 2020-2025*, is supported by five **pillars**:

- Reflect contemporary Australia.
- Build a lifelong relationship with Australians.
- Continue to earn the trust that audiences place in the ABC, safeguarding ABC independence and integrity.
- Provide entertaining, culturally significant, and on-demand content.
- Make sustainable choices in allocating resources.

The Strategy identifies six **priorities** where the ABC will focus its efforts:

- Deliver personalised digital experiences.
- Remain Australia's best and most trusted source of news and information.
- Strengthen local connections.
- Prioritise quality over quantity.
- Invest in the workforce of the future.
- Be creative, flexible, efficient, and accountable.



ABC in the Murchison region of Western Australia. Image: Midwest Wheatbelt reporter Chris Lewis.

The leadership team



**David
Anderson**

ABC Managing
Director



Gaven Morris

Director News,
Analysis and
Investigations



Leisa Bacon

Director Audiences



Helen Clifton

Chief Digital
Information Officer



Monica Vagg

Acting Chief
People Officer



**Michael
Carrington**

Director
Entertainment
& Specialist



Judith Whelan

Director Regional
& Local



Melanie Kleyn

Chief Financial Officer



Craig McMurtrie

Editorial Director



Mark Tapley

Director Strategy

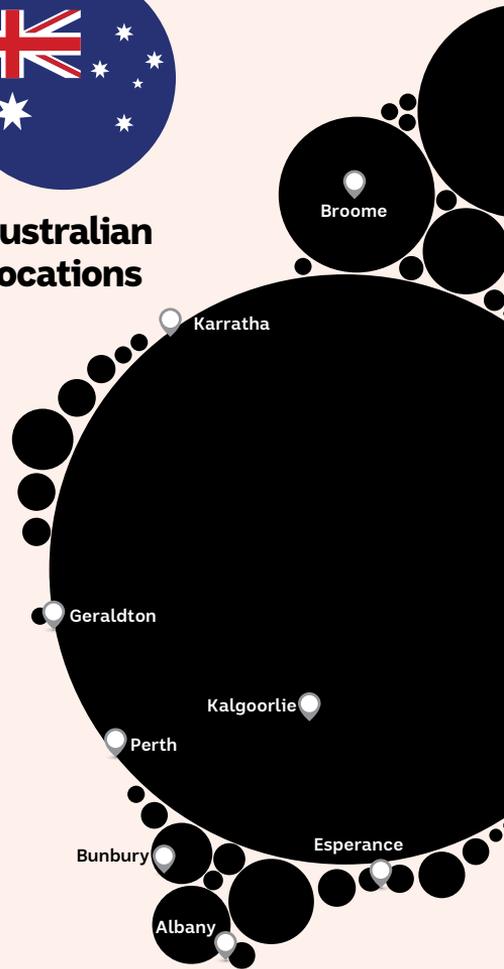
Visit the ABC website for more information about **the leadership team**
<https://about.abc.net.au/who-we-are/the-abc-leadership-team/>

Where we are

For more information regarding the ABC's domestic and international offices, see Appendix 14 on page 231.



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 networks¹

RN, ABC Classic, triple j

Capital city Local Radio²

available from all eight capital cities

Regional Local Radio³

available in regional locations around Australia

Digital Radio⁴

Double J, ABC Classic 2, ABC Jazz, ABC Country, ABC Sport, triple j Unearthed, and ABC KIDS listen⁵

ABC Radio Australia

a new, information and entertainment service for the Pacific region

On your screens

ABC TV

the ABC's primary television channel

ABC Kids / ABC TV PLUS

television for preschoolers until 7.30 pm, then a broad range of documentaries, entertainment and arts programs for adults

ABC ME

a dedicated children's channel

ABC NEWS on television

broadcasting national and breaking news 24 hours a day

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 radio

on ABC listen, ABC KIDS listen and via ABC websites

Apps

for smartphones and tablets

Commercial

Content sales and distribution

ABC TV content and format licensing, and library sales, ABC NEWS syndication

ABC Music and Events

record label commercially releasing music and live events

Publishing and licensing

books and audiobooks, magazines and a range of merchandise

ABC Studios and Media Productions

provision of production services 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 2021



Kitty Flanagan as Helen Tudor-Fisk in *Fisk*.

ABC NEWS has now been **Australia's No 1 digital news brand** since January 2020

ABC NEWS now reaches **50%+ of the population** on digital each month

360,000+ completions of the Australia Talks online tool and **8.6 million page views** of digital content in four weeks

4.5 million watched *Bluey* across ABC Kids and on ABC iview

8.9 million views and 1.8 million engagements on social platforms with *Old People's Home for 4 Year Olds*

2 million watched *Fisk*

2,812,755 votes were cast for triple j's Hottest 100 of 2020

6.4 million page views in 2021 of ABC Science digital articles, up from 5.5 million in 2020

ABC's 2020 New Year's Eve coverage reached **3.5 million Australians** on broadcast TV

Weekly livestreams of ABC capital city radio services on the ABC listen app increased by **29%**, peaking at more than **900,000** in June 2021

Freeman reached **1.73 million viewers** on broadcast TV and ABC iview

The year ahead

The coming year, 2021–22, will be the ABC’s 90th as Australia’s national public broadcaster. Celebrations for the anniversary of its founding and first broadcasts, which will fall on 1 July 2022, will begin from January.

The ABC will reflect on where it has come from over nine decades, its current vital role in depicting Australian life and culture today, and how it must evolve in a shifting media environment to continue to play that role in the decades to come.

Central to that process of evolution is the ABC *Five-Year Plan 2020-25*, which sets out a strategy for accelerating the Corporation’s transformation from a traditional broadcaster into a trusted, valued and accessible digital content provider for all Australians. In 2021-22, the second substantive year of that plan, the ABC will continue to focus tightly on its implementation.

Providing audiences with a more personalised and relevant ABC experience is an important priority of the *Five-Year Plan*. The ABC will introduce a requirement that audiences sign in to an ABC account to access ABC iview, which will enable personalisation improvements, including program recommendations, personal watchlists and the ability to resume viewing across different devices. These changes will bring the features of ABC iview in line with public expectations of services in the contemporary Australian video-on-demand market. The Corporation has developed privacy controls to protect audiences’ personal information and will continually refine them to ensure that they represent industry best practice.

The ABC’s three content divisions and its international services will collaborate on a major project to develop a long-term strategy for all ABC audio services, including live audio and radio, on-demand content and podcasts.

To support its ambition of being more relevant to more Australians, the Corporation has committed to decentralising its workforce and ensuring that more than 75% of its content-makers are located outside of its Ultimo office. During the year, the ABC will work towards relocating around 300 staff from Ultimo to Sydney’s population centre in Parramatta, as announced in June 2021. The work will include a process to find and develop an appropriate new facility and to identify the roles that will be relocated. The ABC intends to complete the move of teams to the new Parramatta site by 2024. It will also continue to examine possible property, operations and production changes in other state capitals and in regional Australia that may enable it to locate more content-makers closer to the communities they serve.

To achieve its ambition of looking and sounding like contemporary Australia, the Corporation is emphasising diversity and inclusion across the stories that it tells and in the composition of its workforce. During the year, it will look to refresh the *Diversity and Inclusion Plan 2019-22* and the *Elevate Reconciliation Action Plan 2019-22*, which focus its commitments in this area.

The year 2021-22 brings to an end the ABC’s current funding triennium. The Corporation will provide a funding submission for the next three years to government in late 2021. In particular, the ABC will seek the continuation of funding for the Enhanced Newsgathering program, which enables it to deliver more tailored and local news, and bring news from across the country to a national audience. It is due to lapse at the end of the triennium. The Corporation will also make the case for its enduring value to the Australian people and seek the reinstatement of funding indexation, consistent with the approach in the forward estimates set out in the May 2021 Commonwealth Budget.

The government's Media Reform Green Paper, released in November 2020, created an opportunity for a much-needed discussion about future pathways for the television industry in Australia. Having responded to the Green Paper in May 2021, the ABC will continue to engage with government and other broadcasters to seek policy settings that will support the sustainability of the Australian television and screen industry, and strengthen the public-policy outcomes it delivers. In particular, the Corporation will argue for regulatory mechanisms to ensure the prominence of broadcaster video-on-demand services like ABC iView on connected-TV platforms.

After the News Media and Digital Platforms Mandatory Bargaining Code became law in February 2021, the ABC entered into negotiations with Google and Facebook over payment for the use of its news content on those

platforms and signed letters of agreement with the companies in May. The Corporation expects to finalise agreements in the second half of 2021. It will deploy the funds to support new public-interest journalism initiatives for regional Australia.

Throughout 2021-22, the Corporation will continue to seek new opportunities and initiatives to ensure that it delivers valued and valuable services to the people of Australia. It will review its performance and continue to refine the *Five-Year Plan* as required.



David Anderson

Managing Director,
Australian Broadcasting Corporation

Managing Director of the ABC David Anderson being interviewed on ABC Radio.



Content, services and communities

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Australia Talks co-hosts Annabel Crabb and Nazeem Hussain and crew.
Image: Jess Gleeson.

AUSTRALIA TALKS



Trusted news and information

As the COVID-19 pandemic continued to disrupt daily life, more Australians than ever turned to the ABC as a trusted source of impartial news and authoritative information.

News that matters to Australians

ABC NEWS was Australia's No 1 digital news brand in 2020, topping the rankings every month across the year. Average daily audiences were up 77% to 2.21 million, compared with 2019.⁶ Audiences also continued to spend more time with the ABC than any other news brand. With the country enduring COVID-19 lockdowns, changing restrictions and shifting vaccination advice, Australians trusted and valued the ABC to provide detailed and localised information across different states and territories.

In the biggest crowd-sourcing project in the ABC's history, readers were invited to submit questions about COVID-19 to help shape news stories to match their needs. Audiences asked more than 200,000 questions, and the ABC's Audience Engagement team read every one. The initiative put readers, listeners and viewers at the centre of editorial meetings and led to the development of new explainers on key

topics, such as the vaccination rollout, COVID-19 symptoms and travel restrictions.

Broadcast flagships such as *AM*, the *7pm News* and *7.30* helped audiences make sense of the response to the crisis and scrutinised and interrogated the decisions of our leaders. Local radio programs provided relevant local news and information as the situation evolved in different ways across the country.

The daily *Coronacast* podcast, a collaboration between ABC NEWS and the ABC Science team, continued to attract large audiences, with 16 million downloads in the year to date. That figure translated to an average download rate of 114,000 per episode.⁷ The podcast ranked in the top on-demand programs on the ABC listen app throughout the year and often rose to the No 1 spot when outbreaks occurred. Radio National's (RN) timely miniseries *Patient Zero* rode a wave of interest in contact tracing and infectious disease control to the top of the Australian podcast charts.

⁶ Source: Nielsen Digital Content Ratings, Australia, 2+.

⁷ Source: ABC Podsights data.

Insiders host David Speers.



The ABC's national radio programs *Speaking Out* and *Away!* also continued to build on their reputation for strong and distinctive coverage of Indigenous issues during the pandemic. The first ABC Indigenous podcast, *Thin Black Line*, marked the 30th anniversary of the Royal Commission into Aboriginal Deaths in Custody. This six-part series presented by Walkley Award-winning investigative journalist Allan Clarke examined the infamous 1993 death in custody of Aboriginal teenager Daniel Yock.

Forging a connection

The ABC NEWS COVID live blog came into its own this year. The ABC NEWS Digital team blogged throughout the pandemic, providing guidance and information for hundreds of thousands of people. The team shared the latest news, information, links and even a joke with audience members during stressful times.

For many, the blogs became a virtual community during a time of enforced social isolation, a place where they could come together to follow the daily press conferences and global events. This connection also gave audiences a direct link to ABC reporting teams, enabling them to ask questions and receive replies in real time and see how others grappled with the same concerns.

The experience showed that engaged readers wanted to be part of the news-making process. As a result, news teams opened up the lines of communication on many issues beyond COVID-19, such as the Federal Budget, state elections and issues like racism and sexual harassment.

ABC local radio stations provided another strong point of connection for audiences during the pandemic, helping people make sense of the unfolding situation and allowing them to ask questions in real time via talkback and social media. During Melbourne's 112-day lockdown, ABC Melbourne provided in-depth news and comprehensive coverage, and also engaged Melburnians with humour and empathy.

In February, Facebook blocked all news in response to proposed Australian Government legislation to make tech companies pay for content that surfaces on their platforms. This was a pivotal moment in the Australian media landscape, and it provided the ABC with a chance to position itself as the best source of trustworthy news and information. This included a campaign to promote ABC NEWS across digital, outdoor and ABC TV channels, showcasing the ABC NEWS app and digital.

Bringing the world back home

The ABC's foreign correspondents in Washington, London and Tokyo stayed on location through the worst of the pandemic, working under extraordinary conditions. They endured extended periods of lockdown and isolation at home so they could continue to travel – when safe – to report on the unfolding crisis.

Foreign correspondents brought Australian audiences frontline reports on the global crisis: as China imposed strict lockdowns and fought back against mounting international criticism of its handling of the outbreak; from inside a hospital in the US so overwhelmed that it converted a car park into a COVID-19 ward; from the Indian state of Maharashtra, the hardest hit by the Delta variant; from Fukushima and Tokyo, tracing the hopes and dread of the people of Japan as momentum built toward the Olympic Games.

Reporters in India, Papua New Guinea and Thailand came home temporarily. Jakarta Correspondent Anne Barker was brought home in 2020 and continues to cover Indonesia and the region from Australia. The ABC also set up a temporary bureau in Seoul with reporter Carrington Clarke and camera operator Mitchell Woolnough to cover China. They will remain in Seoul until January.

The Middle East reporter stayed until January this year. He was replaced by new correspondent Tom Joyner. Washington Bureau Chief David Lipson and North America correspondent James Glenday returned to Australia in 2020 and Barbara Miller and Greg Jennett went to Washington as correspondents.

Reporters were on the ground in Bangkok covering the protest movement demanding reform of the Thai monarchy and the military-backed government. And they were inside Myanmar, gathering firsthand reports on the military coup and the protest movement.

ABC audiences heard from Filipino fishermen worried about the flotilla of Chinese ships massed on Scarborough Shoal in the South China Sea, as well as the Papua New Guineans considering a plan by a Chinese company to build a major fish-processing plant in the Torres Strait.

ABC International reporters exposed the search for justice and reconciliation for Timor-Leste's stolen children, and they were first on the plane as the travel bubble opened with New Zealand, exploring the potential profits and pitfalls. This work provided New Zealanders' perspectives on how to balance relations with China – and Australia – while protecting strategic ties and lucrative export markets.

In China, the ABC examined Beijing's continuing crackdowns in Hong Kong, the detention of Australians and escalating trade disputes, as relations between China and Australia deteriorated. In September 2020, the ABC's China correspondent Bill Birtles was forced to leave China – see the highlight box for more.

Bill Birtles' departure from China

In September 2020, the ABC's China correspondent Bill Birtles was forced to seek refuge in the Australian Embassy in Beijing while diplomats negotiated his departure from China in an unprecedented standoff with China's government. His departure meant that there were no Australian foreign correspondents on the ground for the first time in decades.

Bill's evacuation from Beijing came amid a massive deterioration in relations between Beijing and Canberra. In the days before he sought refuge in the embassy, he was harassed and questioned by police and there were real fears that he could be detained. However, to date neither the Chinese Government nor the Australian Government have been able to explain why Australian reporters including Bill were targeted.

In the months before his departure, Bill had continually questioned Chinese authorities on their actions in relation to Australia, had pursued stories about China's response to the pandemic, China's human rights record and had broken stories about China imprisoning Australian citizens. He did all this work despite ongoing pressure from Chinese officials.

On his return to Australia, Bill has continued to report on China and to provide our audience with an Australian perspective on a country and story that is shaping global events. Throughout the ordeal in China, Bill stayed calm and composed. He was clear eyed about the situation and navigated interviews with security officials, police and diplomatic staff in China in a way that ensured both his own safety and the safety of our team in Beijing was maintained.

The ABC subsequently established a new, short-term posting in the South Korean capital of Seoul to expand reporting in North Asia.

In October 2020, Commonwealth prosecutors announced they would not charge ABC journalist Dan Oakes over his reporting on 'The Afghan Files', which revealed alleged war crimes by Australian special forces in Afghanistan. This followed the dropping of similar threats of prosecution against Oakes' colleague on 'The Afghan Files', journalist Sam Clark. While the ABC welcomed the decision, it pointed out that "legislation needs to be changed to provide proper protection for journalists and their sources"⁸ acting in the public interest.

The ABC and ABC NEWS combined were the nation's No 1 broadcaster of the November US election across daytime. The ABC's leading coverage also set records for numbers of app users and views of a live blog.

Audio news that makes a difference

The ABC continued to meet strong demand from audiences seeking news and information in their preferred audio formats.

RN's *Breakfast* and *Drive* programs provided year-round coverage of major local and international stories, while *Background Briefing* uncovered important stories such as the alleged cover-up of a sex abuse scandal in a Ballarat orphanage. Local radio programs held their city or region's decision-makers to account, covering important local news and breaking stories on 55 stations across the country.

The ABC launched *Your News* on ABC listen in December 2020, which allows audiences to personalise their news experience based on location and topic such as sport, world or finance. In June 2021, the ABC started a 12-month trial on Apple Podcasts that aims to increase discoverability of ABC podcasts covering politics, COVID-19, regional and rural current affairs, and issues relevant to the Pacific.

ABC Kids listen podcast *News Time* continued to help young Australians understand the top news stories each week, including reports on disability and Indigenous issues. This innovative approach saw a 54% increase in audiences over the year. Presenter Ruby Cornish received positive messages from listeners such as:



Hi Ruby, the latest episode on disability was amazing, you and your co-hosts discuss issues and opportunities with ease and inspire me to understand more about accessibility.

Sarah K

State and territory elections

With five states and territories going to the polls in 2020-21, audiences turned to the ABC for coverage of important news issues. Local teams held outside broadcasts in electorates across the country, giving voters the chance to engage and share their perspectives. The *Matters of State* podcast helped voters decipher the big issues in Queensland and Western Australia, while digital articles provided comprehensive analysis and information across all the elections. Leaders' debates were broadcast and livestreamed by the ABC, along with live election night coverage of all five elections for television, radio and digital audiences.

8 David Anderson, ABC Managing Director, 15 October 2020, 'ABC Statement on Dan Oakes' <https://about.abc.net.au/statements/abc-statement-on-dan-oakes/>



“I had emails and phone calls from people who had seen the story and wanted to know more about how we did it. This included other bowling clubs who are financially struggling and thought solar panels might help them too.”

Jaci Lappin,
CEO Carrington Bowling Club

Fight for Planet A: Our Climate Challenge host
Craig Reucassel.

The facts about the environment

The ABC’s *Your Planet* digital collection of climate and environment stories featured two important documentaries about the future of our planet. *Fight for Planet A: Our Climate Challenge* is a three-part documentary exploring how we might reduce our individual and collective carbon emissions. The series was first in its timeslot and enjoyed a younger audience than ABC TV’s primetime average.

The separate documentary series *Big Weather (and how to survive it)* gave audiences information and advice on dealing with extreme weather events. A total of 9.4 million people engaged with these programs and *Your Planet* more broadly.⁹

In the social impact campaign that accompanied *Fight for Planet A*, one of the digital stories about the benefits of solar power for a local bowling club prompted the response from Jaci Lappin from Carrington Bowling Club highlighted on the left.

In another highlight, *Reef Live*, captured the spawning of the Great Barrier Reef, the most spectacular event in nature’s calendar. The ground-breaking program aired across two nights, helping to highlight the importance of this precious ecosystem.

Taking Australia to the world

ABC Radio Australia’s *Pacific Beat* started 2021 with a new, two-hour flow format covering news from across the Pacific region, as well as music, sports and interviews. As the spread of COVID-19 accelerated in Papua New Guinea, ABC Radio Australia responded with information from authoritative sources to combat misinformation on social media. The ABC also produced and broadcast public health announcements presented by trusted local leaders.

⁹ Source: ABC Audience Data and Insights, Your Planet Research, November 2020 (n = 1,521).

In 2020-21, ABC International delivered Australia's biggest sporting events live across the Indo-Pacific region. Sports fans tuned to ABC Australia to watch the AFL Grand Final and the Melbourne Cup. In October 2020, ABC Radio Australia became the home of the NRL in the Pacific, with a three-year deal to broadcast live coverage of the NRL and rugby union men's and women's competitions.

With funding from the Department of Foreign Affairs and Trade (DFAT), the ABC created *Can You Be More Pacific*, a new Pacific-focused sports program for ABC Radio Australia. It builds on existing content for Pacific radio audiences that includes Pacific news and current affairs (delivered in English and through the in-language *Wantok* program) produced by the specialist Pacific team in the Asia Pacific Newsroom.

The ABC also launched a Pan Pacific TV sports show, *That Pacific Sports Show*, examining the experiences of Pacific sports women and men in Australia and across the region. It is filmed in Sydney with presenters of Pacific heritage, and uses local crews in-country to produce and film stories. The ABC also commissioned the groundbreaking Pacific women's program *Sistas*, *Let's Talk*, and broadcasts education content for preschool and early primary students in *Pacific Playtime*.

ABC International had another successful year distributing the ABC's New Year's Eve coverage to audiences in the Indo-Pacific. The ABC's New Year's Eve concert and Sydney fireworks were broadcast live on ABC Australia and the ABC Australia iView app, while media partners in Indonesia and China broadcast the ABC's content on their respective platforms. The Sydney fireworks were also streamed live on Chinese social media platform Weibo.

ABC International worked in collaboration with the ABC's Regional & Local division to broadcast special episodes of *Gardening Australia*, *Landline* and *Back Roads* to overseas audiences on ABC Australia and ABC Australia iView. These episodes were also funded by DFAT under its Bushfire Recovery Content Support initiative. They visited the areas devastated by the 2019-20 bushfires, examining how local communities were recovering, rebuilding and working towards a prosperous and sustainable future. *Chopsticks or Fork?*, an ABC iView series looking at the role of Chinese restaurants in regional Australia was funded under the same initiative. It featured the bushfire-affected town of Malua Bay, on the NSW South Coast.

ABC Radio Australia's *Island Music* program broadcast the PASIFIX concert at Melbourne's Myer Music Bowl in April 2021, highlighting Australia's Pacific Islander community and their impact on Australia's music scene. The DFAT-funded Douglas Gabb and John Doherty internship programs, named after key players in the history of the ABC's international broadcasting activities, enable Pacific and Indonesian journalists to spend a week with the ABC to improve their skills, build connections and develop their understanding of Australian culture and values and the ABC's editorial approach as a public service broadcaster. While COVID-19 prevented the internships from being run in 2020, videos about the initiative were produced and shared widely across the Indo-Pacific region.

Flooded roads outside of Wingham, on the NSW Mid-North Coast. Image: James Carmody.

Emergency broadcasting



When emergencies strike, audiences look to the ABC for up-to-the-minute information and advice.

In September 2020, the ABC launched a new **Emergency website** <https://www.abc.net.au/emergency/>.

The website uses an interactive incident map that displays information on active events across the country, covering everything from COVID-19 restrictions to earthquakes and tsunamis. It gives users links to local emergency agencies, and provides information on relevant local radio and social networks as well as advice to help Australians prepare for emergencies.

It is also mobile friendly with improved accessibility features. In the future, it will be available via voice assistants such as Amazon Alexa and Google Assistant, giving people hands-free access to emergency updates for every suburb and town across the country.

A summer campaign to raise awareness about the new website and the local ABC AM/FM frequencies for emergency information ran on ABC platforms and included social media videos on preparing for emergency events. The campaign drove an increase in awareness of the ABC's emergency platforms among our target audience (18-54 year olds) from 40% to 49%.¹⁰

Emergencies during 2020-21

Throughout the year, the ABC's emergency broadcasting team and local teams provided critical information for 212 events. This was far fewer than the 953 events of the previous year that included the Black Summer bushfires.

Eleven of the emergency events in 2020-21 lasted more than seven days each, including the Wooroloo fire in the Perth Hills that destroyed 86 homes. The fire coincided with a COVID-19 lockdown in Perth, which created additional health considerations for emergency authorities and ABC crews.

Australia experienced major flooding events during the year, including the category 3 cyclone Seroja in April, which caused flooding and widespread damage in the Kalbarri and Geraldton regions in WA.

A major flood on the Mid-North Coast of NSW kept the emergency team busy in March and April. The team worked closely with the ABC's Port Macquarie bureau to bring emergency information to residents caught in flood waters. Thousands of people were evacuated from their homes as the floods moved into northern NSW.

As floods and storms hit Gippsland and Melbourne in early June 2021, the ABC provided emergency broadcast coverage in Sale and Traralgon and supported residents in the Dandenong Ranges, who were without power for up to a month.

¹⁰ Source: ABC Corporate Tracker.

Local connections

The ABC continued to strengthen its connections with local communities, telling stories from across Australia and bringing more people into the national conversation.

Local voices, local stories

In 2020-21, ABC teams in 59 locations across Australia covered the stories that mattered to local audiences, and brought the issues and perspectives of their city or region to national attention on television, radio and digital. Local teams boosted the ABC's presence in major centres such as Parramatta in NSW and Ipswich in Queensland, along with outer-suburban areas like Brisbane's Sunnybank, Melbourne's Box Hill, Perth's City of Swan, Hobart's New Norfolk and Sorrell, and Darwin's Palmerston.

The NSW newsroom and ABC Radio Sydney established a pop-up bureau in Liverpool, in the fast-growing Greater Western Sydney region. It was supported by a month-long outreach campaign across Liverpool City Council's channels and through local media outlets. The positive feedback from the community included this sentiment from a local youth worker:

“So often we're used to being ground zero for the crisis stories. It's great when the journalism that the ABC is known for shines a light on our community.”

Planning is underway for more pop-up bureaux in regional and outer-suburban locations to improve the ABC's connection with local communities.

ABC Local Radio told the stories that matter most to local audiences, building a sense of community and providing a forum for people to connect with each other. Across the five largest capital city markets, the ABC gained 250,000 listeners in 2020 and maintained this audience gain in 2021.¹¹ Capital city radio weekly streams on the ABC listen app increased by 38%.¹²

In December 2020, the ABC launched ABC Everyday to replace its ABC Life website with a greater focus on connecting with regional and local communities via content that is relevant to people's everyday lives. ABC Everyday continued to deliver distinctive stories that explore the diverse perspectives and experiences of Australians. Audiences responded positively to the relaunch, with an average of 518,000 weekly users in 2021, an increase of 30% on 2020.¹³



Dorothy Collishaw celebrating her 100th birthday at ABC Wide Bay at the 'Festival of Dorothy'. Image: Brad Marsellos.

¹¹ Source: GfK data, 24 hrs, P10+ S1-8 2020 and S1-4 2021.

¹² Source: Google Analytics data to 19 June 2021.

¹³ Source: Google Analytics and Story Stats data, to 26 June 2021.

Bringing communities together

The ABC connected with local audiences through special events and broadcasts where participants shared their stories and perspectives and discussed the important issues for their communities. In 2020-21, the *Hello* series saw local teams in Queensland and Perth broadcast in locations across their regions from beaches and outback pubs. Audiences shared stories at events held by ABC Canberra and ABC Darwin, while ABC Melbourne held the *Homespun* storytelling competition.

The ABC also partnered with VicHealth, City of Melbourne and the Centre for Multicultural Youth to create Takeover Melbourne, which amplified the voices of young Melburnians. It is based on the model ABC Heywire has developed over the past 23 years to share stories of young people in regional Australia.

The 32 winners of the inaugural Takeover Melbourne worked with ABC producers in November and December to have their stories featured across the ABC on TV, radio and digital. Each winner represented one of the 32 local government areas of Greater Melbourne. Stories covered topics like growing up with Tourette's syndrome and finishing Year 12 during COVID-19. The second Takeover Melbourne competition launched in March 2021, attracting hundreds of entries from high school students across the city.

In June 2021, the Heywire program held its first Youth Ideas Lab at Broken Hill, where young people pitched ideas in the hope of achieving a grant from the Foundation for Rural and Regional Renewal.

ABC Radio Perth presenter Christine Layton at *Sculptures by the Sea*, with students from City Beach Primary School. Image: Sarah Taillier.



Supporting community work

During the year, ABC teams supported and celebrated communities through appeals and events. In December 2020, the ABC helped raise more than \$1.5 million for charities through the New Year's Eve Appeal and state-based Christmas appeals. The ABC supported local charities including Foodbank, The Smith Family, the St Vincent de Paul Society and Hands Across Canberra, and partnered with Lifeline and Kids Helpline for the national Your Mental Health fundraiser on New Year's Eve.

In May, the ABC partnered with GIVIT to run a seven-day NSW flood appeal that prompted donations of \$340,000 and 4,900 household items. ABC Hobart and Northern Tasmania's Rug Up Tassie initiative saw Tasmanians knit 20,000 wool squares that were turned into 800 blankets that charities distributed during winter. ABC Radio Brisbane listeners also donated knitted squares to the Queensland Quarantine Quilt project and the resulting quilt is now hanging in the State Library of Queensland.

ABC Local Radio celebrated the work of Australians who supported others during 2020 through the Community Spirit Awards in Brisbane and Hobart and the Spirit of Volunteering Awards in Perth. The Brisbane and Hobart awards received more than 100 nominations each, with the winners featured across ABC radio and digital channels. In Perth, the People's Choice Award was announced as part of the WA Volunteer of the Year Awards.

In January 2021, ABC Books published *Black Summer*, a collection of stories about the 2019-20 bushfires by ABC journalists who were on the ground and broadcasting at the time. All publisher profits from the book, which is edited by ABC News Breakfast host Michael Rowland and features a foreword by ABC Chair Ita Buttrose, were donated to the Red Cross Disaster Relief and Recovery Fund.

Queensland Quarantine Project: 200 handmade blocks from across the state, each depicting the story of the maker's life in lockdown, were stitched into a quilt by members of Queensland Spinners, Weavers and Fibre Artists.



L-R: Craig Zonca, Kym Textor, Anthony Frangi, Yvonne Ritson and Loretta Ryan. Image: Jessica Hinchliffe.



Saturday Night Country host Beccy Cole.

Singer-songwriter Beccy Cole joined *Saturday Night Country* in February 2021, replacing previous host Felicity Urquhart. *Saturday Night Country* brings the best contemporary and classic country music to regional Australia via ABC Local Radio and nationally on ABC Country.

Connecting our regions

Since December 1945, *The Country Hour* has covered the issues, events and stories of rural Australia. To mark the show's 75th anniversary, ABC Rural reflected on its history and looked to the future, with more than 40 audio stories and digital articles, outside broadcasts, a live cross to *News Breakfast*, a front-page collection on the ABC's homepage and on ABC iView, and a special episode of *Landline*.

In March, *Landline* celebrated 30 years covering regional and rural issues and events. The award-winning program marked the occasion with a special episode looking back over its time on air and asked audiences to contribute to a commemorative quilt, prompting donations of more than 300 crafted squares from around Australia. The quilt is being assembled by Queensland Spinners and Weavers, using sustainable cotton from south-west Queensland.

Regional bureaux continued to expand their coverage so that local content was available live and on-demand for audiences, and across both digital and traditional.¹⁴

In May and June, eight regional newsletters were launched, with a total of 12 ABC Regional newsletters now providing curated local content for audiences in locations such as the Kimberley and South East South Australia. The newsletters have already gained a combined total of more than 2,500 subscribers in the initial weeks since launching.¹⁵

Despite logistical challenges caused by COVID-19, the Remote Communities initiative enabled ABC journalists to spend time in remote and isolated parts of Australia not often visited by the media. These trips occurred in locations as diverse as the Southern Tablelands in NSW and Thursday Island in the Torres Strait Islands, allowing reporters to uncover important stories and share local perspectives. Stories covered included the Port Hedland residents resisting a

¹⁴ Source: Salesforce, 28 June 2021.

¹⁵ Source: Salesforce, 28 June 2021.

mining company buy-out of their dust-polluted homes, and the logistical challenge of supplying refrigerated COVID-19 vaccines to communities in the Torres Strait.

Content for Aussie kids

Creating connections for metropolitan and regional children with the outside world was even more important in 2020, given COVID-19 lockdowns and travel restrictions.

ABC Kids listen commissioned 50 new songs for digital radio from 21 musicians and child performers whose live touring was significantly affected by COVID-19.

Regional kids played an important role across the ABC Children's network, with programs shot in regional centres in Western Australia, Victoria, South Australia and NSW. Children in Roebourne or Leramugadu, in WA's Pilbara region, devised, created and starred in their own television series, *Thalu*, shot on location for ABC ME. The series brought together the community elders and young people to workshop ideas with experienced Aboriginal creatives.

Having a laugh

Despite the pandemic-related downturn in production in 2020, extended lockdowns presented an opportunity for new scripted and unscripted programs that entertained Australians and created connections between local talent and audiences.

This included two new titles commissioned in response to the pandemic: *At Home Alone Together* and *Retrograde*. These productions explored how Australians were responding to the pandemic, in humorous and insightful ways. Both programs highlighted the creativity and ingenuity of local talent in finding new ways to present and produce programs in lockdown, with *Retrograde* set in a 'virtual bar' and *At Home Alone Together* parodying the surge in parenting tips, home improvement tasks and wellness advice during the pandemic.

The ABC continued to provide comedy podcasts via ABC listen, including *The Pop Test*, which uses a panel quiz format to unpack the big mysteries, and *ABC Comedy Presents*, which presents a new stand-up comedy show every few weeks.

Retrograde cast. Top row (L-R): Pallavi Sharda; Ronny Chieng; Maria Angelico. Bottom row (L-R): Ilai Swindells; Esther Hannaford.



Bluey and ABC Kids



The ABC's Emmy-Award winning *Bluey* consolidated its global domination as one of the world's most coveted preschool brands, while remaining true to its roots as a blue heeler family from Brisbane.

Bluey is the highest-rated program in the history of ABC Kids and the No 1 program ever on ABC iview, with the second season of the multi award-winning children's show achieving a complete audience of 7.2 million.

The animated program is also the most time-shifted program in the history of Australian television, with season 2 recording close to 60% of its total (first-run and encores) broadcast audience through time-shifted viewing.

The episode 'Christmas Swim', broadcast on 1 December 2020, remains the highest-rated ABC TV episode across all broadcast content since 2007, attracting a combined metropolitan and regional audience of 2.566 million.

Across the year, on average, four out of five preschool-aged viewers, and two-thirds of those in primary school, switched on to *Bluey* in the 8.00 am timeslot. The program also drove increased activity across ABC social media pages.

Australia's No 1 kids show has, in fact, engaged audiences of all ages.

Bluey is also the ABC's highest-rated program on our quality and distinctiveness scores, with 100% of respondents agreeing that it 'feels original and different from most other TV programs' and 99% agreeing that it's 'a program they personally enjoy' and that 'their children enjoy'.

The true-blue Australian series, produced by the Brisbane-based Ludo Studio, highlights the ABC's world-class portfolio of content that engages and reflects Australian children.

ABC Kids and ABC ME are the homes of trusted and loved programming for Australian children and their families, reaching up to 43% of children under 15 years.

During the year, ABC Children's content entertained and inspired 4.4 million Australian children with preschool, light entertainment, drama, comedy and factual content.

Other highlights included the launch of two distinctly Australian titles on ABC Kids: the water safety series *Kangaroo Beach* and the endlessly curious team on *The Wonder Gang*. *Play School* inspired the next generation of Australian children with the hit spinoff series *Play School Science Time*, for aspiring scientists.

ABC ME continued to reflect the issues that matter to young Australians, including the premiere of *Mikki vs The World* to support kids' mental health and expanded education content for primary and secondary students impacted by COVID-19.



Quality content and services

From news and documentaries to dramas and comedies that tell stories of contemporary Australia, the ABC provided distinctive, compelling content that showcased local voices and stories.

Television for all Australians

The ABC continued to create and support extraordinary content during the pandemic, across in-house productions and in partnership with external producers. The ABC's traditional television channels continued to serve large audiences, highlighting the ongoing demand for trusted information, education resources and entertainment. ABC TV was the nation's No 3 channel in 2020, finishing the year ahead of Channel 10 and SBS.¹⁶ The ABC's second television channel was rebranded from ABC COMEDY to ABC TV Plus, to enable it to feature other genres such as the arts, history, religion and live performances. The debut of ABC TV Plus, on 1 January 2021, delivered the channel's highest overnight market share since 2014.¹⁷

News and investigation with impact

The investigative work of ABC journalists led to public policy outcomes and reforms that made a real difference to the lives of Australians. For example, the Royal Commission into Aged Care Quality and Safety, which was sparked, in part, by the *Four Corners* 'Who Cares?' investigation, resulted in an \$18 billion boost to the aged care sector in the 2021-22 Federal Budget.

In-depth reporting by nightly current affairs flagship 7.30 saw Telstra held accountable for misleading more than 100 Indigenous customers into signing up for phone plans they could not afford. Telstra was subsequently issued with one of the largest fines in Australian corporate history.

Four Corners delivered some of the most talked about – and controversial – investigations of the year, such as 'Inside the Canberra Bubble', which triggered a national debate on the treatment of women in Canberra, and the triple j Hack collaboration 'Tinder: A Predators' Playground', which unearthed powerful accounts of sexual assaults and led to Tinder's parent company announcing a wide-ranging safety review. The ABC worked with ProPublica and the Columbia Journalism School in the US as part of this investigation.

The second series of investigative program *Exposed* featured 'Exposed: The Ghost Train Fire', which brought to light new information about the police investigation into the tragic 1979 fire at Sydney's Luna Park that killed six boys and a man. Since the episode, the NSW Coroner has received an application for a new inquest into the fire and has asked NSW Police to review the evidence.

Across the year, ABC teams won more than 60 local and national journalism awards, an unprecedented level of industry and community recognition and a reflection of the efforts by teams to improve the quality and impact of their work.

The ABC's year-long focus on family violence began with a community engagement forum that included frontline workers, survivors and police. More than 100 stories on this topic were published during the year, going beyond standard crime reporting to explore issues of coercive control and financial abuse, and offering practical advice for victims and their families and friends.

¹⁶ Source: OzTAM 5-city metro, total TV share of viewing, 1800–2359, consolidated 28-day data.

¹⁷ Source: OzTAM 5-city metro, total TV share of viewing, 1930–2400, overnight data.

Building on the success of the podcast *Russia, If You're Listening*, the new series *China, If You're Listening* examined the deteriorating relationship between Australia and its largest trading partner. The podcast reached the top spot on Apple's Australian Podcast chart and Spotify's Australian News Podcast chart.

Podcast series *Trace: The Informer* landed one of the year's most fascinating interviews, with 'Lawyer X', former gangland barrister Nicola Gobbo, who for the first time told the full story behind why she became an informer and what happened when her double life was exposed to the world. This work led to 7.30 airing an exclusive TV interview with Gobbo.

Great Australian drama and comedy

The ABC's outstanding drama and comedy programs catered for traditional ABC TV viewers, while attracting new audiences to ABC iview and other digital platforms. Amid surging content from international streaming services, the ABC's distinctive Australian stories were more important than ever.

Serial drama *The Heights* told the stories of people living in a rapidly gentrifying inner-city neighbourhood, set in Western Australia. The characters and stories in the program's second season resonated with audiences for their depictions of a culturally diverse community, with a score of 98% among ABC viewers for reflecting the diversity of Australia.¹⁸

¹⁸ Source: ABC Quality & Distinctiveness study, wave 11 March 20.

Superwog season 2's Nathan and Theo Saidden.



New drama series *Wakefield* explored mental health issues through a unique approach to storytelling, including the use of hyperrealism and music and dance numbers. The series, set in the Blue Mountains in NSW, is Australia's first narrative drama to be accompanied by a mental health social impact campaign.

The **Tap Into Mental Health campaign** <https://www.tapintomentalhealth.com> elevated the topics, themes and conversations that came out of the drama series, by encouraging people to connect with their own mental health and the mental health of others. *Wakefield* was the No 1 original commissioned drama program on ABC iView in 2021, with a particularly strong appeal for audiences aged under 55.¹⁹

Comedy series *Fisk* was a standout performer for the ABC in 2021. The series was created, written and directed by comedian Kitty Flanagan, who starred in the eponymous role of a corporate contract lawyer forced to take a job at a shabby suburban law firm specialising in wills and probate. Supported by a marketing campaign that ran across owned and earned media, *Fisk* was ABC TV's No 1 show in 2021, with a complete audience of more than 1.9 million.²⁰

The second season of *Superwog*, created by YouTube comedy sensations Theodore and Nathan Saitden, was one of the ABC's top comedy series in 2021, attracting younger audiences to ABC iView.²¹

Why Are You Like This?, an irreverent comedy about socially conscious 20-somethings, also brought unique audiences to the ABC, across ABC TV and ABC iView. The series attracted positive engagement with audiences on social media, with 129,000 views of video clips across Facebook, Instagram and YouTube.²²

Kath Duncan in the Amputees episode of *You Can't Ask That*.

¹⁹ Source: OzTAM VPM data.

²⁰ Source: OzTAM and Regional TAM consolidated 28-day data; OzTAM VPM data (Jan–May 2021).

²¹ Source: OzTAM 5-city metro consolidated data; OzTAM VPM data (Jan–May 2021).

²² Source: Khoros.

²³ Source: OzTAM and Regional TAM consolidated 28-day data; OzTAM VPM data.

²⁴ Source: OzTAM and Regional TAM consolidated 28-day data; OzTAM VPM data.

²⁵ Source: OzTAM overnight data.

Bringing big audiences together

The ABC's Wednesday night entertainment line-up offered welcome respite for viewers, even as COVID-19 forced some programs to stop having live studio audiences.

Season 5 of *Hard Quiz* achieved a complete average audience across ABC TV and ABC iView of 1.4 million, making it one of the highest-rated ABC programs for 2020. Season 12 of *Gruen* achieved a complete average audience of 1.35 million, while *Shaun Micallef's Mad As Hell* attracted 1.28 million.²³ The popularity of these programs helped the ABC deliver its highest Wednesday overnight primetime share since 2010 and highest consolidated primetime share since 2011.

On Tuesday nights, *Miriam Margolyes Almost Australian*, in which the film and television star embarked on a journey across the nation to discover what it means to be Australian, achieved a complete average audience of 1.2 million.²⁴ The documentary series was the No 1 show in the Tuesday 8.30 pm timeslot, achieving an average metropolitan overnight audience of 570,000.²⁵ Its strong result was 58% higher than the timeslot average in metro markets and up 68% in regional markets.





Lach McClymont in documentary series *Outback Ringer*.

You Can't Ask That's sixth season featured the voices of marginalised and misunderstood Australians, such as cheaters, ex-football players, amputees, the families of missing persons and people living with obsessive-compulsive disorder. The globally acclaimed series has been translated into nine languages across 13 international productions. In May 2021, global media intelligence consultancy K7 Media listed *You Can't Ask That* in the year's top 20 travelling unscripted TV programs.

In one of the biggest moves of its 13-year history, *Q+A* moved from its Monday night timeslot to a new night and time of 8.30 pm on Thursdays. While such major changes are expected to take time to bed in, and COVID-19 created further challenges by restricting live studio audiences, *Q+A* continued to be one of the most talked-about programs every week.

Distinctive stories

The ABC's *Outback Ringer* told the high-stakes story of a unique group of feral bull catchers in the Top End, 40% of whom were Indigenous. Packed with drama, it turned these everyday Aussies into stars in their communities.

With travel restrictions in place during much of 2020-21, *Catalyst* turned its 7-minute *How Deadly* series into a 30-minute format called *How Deadly World*. Filmed remotely and with video conferencing, it won the award for Best Online Format at Scinema, the International Science Film Festival, and it was a finalist in the Best Documentary/Non-Fiction category in the Sicily Web Fest competition.

Lockdown Stories invited media students from around Australia to film their experience of lockdown, working under the mentorship of *Compass* producers. Stories were filmed remotely in places as far and wide as Yirrkala in the NT and Launceston in Tasmania.

'Religion, Romance and Rejection' explored the experiences of young Australians of faith who are looking for a partner. It told their stories through the lens of new research that showed Australians are becoming less open to dating someone who is devout, and it gained 570,000 page views.

RN's 'This is Us' campaign, run in association with the National Museum of Australia, presented full-feature broadcasts of 18 stories from Australian history and life. The content has been hugely popular on ABC listen and the RN website. In addition, an ABC Education social media video of a 17-year-old boy practising the 'lost trade' of blacksmithing gained 811,000 views online.



Alice Springs Inclusive Sports Program. Image: Saskia Mabin.

Telling Indigenous stories

The ABC has a proud history of giving a voice to Indigenous Australians. ABC Indigenous podcast *Thin Black Line* was ranked No 8 on the Apple podcast charts within three days of its debut in November 2020. To drive further engagement, ABC Indigenous Radio presented two accompanying articles, the first of which attracted more than 585,000 page views.

On Australia Day 2021, the ABC aired *January 26* bringing an Indigenous perspective on the event, with crosses to Survival Day and Invasion Day events across Australia and the Yabun Festival in Sydney celebrating Aboriginal and Torres Strait Islander cultures. It was aired on the ABC NEWS channel, ABC TV and ABC iview and streamed on the ABC Indigenous Facebook page and ABC Australia YouTube.

The ABC's coverage of National Reconciliation Week featured an expert panel on how the repatriation of ancestral remains and cultural artefacts can promote reconciliation, healing and truth-telling. The panel, presented by Larissa Behrendt from RN's *Speaking Out*, was presented on Facebook Live. *Speaking Out*, Australia's first Indigenous-led radio program, celebrated 30 years on air with a documentary featuring its former presenters.



Boys to the Bush, a not-for-profit community charity.

The ABC increased its daily use of Indigenous languages, names and nationwide Acknowledgements of Country across television, radio and online, as part of its ongoing commitment to enable Aboriginal and Torres Strait Islander people to tell and share their own stories. ABC NEWS incorporated Acknowledgment of Country on state and territory 7.00 pm television bulletins. ABC Radio introduced 130 Indigenous language station identifications across its capital city and regional radio networks.

Supporting our children

ABC Children's distinctive and authentic content entertained and inspired Australians aged 2 to 14, with preschool, light entertainment, drama, comedy and factual content. ABC Kids and ABC ME continued to excel as Australia's highest-rating children's entertainment networks, reaching up to 40% of children under 15 years.²⁶ Australian children enjoyed the ABC's world-class programs across radio, television, on-demand services and ABC iview, and via the ABC Kids, ABC Kids listen and ABC ME apps.

New episodes of the breakout global juggernaut *Bluey* delivered even more audience acclaim in Australia and overseas, and made *Bluey* the most successful program in the history of ABC iview with 683 million plays across the first two seasons as of May 2021.²⁷ Indigenous preschool series *Little J and Big Cuz* taught young children about culture and community. Two new ABC Kids' titles – water safety series *Kangaroo Beach* and curious questions from *The Wonder Gang* – reflected the verve and spirit of childhood.

Play School continued to inspire the next generation of Australian children, together with the spinoff series *Play School Science Time* for young scientists.

The ABC supported school-aged children and their families during COVID-19 lockdowns with expanded broadcast schedules and education content for primary and secondary students. ABC Education worked with state and territory education departments to deliver additional curriculum-linked content, including teacher-led mini-lessons across multiple subjects.

ABC ME *Best Fest* provided peak viewing for children over school holidays, with collections of animation, comedies and drama series. New animation titles *100% Wolf: Legend Of The Moonstone* and *Space Nova* were created and produced by Australian companies, delivering a mix of adventure, high-quality production and Australian voices on screen. International hits *The Next Step*, *Odd Squad* and *Miraculous: Tales of Ladybug & Cat Noir* continued to round out an exceptional offering for Australian children.

²⁶ Source: OzTAM 5-city metro consolidated 28-day data; total ABC KIDS and ABC ME 24-hour reach (reach counts 5 minutes consecutive viewing); week 27 2020 – week 26 2021, people 0–15.

²⁷ Source: ABC iview VPM.

ABC ME series *Space Nova*. Image: SLR Productions.



Good sport

Despite the impacts of COVID-19, the ABC Sport team continued to provide Australian radio audiences with agenda-setting programs and play-by-play coverage of live sport across a variety of codes, including rugby league, AFL and cricket.

ABC Sport worked consistently throughout the year to reflect the cultural diversity of its audiences. For example, Barranbinya man Tony Armstrong took over as the full-time sports presenter on *News Breakfast*, saying:²⁸

“I understand the importance of having representation for my people on screens. I love that I’m part of that – and I love that by giving me the opportunity the ABC is part of that too.”

In October, ABC Radio broadcast the men’s and women’s NRL competitions to audiences in Papua New Guinea, Timor-Leste and across the Pacific. The comedic duo Roy and HG returned to the ABC in 2020, with their podcast *Bludging on the Blindside* attracting 1.1 million streams via the ABC listen app.²⁹

For television viewers, *Offsiders* continued to ask the big questions in sport on Sunday mornings. The Women’s National Basketball League returned to the ABC in November, with two games broadcast each week on ABC TV and ABC iview. ABC TV remained the home of free-

to-air football, with broadcast of the A-League, W-League and international matches.

The four-part *Trailblazers* sports documentary series, featuring *Brock: Over the Top*, *Capturing Cricket: Steve Waugh in India*, *Wayne* and *Walkabout Wickets*, had complete audiences of 710,000, 644,000, 580,000 and 304,000 respectively.³⁰ These built on the success of documentaries *Freeman* and *The Australian Dream*.

In November, the ABC brought all its sports coverage together under the new banner of ABC Sport, creating consistency across its television, radio and digital content.

Australian documentaries

ABC broadcasts of award-winning screen documentaries in 2020 included *In My Blood It Runs*, which achieved a complete average audience of 470,000.³¹ Directed by Maya Newell and produced by Closer Productions, the documentary tells the story of 10-year-old Arrente/Garrwa boy Dujan and his family. It was nominated for national and international awards, and resulted in Dujan travelling to Geneva to address the UN Human Rights Council.

On the home front, *Further Back in Time For Dinner*, hosted by Annabel Crabb, saw a suburban family travel back in time to learn how to live, cook and work like previous generations of Australians, from Federation through to the 1940s. Art lovers embraced the new series *Finding the Archibald*, hosted by Rachel Griffiths, which explored our national identity through the prism of Australia’s most popular portraiture prize.

Long-running programs *Gardening Australia*, *Landline* and *Back Roads* continued to build large and loyal audiences by bringing diverse stories from across Australia to national attention. The three programs were among the highest-scoring titles in the ABC’s Quality

28 ABC, 9 July 2020, ‘ABC announces new roles for Paul Kennedy and Tony Armstrong’, <https://about.abc.net.au/media-room/abc-announces-new-roles-for-paul-kennedy-and-tony-armstrong/>.

29 Source: Google Analytics data, 2020.

30 Source: OzTAM and Regional TAM consolidated 28-day data and OzTAM VPM data.

31 Source: OzTAM and Regional TAM consolidated 28-day data; OzTAM VPM data.



Cathy Freeman in documentary *Freeman*. Image: Daniel Boud.

and Distinctiveness studies, with *Landline* achieving scores of 98% for quality and 97% for distinctiveness, *Gardening Australia* 95% and 87% and *Back Roads* 96% and 95%.³²

Award-winning content

The ABC produced, broadcast or distributed content that won awards in 2020-21. *Hardball* won the International Emmy Kids Award for Best Live Action Television. *First Day* won the Rose d'Or Award for Best Children and Youth Series, and Banff World Media Festival Rockie Award for Best Live Action Children's Program for viewers aged 10 and under. Other Rockie Award winners included *Bluey* for Best Animation Program for preschool viewers and *Love On The Spectrum* for Best Lifestyle Program.

Freeman, a documentary about Olympian Cathy Freeman, marked the 20th anniversary of her gold medal race. Directed by Laurence Billet with General Strike and Matchbox Pictures, it won the Prix Spécial du Jury at FIFO 2021 and the Betty Roland Prize for Scriptwriting at the 2021 NSW Premier's Literary Awards, and was selected for Doc Edge 2021.

Catalyst continued to deliver internationally lauded science content, with its 'Black Hole Hunters' episode winning the American Institute of Physics Science Communication Award and its 'Face Surgeons' episode being nominated at the prestigious New York Film and TV Awards.

At the Walkley Awards, Mridula Amin, won three awards, including Young Journalist of the Year for her *Background Briefing* story 'The Hidden Park of Last Resort', which told the story of a community fighting for their homes inside one of Sydney's last long-term caravan parks. The story also won the longform, feature or special category and the category for visual storytelling. The judges said, 'This was an outstanding body of work. The substantial impact her work had on the communities of Western Sydney is a testament to Mridula's skills.'

Revelation won the Walkley Documentary Award, and *Coronacast* won a Walkley Award and the Eureka Prize for Science Journalism.

³² Source: Q&D Research, Audience Data & Insights, Q&D wave 14, March 2021.

Punk in a Pandemic, a COVID-19-related drama created for RN Fictions, won the radio docudrama section at the Asian Broadcasting Union Prizes. Also on RN, 'Experiment Street' from *The History Listen* won the 2020 NSW Premier's History Awards Digital History Prize.

An investigation by ABC Regional and *Background Briefing* into stillbirths in regional areas won the 2020 Quill Award for Regional and Rural Journalism, and was hailed by the judges as a 'powerful and well-told story that contributed to a national outcome'.

Retrograde, a pandemic-inspired series that championed a diverse cast and supported emerging creative talent, received the Equity Ensemble Award for Comedy. *Mt Resilience*, the world's first broadcast featuring interactive augmented reality storytelling, won the Australian International Documentary Conference's Best Interactive/Immersive Documentary Award for its digital depiction of a fictional regional town and its survival in the face of climate challenges.

The ABC also performed well at the Australian Podcast Awards, winning Best Network or Publisher, as well as Best True Crime Podcast for *Unravel True Crime: Snowball*, Best Radio Podcast for Double J's *Take 5*, Best Indigenous Podcast for *Little Yarns*, and Best Current Affairs Podcast for *Background Briefing*.

At the inaugural Australian International Documentary Conference (AIDC) Awards, the ABC won five of the six content categories. *The Australian Dream* won Best Feature Documentary, *Miriam Margolyes: Almost Australian* won Best Documentary/Factual Series, *My Body Says* won Best Short-form Documentary, *The Eleventh* won Best Audio Documentary, and *Mt Resilience* won Best Interactive/Immersive Documentary. The award jury also gave a special mention to *Love On The Spectrum*.



Dr Mark Moore in Catalyst, "Face Surgeons: Inside the Craniofacial Unit".

ABC documentary *Maralinga Tjarutja* won the 2020 Screen Diversity Inclusion Network (SDIN) Award. The program, produced by Blackfella Films, celebrates the resilience of the Indigenous Australians who fought for compensation and the clean-up of their land after it was the location for the British Nuclear Test Program. The ABC was the only broadcaster nominated for the award by members of the SDIN, which is a network of Australian broadcasters, screen funding agencies and other industry bodies. The other finalists were ABC Children's programs *Thalu* and *First Day*. The award judges said all three projects displayed a genuine, ethical and tender engagement with their subject matter and an inclusive and collaborative approach.

The interactive graphic novel, *What It's Like As a Woman in a Man's Prison*, produced for *Background Briefing* with funding from Fresh Start, was recognised at SND's Best of Digital News Design Awards, which honour journalistic, visual and technical excellence.

The big events

Millions of Australians continued to turn to the ABC to commemorate and celebrate important national events. The ABC events team successfully navigated the challenges of COVID-19 restrictions to bring quality live event coverage to Australians throughout the year.

Leading the way was ABC TV's New Year's Eve broadcast, which reached 3.5 million Australians.³³ The midnight fireworks reached an average audience of 2.3 million across the ABC and ABC NEWS – the highest since 2013.³⁴ The livestream on ABC iview was watched 335,000 times, up 60% on the 2019 result.³⁵

ABC content across the Australia Day long weekend continued to grow, commencing with coverage of the Golden Guitar Awards and the Australian of the Year Awards on 23 and 24 January, respectively. ABC TV

coverage on Australia Day included the WugulOra Morning Ceremony, the National Flag Raising and Citizenship Ceremony, as well as the Australia Day Live concert and *January 26* – a new one-hour program focusing on Aboriginal and Torres Strait Islander perspectives around Australia Day.

Anzac Day coverage, including national, state and territory dawn services broadcast on television, radio and online, reached an audience of 2.3 million on ABC TV and ABC NEWS.³⁶ The coverage also recorded 1.3 million page views for articles on ABC NEWS and more than 200,000 users for the dedicated livestream on the ABC listen app.³⁷

Behind the scenes

The ABC improved the quality of its facilities and technology during the year, including studio refurbishments in Melbourne, Sydney, Brisbane and Perth, a move to high-definition production in all metropolitan news studios and an ongoing project to allow for greater localisation of audio content and improved emergency broadcasting capability in each region. Other initiatives included expanding the digitisation of the ABC Archive and establishing an Indigenous Archive Unit to better manage the ABC's Aboriginal and Torres Strait Islander collection.

Cyber security upgrades and investments continued to deliver tools, technology and services to manage cyber risk. Projects to transform workflow and media management will allow content makers to find, access, share and create content more easily and efficiently. The ABC also upgraded its web content management system and planned the roll out of a new workforce management system called People Hub Workforce to give staff better visibility of rosters and improved self-service.

33 Source: OzTAM and Regional TAM consolidated 28-day data.

34 Source: OzTAM and Regional TAM consolidated 28-day data.

35 Source: OzTAM VPM data.

36 Source: OzTAM and Regional TAM consolidated 28-day data (reach counts 5-minute consecutive viewing).

37 Source: Story Stats; Google Analytics.



Missy Higgins
performing on *The Set*.
Image: Jess Gleeson.

Covering the arts

The ABC provides Australian audiences with high-quality arts content that supports creative talent and enriches our culture.

No media organisation does more than the ABC to promote and provide a forum for the arts and artists in Australia. More than three-quarters of Australians say the ABC encourages and promotes Australian performing arts, such as music and drama, in line with the ABC Charter.

In May 2021, the ABC built on its unrivalled commitment to the arts with the ABC TV Plus launch of primetime show *Art Works*, Australia's only dedicated weekly arts television program. The weekly half-hour show, hosted by Namila Benson, is dedicated to exploring the full spectrum of the arts in Australia, from major arts companies to the avant-garde.

Also on ABC TV in 2020-21 were new arts documentaries and series, such as *Finding the Archibald* and *Firestarter: The Story of Bangarra*, alongside live music shows *The Sound* and *The Set*.

Programs on RN covered the full spectrum of the arts, including *The Stage Show*, *The Art Show*, *The Book Show*, *The Music Show*, *The Screen Show*, *The Bookshelf*, *Lost and Found*, *Blueprint*, *Stop Everything!* and Indigenous program *Away!*.

Coverage on the ABC's national music networks – triple j, triple j Unearthed, Double J, ABC Classic, ABC Jazz and ABC Country – featured many major cultural events and initiatives, such as triple j's One Night Stand and ABC Classic's Festival of Female Composers.

For online audiences, ABC Arts was the destination to discover articles, reviews, blogs and videos on the best contemporary artists, musicians, filmmakers and festivals.

The ABC further boosted its coverage of the arts in response to the ongoing impact of COVID-19. This included urgent and critical support for Australian independent producers and creatives through the Arts Digital Fund, the Australian Music Fund and the ABC Classic and ABC Jazz Composer Commissioning Fund.

With the lights out in theatres and concert halls due to the pandemic, the ABC also launched its biggest-ever on-demand catalogue on ABC iView of performances from Australian arts companies, across theatre, opera, ballet and classical music.

The ABC's support for Australian arts and culture was exemplified by the launch of the ABC Classic virtual choir in late 2020. More than 1,500 people of all ages joined voices to premiere a new Christmas carol by Yorta Yorta composer Deborah Cheetham, coming together to lift their spirits and connect with loved ones in a time of need.



ABC Jazz 100.

Evolving the digital experience

In 2020-21, the ABC continued to improve the experiences of audiences using mobile devices and on-demand platforms. This included matching people with content that suits their tastes and preferences and enhancing the appearance, discoverability and useability of the ABC's digital products.

Growing digital audiences

ABC iview became the No 1 broadcast video-on-demand service in Australia, with a 27% share in June 2021.³⁸ This was driven in part by record levels of content, which increased to more than 4,200 hours of drama, comedy, documentaries and movies, as well as Indigenous, arts, family and young adult content.

During the pandemic, the ABC expanded its digital rights acquisitions to bring on-demand arts and music programs across ballet, opera, orchestral performances and theatre, and the music program *The Sound*, to audiences at a time when many live events were limited. Content rights have continued to support the growth of ABC iview, resulting in an expanded program inventory.



ABC NEWS presenter Jeremy Fernandez.

This focus moved ABC iview away from being a catch-up model to offering longer availability of content and full catalogues of programs. Across the year, programs such as *Outback Ringer*, *Love On The Spectrum* (Season 2) and *Quoll Farm* drove younger and less-frequent audiences to ABC iview.

For audio content, triple j drew large audiences to its app with REQUESTIVAL, one week in May where all music is chosen by the audience. The triple j app averaged 219,000 daily streams between Monday and Friday, peaking on Friday with 248,000, with 99% being live streams. This is +84% higher than the daily average for 2021 year to date, or +137% higher than an average day (excluding Hottest 100 Countdown days). There were 80,000 requests during the week, with 1.1 million triple j streams.

Digital news

The ABC constantly improves its digital news services to bring Australians the trusted news and information they want, in the way they want to consume it. A new dedicated video desk was established to create, curate and distribute dynamic video content for the ABC and third-party platforms. The ABC NEWS channel output is now a segmented stream, which means videos can be clipped into segments and published on YouTube, ABC NEWS Digital and ABC iview. Segmented content supports on-demand and algorithmic delivery of news, and users can now access regional TV packages alongside the weekly *ABC NEWS Regional* episode, with this regional on-demand video content also supporting greater visibility of regional issues in digital articles.

³⁸ Source: OzTAM VPM Total (VOD+LIVE) minute data, June 2021.



ABC NEWS launched the Video Lab collection on ABC iview to showcase short, digital-first explainer stories on topics like the Delta and Delta Plus variants of COVID-19 and the efficacy of vaccines. This approach complements in-depth digital programs on big stories, such as Stan Grant's special that unpacked the Israel–Gaza conflict, and shows like *China Tonight*, which is segmented to allow audiences to consume it in different ways.

The ABC listen app saw strong use, with users able to hear the top stories on demand any hour of the day and get news briefings from finance, sport and world news. All state and territory capital-city news teams now publish Flash Briefings on ABC listen. Listeners can now access more local news on demand, with 80 local news bulletins now available on ABC listen each weekday.

Finding the Archibald, host Rachel Griffiths.
Image: Hugh Stewart.

Personalising your experience

In March 2021, the ABC introduced a login prompt for ABC iview that asks users to create an ABC account by entering some basic information. Creating an account allows users to personalise their ABC iview experience and receive features such as content recommendations and the ability to resume watching specific programs across different devices.

Research in 2020 by the ABC showed that about 95% of ABC iview users were interested in personalised features, such as watchlists and notifications for new episodes of favourite programs. The changes introduced in 2021 also included managing users' consent to the ABC's *Privacy Policy and Privacy Collection Statement* – logged-in users can choose to agree or 'reconsent' to the changes, log out of their account or request that their account be deleted. Mandatory login for ABC iview will be rolled out next year.

The latest version of the ABC listen app released to Apple and Android devices included News Stream – a continuous audio stream of news and current affairs content from across the ABC, updated and on demand. Users can skip News Stream content, and stories that have already been played do not repeat, which means news remains fresh and relevant. These advances delivered on the ABC's strategy to improve audience experiences on digital platforms and mobile devices.

ABC iview app updates

The ABC rolled out major updates to the new ABC iview app on smart TVs. The app was rebuilt and redesigned for modern TVs and large-screen devices, providing a cleaner and more accessible interface. ABC iview account holders receive rich personalisation features and program previews to help viewers find the latest releases of ABC content and discover new and original programming. The launch of ABC iview sub-profiles in May 2021 means users can tailor their personal experience and create profiles so

their children can access trusted content from ABC Kids and ABC ME. The updated app also has adaptive video streaming, which makes higher-quality streams more reliable over slower network connections.

2020 Good Design Awards for ABC apps

In September 2020, the ABC won coveted awards at the Good Design Awards, one of the oldest and most prestigious competitions for design excellence in Australia. The ABC Kids app won a Good Design Award in the Digital Apps and Software category, and the triple j app won a Good Design Award in the Best-in-Class category, which represents the highest level of design excellence. The awards reflected the ABC's commitment to providing innovative, forward-thinking design and accessibility solutions to meet audience needs and expectations.

Online education

The ABC's Early Education website provided more than 400 engaging, curriculum-aligned resources, including curated programs from ABC Kids and ABC Kids listen, along with web notes for screen-free follow-up in early education and care settings around the country.

ABC Education also released premium content to teachers via a new portal just for teachers that provides flexible access to free resources. Called the Teacher Profile initiative, it allows teachers to stream and download video content for later use, including clips and full episodes of educational ABC programs, together with teacher notes and other content. As well as providing for more flexible use of educational material under the Copyright Act, it will help the ABC better understand teachers' needs and deliver a more personalised service in the future. More than 11,000 teachers have created a profile.

Social media

The ABC continued to use social media channels to promote its offerings and create original and innovative content. Highlights included:

- triple j YouTube grew to 1.53 million subscribers, with videos like The Wiggles covering Tame Impala's 'Elephant' for *Like a Version* gaining more than 2.3 million views³⁹
- ABC Radio Australia Facebook increased its followers by 11% to 280,000, with social content reaching an average of 650,000 people every month across the Pacific Islands⁴⁰
- bespoke lifestyle content for Chinese social media channels, including Weibo and WeChat, attracted a total of 218,000 combined followers and 1 million views for the most popular post⁴¹

- ABC Learn English, which produces content for English-language learners of all ages, achieved 5.5 million followers on Facebook⁴²
- the ABC Indigenous Instagram account experienced another year of solid growth with an increase of 95% in followers and 120% increase in engagement.

Moderation of these forums remained a challenge, and the ABC updated its *Guidelines for Moderating User-Generated Content* in March 2021.

Little Kids Big Talk

The Little Kids Big Talk social media series was part of the Australia Talks initiative. It gave curious kids the chance to ask questions about issues like disability, gender, politics, NAIDOC Week and the environment.

The disability episode was a highlight, and featured kids grilling gold medal wheelchair racer Kurt Fearnley on all aspects of his life and hopes for the future. It had nearly 1 million views across Facebook, Instagram and YouTube.

39 Source: YouTube Analytics.

40 Source: Khoros.

41 Source: Khoros.

42 Source: Khoros.

Paralympian Kurt Fearnley on the *Little Kids Big Talk*.



Reflecting contemporary Australia

The heart of the ABC's purpose and vision is to reflect the diverse nation it serves, to tell stories of what it means to be Australian and to ensure its workforce is inclusive. During the year, the ABC sought to embody these values in all its work.

Diverse Australians

The ABC aims to tell the stories of all Australians – stories that people across the country will recognise and understand. Throughout the year, the ABC highlighted diverse stories and perspectives from around the nation.

Season 2 of the multi award-winning *Love On The Spectrum* continued to follow young neurodiverse people in their quest to find true love, teaching us all new lessons about love, intimacy and acceptance.

The *Compass* episode 'Whatever Happened To ...?' showed how different religious and faith groups deal with COVID-19. 'The Upside', a one-hour *Compass* program on the ethics of prenatal screening, was presented by Julia Hales, the first ABC TV presenter living with Down syndrome.

To mark Lunar New Year 2021, the ABC International team curated a selection of programs with simplified Chinese subtitles on ABC iview. The highlight of the offering was season 1 of *Bluey*, dubbed in Mandarin.

The Lunar New Year poetry video series *Poems for the Moon*, which showcases Asian Australian poets' works on tradition, legacy, identity and sense of place, was repackaged for 2021 and shared on ABC iview, ABC Australia and via RN Facebook and Instagram and ABC Australia Facebook accounts.

The ABC Classic and ABC Jazz Composer Commissioning Fund, launched in April 2021, supported new music works from emerging and diverse voices. The \$90,000 fund prioritised opportunities for women, Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with disability, gender-diverse people and other diverse musicians.

Indigenous voices

The ABC's flagship national radio programs *Speaking Out* and *Away!* continued to deliver standout coverage of Indigenous issues. *Speaking Out* examined the rights of Indigenous women in the workplace, featuring commentary from advocates across the health, education and community sectors.

Away! covered major contributions from First Nations' artists across diverse practices, such as the visual arts, performance, traditional and contemporary dance, music, literature and poetry. In 2020, *Away!* was named one of the top 10 'Binge-Worthy Podcasts In The Age of Coronavirus' by *The New York Times*.

Away! also expanded its *Word Up* broadcast series to consolidate its connections with remote, regional and rural language-revival communities across Australia, including Djapugay (Far North Queensland), Western Arrernte (Ntaria, Northern Territory), Nukunu (Flinders Ranges, South Australia), Wakka Wakka (Burnett region, Queensland), Butchulla/Batjala (Fraser Island, Queensland), Dunghutti (NSW Mid-North Coast), Wemba (Riverina, NSW and Victoria), Yawuru (Broome, Western Australia) and Gamilaraay (North Western NSW).

Since its launch in October 2016, *Word Up* has produced more than 200 episodes and featured more than 150 languages from every state and territory.

triple j launched *Blak Out*, the network's first Indigenous music show, in June 2021. Hosted by rapper Nooky, a Yuin and Thunghutti man, the show features the best and latest music from Indigenous artists across all genres, plus interviews, premieres and playlists.



Corey 'Nooki' Webster, host of triple j's First Nations music program *Blak Out*.

The stories of people with disability

To mark International Day of People with Disability on 3 December 2020, the ABC featured content across all platforms, produced by presenters and content makers who live with disability, including six articles commissioned from more than 1,300 submissions in response to a call for people to pitch their own story of disability. ABC NEWS commissioned an additional six writers with disability to produce articles published during the summer.

ABC television and ABC iview screened *Re-Frame*, a showcase of films made by people with disability hosted by Bridie McKim from *The Heights*. Disability stories and voices also featured on *News Breakfast*, *The Drum*, *Landline*, *Gardening Australia* and *Behind the News*.

National radio programs and stations explored everything from disability in the arts to the definition of disability itself. ABC capital city stations and regional bureaux worked with co-hosts and behind-the-scenes producers with disability to bring audiences the local stories of disability.

Commissioning for diversity

The ABC launched *Commissioning for Diversity and Inclusion Guidelines* for screen content in February 2021, to ensure more diverse faces, voices, cultures and stories are reflected and represented on Australian screens.

Based on the principle of 'nothing about us without us', the guidelines embed diversity and inclusion in all content decision-making processes for ABC screen productions. The guidelines require production companies to provide greater access and opportunity to under-represented people and perspectives – on and off screen – including gender diversity, Indigenous Australians, culturally and linguistically diverse communities, people living with disability and the LGBTQI+ community.

Similar processes are evolving for acquired screen content and audio programming.

Women in technology

The ABC works hard to ensure diversity and gender balance in its workplaces and to develop women's careers – including advancing more women into careers in technology. In 2020-21, the proportion of women technologists at the ABC increased to 20%, exceeding the 2021 target of 18.75% and already meeting the 2022 target of 20%.



Embedding Indigenous language into every day conversation

The ABC has increased its daily use of Indigenous names, languages and nationwide Acknowledgements of Country across television, radio and online. This includes 7pm News bulletins for the first time.

The initiative is part of the ABC's *Elevate Reconciliation Action Plan*, which has as one of its aims a goal to make Aboriginal and Torres Strait Islander languages part of Australia's every day conversation.

Phillipa McDermott, ABC Indigenous Lead, said, "Indigenous languages and place names are not just a means of simple identification. They express knowledge about everything we know: family, clan, law, geography, history, relationships, religion, anatomy, country, everything."

ABC NEWS incorporates Acknowledgment of Country on state and territory 7.00pm television bulletins.



ABC reporter and presenter Jack Evans.

First Nations Talent Portal

This year, the ABC launched the First Nations Talent Portal to promote current and emerging First Nations voices, spokespeople and screen practitioners. The portal allows ABC content makers to easily find the right person for guest appearances, producing, reporting, researching, backfill, acting and hosting roles.



50:50 Equality

In March 2021, the 50:50 Equality project met its milestone of equal representation between female and male interviewees and contributors to all ABC NEWS content, with a result of 51% women's voices. Of the 48 news teams participating in the challenge, 75% reached 50:50 in March – from a baseline of just 29% when tracking began. A further 15% of participating teams increased their representation of women in March.

These efforts were widely praised, with National President of the Economic Society of Australia, Danielle Wood, calling the initiative a “game changer”, and the CEO of Science in Australia Gender Equity, Dr Wafa El-Adhami, saying:

“The ABC is signalling that gender equality and diversity matter to them, that it should matter to Australia.”

The project is being expanded to boost representation of Indigenous Australians, people from diverse communities and people with disability. This process includes support for editorial training and production, which is changing the way ABC NEWS develops and selects stories, so that more news content is a true reflection of contemporary Australia.

ABC Pride Gold Award winner at AWEI awards

The ABC won three Australian LGBTQ Inclusion Awards, including the coveted title of Gold Employer for its achievements in creating a more inclusive place to work and producing more diverse content for all Australians. The ABC was also named Most Improved Employer for substantially increasing the visibility of people of diverse sexualities and genders at the annual awards, which recognise Australia's top organisations for LGBTQ workplace inclusion. The ABC also won the award for Best External Media Campaign for ABCQueer, an Instagram channel about and for young, queer Australians.

ABCQueer

ABCQueer, launched in February 2020 as a Content Ideas Lab pilot, is an Instagram account for and about the Australian queer community, using innovative digital storytelling approaches. The account was launched to test whether the ABC could be more effective in reaching young adults through ‘social subculture destinations’. It brought together curated content from across ABC platforms, including ABC NEWS, triple j, ABC TV and ABC Everyday, as well as new content made especially for ABCQueer, and shared it in ways that are most useful and accessible to young, queer audiences.

During the pilot period, which ran until January 2021, the account gained more than 11,000 followers and received positive and enthusiastic audience engagement on posts, stories and videos. The account was also nominated for a 2021 International Webby Award and won an Australian Workplace Equality Index Award. At the completion of the pilot, ABCQueer joined the Regional & Local division and continues to cover a diverse range of stories and perspectives from both metropolitan and regional Australia. *Innies and Outies*, a podcast hosted by ABCQueer's Content Lead Mon Schafter, will be launched later in 2021, highlighting stories from Australia's diverse LGBTQI+ community about coming out or staying in.

Talent Fund

Through the Content Ideas Lab Talent Fund pilot, five young and diverse digital creators joined the ABC and worked with content teams to develop and produce original talent-led formats. Their work performed well with audiences and demonstrated how the ABC can reach new and younger audiences with the right combination of talent, content and platforms. The new hires included TikTok influencer Leonardo Sunshine, who was brought on by triple j to develop, produce and present new formats for the triple j TikTok account. The account grew by more than 39% as a result. The pilot also created new pathways to entry via a content pitching process, accessible public callouts and online talent scouting.

Inclusive placements

To expand the pipeline of diverse talent and promote inclusive practice, the ABC undertook several placement programs, including:

- the Australian Film, Television and Radio School Graduate Program, which placed an Indigenous graduate with the ABC's Factual team
- the ABC/Northern Pictures mid-career Indigenous documentary placement, in partnership with the Australian International Documentary Conference
- the Pathways Strategy, an ABC/Bus Stop Films partnership that supports two placements for early career practitioners with disability
- the Victorian Screen Development Internship (Round 2), which supports two diverse practitioners.

Australia Talks

In May 2021, the ABC launched *Australia Talks* for the second time. This unique project captures a snapshot of the nation at a remarkable point in history. The research-based initiative is designed to bring Australians together and launch a conversation about the issues that are important to the nation.

The survey enables the ABC to dig into the attitudes, behaviours and experiences of people from all walks of life. The resulting data brims with fascinating insights into how Australians live, what they believe and what keeps them awake at night.

Working in conjunction with Vox Pop Labs and an academic panel, the *Australia Talks* National Survey was first fielded in 2019 and again in 2021. It involved upwards of 54,000 respondents

in 2019 and 60,000 in 2021. More than 600 questions were included in the 2021 *Australia Talks* National Survey, covering a broad range of topics and issues. An ABC TV promotional campaign reached approximately 5.8 million total people.⁴³

The data and insights from those surveys were used to develop the *Australia Talks* online tool (<https://abc.net.au/australiatalks>), a short, personalised interactive that allows users to get up close and personal with the data and see how their views and habits compare with the Australian community.

At its heart, *Australia Talks* is about hearing and seeing the stories of Australians from around the country. Across four weeks in May and June, the ABC brought the survey data to life in its content, with major findings and themes driving the national conversation across ABC Online, TV and radio.

Australia Talks culminated in a 90-minute TV special hosted by Annabel Crabb and Nazeem Hussain. An independent audience survey showed more than 43% of Australians indicated they had engaged with *Australia Talks* in some way.⁴⁴



Australia Talks co-host Nazeem Hussain.

⁴³ Source: OzTAM 5 City Metro, survey weeks 22–27 2021.

⁴⁴ Source: *Australia Talks* post-campaign review research, July 2021, (n = 1,536).



Diana & Maximilian from
Old People's Home for 4 Year Olds
season 2.

Old People's Home for 4 Year Olds

The second season of the ABC's award-winning documentary series offered a lifeline for older Australians living alone at home.

Old People's Home for 4 Year Olds became the ABC's No 2 non-Kids program in 2021, with complete audiences across television and ABC iView of more than 1.4 million, plus more than 9 million views of video clips on social media.

The first season of the ground-breaking intergenerational experiment won an International Emmy Award for showing the physical and mental health benefits of bringing together a group of aged care residents and preschoolers.

For season 2, producers turned their focus to the 1.6 million Australians over the age of 65 who live on their own at home, often experiencing loneliness and isolation. Via a purpose-built intergenerational playschool, the program explored whether social connection with a group of 4 year olds could improve the health and happiness of older Australians, enabling them to continue living in their own homes for longer.

The results were outstanding. After several weeks of activities with 4 year olds, the adults were less frail or depressed. They reported improved mood, confidence, physical strength and appetite. The social experiment restored their sense of connection and fun.

As ABC Managing Director David Anderson said at a special screening of the program at Parliament House in Canberra, in June 2021: "This program symbolises the ABC at its best. Sparking national conversations about important issues. Informing, educating and entertaining Australians. Fostering positive change and social cohesion."

The parliamentary screening, hosted by the ABC's impact partner, the Older Persons Advocacy Network (OPAN), continued a national conversation about how to support isolated older Australians living alone at home.

The success of the show goes beyond audience figures. Aligned with the ABC broadcast, OPAN launched the Stay Connected and Supported in Your Community campaign. This national initiative, funded by the Commonwealth Department of Health, connects older people with information and support programs, and provides pathways for people wanting to volunteer to help older people in the community.

In line with this initiative, *Old People's Home for 4 Year Olds* aims to improve people's wellbeing through social connection and supporting their capacity to live at home, no matter how old they are.

Audience data and analysis

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Love On The Spectrum season 2
Back row L-R: Michael, Cassandra
Front row L-R: Ronan, Chloe, Jayden, Teo, Mark.



Quality, distinctiveness and trust

The ABC Corporate Tracking Program provides insights into community perceptions and beliefs about the value of the ABC's contribution to Australian society. It is conducted nationally three times a year with a nationally representative sample of people aged 18-75 yrs.

Overall community sentiment towards the ABC has improved compared with last year. A large majority of Australians (79%) believe the ABC performs a valuable role in the Australian community, with 37% rating the role the ABC plays as 'very valuable'.

The respondents were asked about their views on the quality of ABC television. Consistent with previous surveys, most Australians (78%) remain of the view that ABC television provided good quality programming, and 69% felt it did a 'good job' in terms of the number of shows it provided and that they personally liked to watch. In contrast, 69% of respondents described the quality of commercial TV as 'good'.

Regarding ABC Radio, 56% of Australians believed the quality of programming on ABC Radio was 'good', while 55% of the population believed that commercial radio offered good quality programming.

Respondents were asked about their use of the ABC website and online services. Among those who had ever used the ABC website, the vast majority (92%) believed the quality of content was 'good', with 45% of ABC Online users rating the quality as 'very good'. In addition, 90% of users felt that ABC Online did a 'good job' regarding the amount of relevant content it provides.

The program also examined public perceptions of the ABC's performance regarding the ABC Charter. The majority of Australians remained of the view that the ABC was doing 'a good job' fulfilling its various Charter obligations. Specifically, 78% of respondents believed the ABC did a 'good job' of being distinctively Australian, while 73% 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 (72%) and country and regional (72%) populations.

Overall, 72% of Australians believed that the ABC did a 'good job' covering country and regional issues, compared with 62% for commercial media.

The study also found that 78% of Australian adults aged 18-75 years trust the information the ABC provides. This is significantly higher than the levels of trust recorded for internet search engines like Google (68%), commercial radio (62%), commercial TV (62%), newspaper publishers (58%) and Facebook (36%).⁴⁵

⁴⁵ Source: ABC Corporate Tracking Study 2021 (n = 4,572); online methodology, people aged 18-75 years, ABC Audience Data & Insights.

Measures of community satisfaction

Providing a quality service:		2021	2020	2019	2018	2017	2016
% of people who believe the ABC provides quality programming	Television	78	78	80	81	78	78
	Radio	56	58	62	65	63	62
	Online (among ABC Online users)	92	92	86	88	91	89
% of people who believe the ABC is accurate and impartial when reporting news and current affairs		73	72	74	75	74	77
Providing a valuable service:		2021	2020	2019	2018	2017	2016
% of people who value the ABC and its services to the community		79	78	82	83	83	86
Meeting the ABC's Charter obligations		2021	2020	2019	2018	2017	2016
% of people who regard the ABC to be distinctively Australian and contributing to Australia's national identity		78	77	79	80	78	81
% of people who believe the ABC reflects the cultural diversity of the Australian community		77	76	76	80	78	79
% of people who consider the ABC:							
• encourages and promotes Australian performing arts such as music and drama		74	74	77	78	76	77
• provides programs of an educational nature		77	77	80	82	82	82
• achieves a good balance between programs of wide appeal and specialised interest		74	73	76	77	75	80
% of people who perceive the ABC to be innovative		70	69	72	72	69	73
Providing an efficient service:		2021	2020	2019	2018	2017	2016
% of people who believe the ABC is efficient and well managed		68	66	66	68	65	69

Audience reach

Combined reach

The ABC's combined national audience reach across television, radio and online was estimated to be 68.1% over a period of a week in 2021,⁴⁶ an increase of 0.6 percentage points compared with the ABC's net reach in 2020 (67.6%).⁴⁷ This overall improvement was driven by a growth in reach across all platforms during the COVID-19 pandemic.

ABC digital properties

Use of ABC digital products continued to grow in 2020-21, following strong increases in 2019-20. ABC digital products reported an average of 16.4 million weekly unique users in 2020-21, an increase of 15% on the average in 2019-20.⁴⁸

Weekly users of the ABC NEWS website and the ABC NEWS mobile app increased substantially in 2019-20, driven by coverage of the summer bushfire season and the COVID-19 pandemic.⁴⁹ In 2020-21, weekly users increased further, driven by ongoing COVID-19 news along with the US election and Capitol riots. Website users increased by 15% year-on-year to 11.1 million, while app users were up 47% to 991,000. The ABC NEWS app experienced strong growth in new users during Facebook's temporary ban on the sharing of news by Australians in February 2021, setting new records for weekly users in the final two weeks of 2020-21.

The ABC iview suite continued to grow in 2020-21,⁵⁰ averaging 2.2 million unique users each week, up 16% from 2019-20. Time spent on ABC iview increased 9% year-on-year, from 1 hour 25 minutes to 1 hour 32 minutes. Livestreaming ABC channels via the ABC iview digital service grew exponentially in 2020-21, with average monthly minutes viewed up 117% from 2019-20.

ABC iview achieved record live consumption in June 2021, driven by the news coverage of the latest restrictions and lockdowns across Australia. Video-on-demand viewing on ABC iview also grew in 2020-21, with average monthly minutes increasing 17% on 2019-20.⁵¹

Use of the ABC listen app continued to increase in 2020-21 following substantial uplift in the previous year, driven by the pandemic. Weekly users of listen grew by 20% to 409,000, while weekly time per user increased by 8% to 4 hours and 9 minutes per user.⁵² The triple j app increased weekly users by 6% year-on-year to 109,000, while time per user was up by 55% to 2 hours 16 minutes. Users and time per user peaked during the Hottest 100 in January.⁵³

Average weekly visitors

Property	2020-21	2019-20	% total
ABC total	16,424,371	14,312,256	15%
NEWS web	11,145,315	9,722,859	15%
NEWS app	991,290	674,411	47%
listen app	409,346	340,020	20%
triple j app	109,364	103,483	6%
ABC iview Main	1,666,845	1,302,860	28%
Kids iview app	501,932	534,506	-6%
ABC ME app	75,678	99,929	-24%
ABC homepage	588,703	520,322	13%

Source: Google Analytics: [96.01] - Grand Total [Web + Apps], 01/07/2019 to 4/07/2021; [11.10] - ABC News Site + Google AMP [Web], 01/07/2019 to 4/07/2021; [21.02] - ABC App Total - iOS+Android, 01/07/2019 to 4/07/2021; [22.02] - Listen Total - iOS+Android, 01/07/2019 to 4/07/2021; [24.02] - triple j Total iOS+Android, 01/07/2019 to 4/07/2021; [96.22] - iview Main [view Web + Apps], 01/07/2019 to 4/07/2021; [26.02] - KIDS iview Total iOS + Android, 01/07/2019 to 4/07/2021; [27.02] - ABC Me Total iOS + Android, 01/07/2019 to 4/07/2021; [11.02] - ABC Homepages [Web], 01/07/2019 to 4/07/2021

46 Source: ABC Corporate Tracking Study 2021 (n = 4,572); online methodology, people aged 18-75 years, ABC Audience Data & Insights.

47 Source: ABC Corporate Tracking Study 2021 (n = 4,572); online methodology, people aged 18-75 years, ABC Audience Data & Insights.

48 Source: Google Analytics, ABC Grand Total, 28 June 2020 to 4 July 2021 vs 1 July 2019 to 28 June 2020. (Note: Google Analytics' estimate of unique users reflects unique devices rather than people.)

49 Source: Google Analytics, News Web + AMP and ABC App, 28 June 2020 to 4 July 2021 vs 1 July 2019 to 28 June 2020.

50 Source: Google Analytics, ABC iview web, apps, connected TVs and Kids iview and ABC ME, 28 June 2020 to 4 July 2021 vs 1 July 2019 to 28 June 2020.

51 Source: OzTAM VPM, total minutes viewed, July 2019 to June 2020 and July 2020 to June 2021.

52 Source: Google Analytics, ABC Listen, 28 June 2020 to 04 July 2021 vs 01 July 2019 to 28 June 2020.

53 Source: Google Analytics, triple j, 28 June 2020 to 4 July 2021 vs 1 July 2019 to 28 June 2020.

Average time spent (minutes)

Property	2020-21	2019-20	% total
ABC total	29.9	28.1	6%
NEWS web	6.9	7.1	-2%
NEWS app	50.5	50.7	0%
listen app	248.9	230.4	8%
triple j app	135.8	87.5	55%
ABC iview Main	96.5	80.2	20%
Kids iview app	81.0	95.9	-16%
ABC ME app	82.3	86.4	-5%
ABC homepage	8.7	9.9	-12%

Source: Google Analytics: Grand Total [Web + Apps], 01/07/2019 to 4/07/2021; ABC News Site + Google AMP [Web], 01/07/2019 to 4/07/2021; ABC App Total - iOS+Android, 01/07/2019 to 4/07/2021; Listen Total - iOS+Android, 01/07/2019 to 4/07/2021; triple j Total - iOS+Android, 01/07/2019 to 4/07/2021; ABC iview Main [iview Web + Apps], 01/07/2019 to 4/07/2021; KIDS iview Total iOS + Android, 01/07/2019 to 4/07/2021; ABC Me Total iOS + Android, 01/07/2019 to 4/07/2021; ABC Homepages [Web], 01/07/2019 to 4/07/2021 to 2020.

ABC on social media

Following strong growth in ABC audiences across social platforms in 2019-20 driven by the summer bushfires and coronavirus pandemic, audiences in 2020-21 remained high, with further growth achieved in some areas.

ABC's average weekly reach on third-party platforms in 2020-21 was 22.8%, up from 22.1% in 2019-20. Third-party reach was at its highest to date in March 2020 at 24.8%, driven by the interest in the COVID-19 pandemic.

YouTube

YouTube provides ABC with a platform to drive discovery and awareness of our content, and to reach younger audiences. For ABC's non-kids channels on YouTube, monthly unique viewers were down 15% in 2020-21, following a 72% increase the previous year. However, there was a 13% increase in monthly watch hours in 2020-21.⁵⁴

The growth in watch hours was driven largely by the ABC news livestream hosted by the ABC News Australia channel, which accounted for two-thirds of watch time for this channel in 2020-21. ABC NEWS was among the few ABC channels to increase in watch hours since 2019-20, up 36%. ABC News Australia accounted for 44% of all ABC non-kids channel watch hours in 2020-21.⁵⁵

ABC News In-Depth continued its strong growth since launching on YouTube in September 2019, increasing its subscribers by 92% in 2020-21 to 659,000, and achieving year-on-year growth in views and watch hours. triple j remained ABC's top YouTube channel based on subscribers, with 1.5 million.⁵⁶

ABC Kids YouTube channels (ABC Kids, ABC ME Behind the News, Good Game Spawn Point and Gigggle & Hoot) had an average of 1.2 million monthly unique viewers in 2020-21, up 36% on the previous year. The most popular video was an October 2020 trailer for new *Bluey* episodes, which recorded 3.6 million views.⁵⁷

Top 5 ABC YouTube channels by monthly unique views

	Avg monthly unique viewers			Subscribers		
	2020-21	2019-20	% change	2020-21	2019-20	% change
1 ABC News Australia	7,241,000	8,767,000	-17%	1,388,000	1,111,000	25%
2 triple j	4,160,000	7,355,000	-43%	1,538,000	1,369,000	12%
3 ABC News In Depth	5,821,000	5,751,000	1%	659,000	343,000	92%
4 ABC Science	825,000	910,000	-9%	212,000	136,000	56%
5 Q+A	908,000	676,000	34%	94,000	69,000	36%

YouTube audiences year on year

	2020-21	2019-20	% change
ABC monthly unique viewers	19,159,000	22,644,010	-15%

Source: YouTube Analytics.

⁵⁴ Source: YouTube Analytics.

⁵⁵ Source: YouTube Analytics.

⁵⁶ Source: YouTube Analytics.

⁵⁷ Source: YouTube Analytics.

Facebook

Facebook is a key platform for the ABC to reach new audiences, and to engage in conversations about the issues that matter to Australians. Facebook is also a key referral channel driving traffic to ABC websites. In February 2021, in response to the Australian Government's proposed media bargaining laws, Facebook implemented a ban on the sharing of news content by Australian brands or audiences. This ban was in effect from 18-25 February 2021. All ABC Facebook pages were affected initially, including entertainment-based pages, some of which were reinstated during the ban.

Partly as a result of the ban, monthly unique users for ABC Facebook pages were down 6% in 2020-21 compared with the previous year, to an average of 6.1 million. The ABC Sydney page had the largest monthly unique users at 864,000, followed by ABC Brisbane (839,000). ABC NEWS ranked third, with 815,000 monthly unique users, down 39% on 2019-20. Strong interest in local COVID-19 news drove increased engagement for ABC capital city and regional pages in 2020-21, and may have diverted some activity from the ABC NEWS page. The monthly unique audience across the eight ABC capital city pages was up 9% in 2020-21 to 3.3 million, while the 41 regional location pages were up 4% to 2.0 million, highlighting the important role these pages play in connecting the ABC with local communities.⁵⁸

Instagram

Instagram provides an opportunity to introduce new and younger audiences to ABC content through engaging and interactive visual storytelling. ABC Instagram accounts saw 31% growth in followers in 2019-20, with 3.5 million followers⁵⁹ across all ABC Instagram accounts. The vast majority of followers are Australian and aged under 45, with a skew towards women.

The triple j Instagram account had the largest number of followers in 2019-20, with 816,000, followed by ABC NEWS (698,000), ABC Australia (259,000), Gardening Australia (253,000), and ABC TV (196,000). Almost all ABC accounts experienced year-on-year growth in followers.⁶⁰ When Instagram prioritised its IGTV feature in 2019-20, ABC accounts achieved a 95% increase in video views that year, and a further 50% rise in 2020-21, with 110 million video views.⁶¹

Radio

Average weekly reach in the five-city metropolitan markets for ABC Radio (including DAB+ stations) was 5.3 million people aged over 10 years in 2020-21, up 175,000 listeners on the 2019-20 result. Audience share was up 1.1 share points on 2019-20 to 24.6%.⁶² The tracking study showed 56% of Australians believed the quality of programming on ABC Radio is 'very good' or 'good'.⁶³ ABC Radio websites and apps averaged 2.3 million users each week in 2020-21, up 7% on 2019-20.⁶⁴

DAB+

ABC's DAB+ stations include Double J, ABC Jazz, triple j Unearthed, ABC Sport (formerly ABC Grandstand), ABC Country and ABC Kids Listen. Average weekly reach in the five-city metropolitan markets for ABC DAB+ stations was 744,000 in 2020-21, up 2.2% from 2019-20. Audience share of total listening was 1.6%, similar to 1.5% in 2019-20.⁶⁵

58 Source: Facebook Analytics.

59 Source: Khoros, not de-duplicated.

60 Source: Khoros.

61 Source: Crowdtangle.

62 Source: GfK, P10+, five city metro data, 5.30 am to midnight Monday to Sunday, FY 2020-21: S6-8 2020 - S1-4 2021, FY 2019-20: S5-8 2019-S1-2 2020, total ABC incl. DAB+.

63 Source: ABC Corporate Tracking Study 2021 (n = 4572); online methodology, people 18-75 years, ABC Audience Insights. 'Total good' includes 'good' and 'very good' responses.

64 Source: GA360, July to June 2019-20 vs July to June 2020-21.

65 Source: GfK. Share of total listening.

Local Radio

ABC Local Radio's five-city metropolitan average weekly reach was 2.2 million, up 10.5% from 2.0 million in 2019-20. Audience share was 9.6%, up 1.1 points from 2019-20 (8.5%).⁶⁶ There were 1.2 million average monthly unique podcast downloads of ABC Local Radio content in 2020-21, up 7% compared with 2019-20.⁶⁷

triple j

ABC's national youth network triple j recorded a slight decrease in its five-city metropolitan average weekly reach among people aged 10 and over, to 2.0 million in 2020-21, down 0.3% from 2.1 million in 2019-20. Audience share was 6.0%, below 2019-20 (6.3%).⁶⁸ triple j recorded 1.4 million monthly unique podcast downloads in 2020-21, a 2% increase on 2019-20.⁶⁹

RN

RN's five-city metropolitan average weekly reach was 699,000 in 2020-21, down 1.2% on the 2019-20 result of 707,000. Audience share was 2.5% in 2020-21, similar to 2.6% in 2019-20.⁷⁰ Radio National recorded 7.8 million monthly unique podcast downloads in 2020-21, up 16% compared to 2019-20.⁷¹

ABC Classic

ABC Classic's five-city metropolitan average weekly reach was 825,000 in 2020-21, similar to 826,000 in 2019-20. Audience share increased to 3.2% in 2020-21, compared with 3.0% in 2019-20.⁷²

ABC NEWS

ABC NEWS five-city metropolitan average weekly reach was 903,000 in 2020-21, up 16.0% from 778,000 in 2019-20. Audience share remained similar at 1.7% (1.6% in 2019-20).⁷³ There were 4.9 million monthly unique downloads of ABC NEWS podcasts (including news briefings) in 2020-21, up 64% compared with 2019-20.⁷⁴

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 over 10 years each week in the five-city metropolitan market in 2020-21. This was up 3.2% on 2019-20.⁷⁵

66 Source: GfK.

67 Source: ABC Podcasts (powered by ABC Audience Data & Insights) (July 2019 to June 2020 and July 2020 to June 2021), global downloads, includes downloads to all mp3 files.

68 Source: GfK.

69 Source: ABC Podcasts (powered by ABC Audience Data & Insights) (July 2019 to June 2020 and July 2020 to June 2021), global downloads, includes downloads to all mp3 files.

70 Source: GfK.

71 Source: ABC Podcasts (powered by ABC Audience Data & Insights) (July 2019 to June 2020 and July 2020 to June 2021), global downloads, includes downloads to all mp3 files.

72 Source: GfK.

73 Source: GfK.

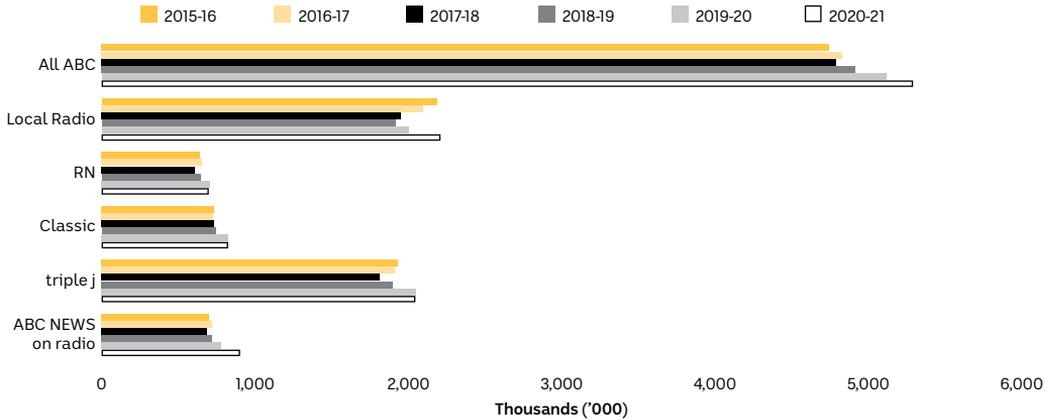
74 Source: ABC Podcasts (powered by ABC Audience Data & Insights) (July 2019-June 2020 and July 2020-June 2021), global downloads, includes downloads to all mp3 files.

75 Source: GfK from S6 2020 - S4 2021 Includes Local Radio programs: Early AM (Mon-Fri 6am-6.15am), 7am News (Mon-Sun 7am-7.15am), AM (Mon-Sat 8am-8.30am), The World Today (Mon-Fri 12md-12.30pm) and PM (Mon-Fri 6.30-7pm) & RN programs: AM (Mon-Sat 7am-7.30am), The World Today (Mon-Fri 1pm-1.30pm), PM (Mon-Fri 5-5.30pm). 7.45am News (Mon-Sun 7.45am-8am) on Local Radio is included for S6-7 2020 only.

ABC listen app

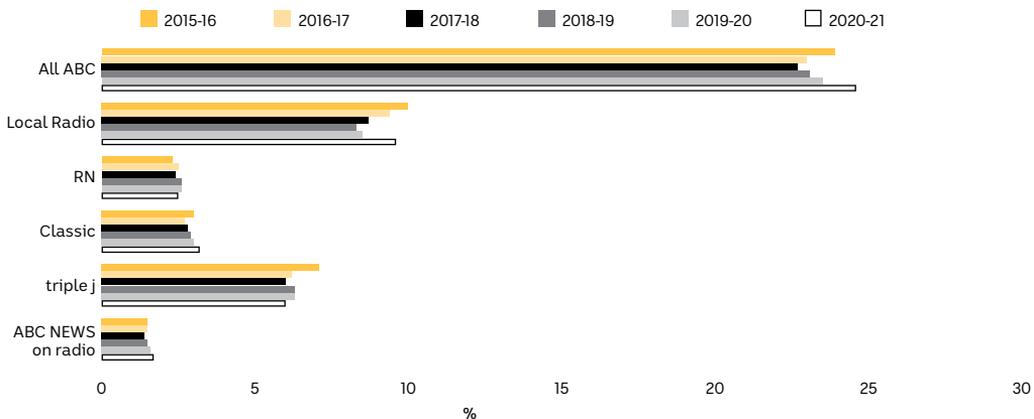
The ABC listen app provides access to both live ABC Radio and ABC podcasts. Average weekly visitors to the app increased by 20% to 409,000 in 2020-21.⁷⁶

ABC Radio: average weekly reach ('000s) (all ABC incl. DAB+)



Source: GfK, Monday to Sunday, 5:30 am to midnight, All ABC incl. DAB+ (2019-20 based on Surveys 5-8 2019 and Surveys 1-2 2020 only; 2020-21 based on Surveys 6-8 2020 and Surveys 1-4 2021; Surveys 3-5 in 2020 were cancelled due to COVID-19).

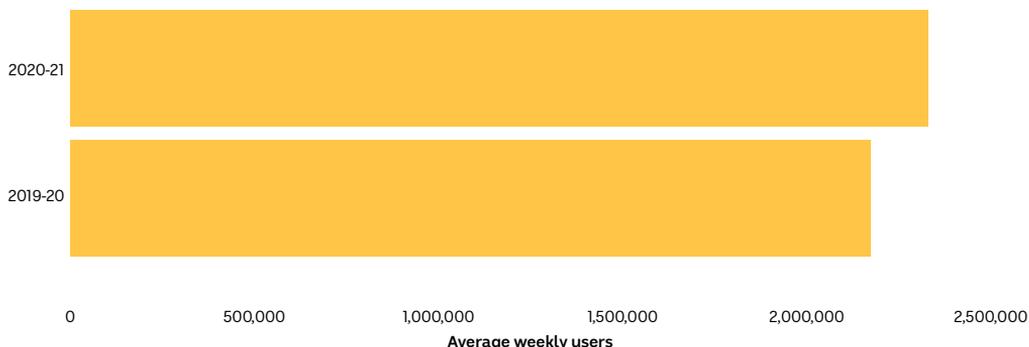
ABC Radio: share (%) (all ABC incl. DAB+)



Source: GfK, Monday to Sunday, 5:30 am to midnight, All ABC incl. DAB+ (2019-20 based on Surveys 5-8 2019 and Surveys 1-2 2020 only; 2020-21 based on Surveys 6-8 2020 and Surveys 1-4 2021; Surveys 3-5 in 2020 were cancelled due to COVID-19).

⁷⁶ Source: Google Analytics, 29 June 2020 to 27 June 2021.

ABC Radio websites and apps – average weekly users



Source: Google Analytics

News and current affairs

After strong audience growth in 2019-20, ABC NEWS digital platforms experienced further increases in 2020-21. These were driven by the COVID-19 pandemic and the US election in November 2020 and Capitol riot in January 2021.

In 2020-21, ABC news and current affairs on ABC TV and ABC NEWS channel reached 6.6 million average weekly metro and regional viewers, similar to 2019-20.⁷⁷

News programs

ABC news programs maintained gains made in 2019-20 on weekdays, while weekends softened slightly. The Monday to Friday edition achieved a combined metro and regional average audience of 980,000 (steady), Saturday averaged 861,000 (down 11%) and Sunday averaged 964,000 (down 4%).⁷⁸ *News Breakfast* achieved a combined average audience of 284,000 across the ABC TV and ABC NEWS simulcast, an increase of 5% compared with 2019-20.⁴⁹

Current affairs programs

The second half of 2020 saw current affairs audiences begin to normalise after the previous year, resulting in modest declines for 2020-21. On ABC TV, audiences were mostly steady for 7.30 (down 1% to a combined metro and regional average audience of 837,000)⁸⁰ and *Insiders* (down 1% to 594,000 across the ABC TV and ABC NEWS simulcast).⁸¹ All other titles saw declines: *Australian Story* was down 9% on the previous year with a combined average audience of 905,000,⁸² and *Four Corners* experienced a similar drop (9%) to 766,000.⁸³ *Foreign Correspondent* recorded a combined average audience of 634,000, down 5% on the previous year.⁸⁴ *Q+A*, which moved to a new timeslot of Thursday 8.30 pm in 2021, experienced a 16% decline in audience to 445,000.⁸⁵

77 Source: OzTAM and Regional TAM Consolidated 28 Data 2019-20, 2020-21; Reach counts the total of people who watched at least 5 consecutive minutes of ABC News and Current Affairs on ABC TV and ABC News channel across the period.

78 Source: OzTAM and Regional TAM Consolidated 28 Data 2019-20, 2020-21

79 Source: OzTAM and Regional TAM Consolidated 28 Data 2019-20, 2020-21

80 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21.

81 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21.

82 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21.

83 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21.

84 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21.

85 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21.

ABC NEWS

The ABC NEWS channel experienced growth across platforms in 2020-21, driven by the continuing COVID-19 pandemic. On broadcast TV, the channel maintained its position as Australia's leading 24-hour news channel with a metro and regional weekly reach of 3.7 million viewers, an increase of 6% compared with 2019-20.⁸⁶ Year-on-year growth was greater on digital platforms. ABC NEWS livestream plays on ABC iview were up by 80% to a monthly average of 2.7 million in 2020-21.⁸⁷ ABC news live views on YouTube (including the news channel stream as well as one-off live events, such as state premiers' COVID-19 media conferences) were up by 57% to a monthly average of 3.6 million.⁸⁸

On-demand consumption of ABC news content on ABC iview and YouTube grew strongly in 2020-21. Monthly plays of news and current affairs videos on ABC iview increased by 71% to 3.1 million.⁸⁹ On-demand views across the two ABC News YouTube channels grew by 2% to an average of 22.8 million per month in 2020-21,⁹⁰ driven mainly by current affairs content on the ABC News In-Depth channel.

The ABC NEWS website and app and the current affairs websites recorded an average of 12.2 million weekly users in 2020-21. This was an increase of 16% on the previous year, despite the highest weekly users to date occurring in March 2020 when the national COVID-19 lockdown was announced. Weekly users in 2020-21 were highest during periods of further lockdowns across Australian states.

The ABC NEWS website and app averaged more daily sessions, page views and total time spent than any other online news entity in Australia in the first six months of 2021. This is based on Nielsen Digital Media Ratings, which is the industry standard for reporting traffic volume for digital news brands in Australia. Due to a change in measurement methodology from the start of 2021, the current data set cannot be combined or compared with previous years' data, which was based on a different system of data collection.

ABC NEWS ranked No 2 among Australian news brands on Facebook based on followers, with 4.4 million, behind *Daily Mail Australia* with 5.1 million. The ABC News page on Facebook had 815,000 monthly unique users in 2020-21, a decline of 39% compared with the previous year.⁹¹ This decline was partly driven by Facebook's ban on the sharing of news content by Australian brands and audiences from 18-25 February 2021, in response to the Australian Government's proposed media bargaining laws.

On YouTube, ABC news channels remained competitive despite strong growth among competitors including *60 Minutes*, 9News Australia and Sky News Australia. ABC News Australia increased its subscriber count by 25% in 2020-21 to 1.4 million, while subscribers to ABC News In-Depth grew by 92% to 659,000.⁹²

ABC NEWS remained the leading Australian news brand on Instagram by a large margin with 687,000 followers in 2020-21. This was up 32% on the previous year, a higher rate of growth than most top Australian competitors on Instagram.

86 Source: OzTAM and Regional TAM consolidated 28-day data 2019-20, 2020-21. Reach counts the total of people who watched at least five consecutive minutes of ABC NEWS channel across the period.

87 Source: OzTAM 2019-20, 2020-21.

88 Source: YouTube Analytics 2018-19, 2019-20.

89 Source: OzTAM.

90 Source: YouTube Analytics; based on ABC News Australia and ABC News In-Depth channels. ABC News In-Depth launched in September 2019.

91 Source: Facebook Analytics, based on ABC News Facebook page and Messenger, July 2020 to May 2021.

92 Source: YouTube Analytics, based on ABC News Australia and ABC News In-Depth channels. ABC News In-Depth launched in Sep 2019.

ABC news reach

Platform	2020-21	2019-20	2018-19	2017-18	2016-17	2015-16
ABC news on television						
ABC NEWS channel weekly reach	3,912,000	3,466,000	3,127,000	3,181,000	3,594,000	3,685,000
ABC news and current affairs (main channel and ABC NEWS weekly reach)	6,595,000	6,558,000	6,385,000	6,562,000	7,115,000	7,445,000
ABC NEWS Digital						
ABC news and current affairs weekly users	12,190,018	10,467,479	–	–	–	–
ABC news social						
Facebook monthly unique users	814,849	1,345,205	1,486,195	–	–	–
YouTube monthly unique users	12,272,417	12,833,888	7,319,266	–	–	–
ABC news video views						
News and current affairs category iView – monthly plays	3,085,334	1,804,499	1,510,832	–	–	–
News livestreams on iView – monthly plays	2,702,947	1,498,922	710,029	–	–	–
YouTube news on-demand – monthly views	22,809,895	22,416,204	10,639,344	–	–	–
YouTube livestream – monthly views	3,593,109	2,286,328	872,630	–	–	–

Television

Total ABC viewing

The digital acceleration experienced in response to the transformative events of the past year saw more Australians than ever using video-on-demand services to view video content. Across the Australian broadcast video-on-demand services, viewing increased to its highest levels, with ABC iView also experiencing record viewing. With more viewers than ever turning to digital platforms to consume video, Total TV broadcast reach experienced decline in 2020-21, when compared to 2019-20.

Metro

Total ABC Network metro average weekly reach in 2020-21 was 7.9 million people, or 44.6% of the five-city metro population. This is slightly down compared with 2019-20 (8.1 million; 46.0%).⁹³

Total ABC metropolitan Total TV share during daytime increased once again in 2020-21. Across the four channels, ABC Television achieved a metro day-time Total TV share of 20.8%, up from 19.7% in 2019-20.⁹⁴

Total ABC metropolitan share during prime time also increased in 2020-21 compared with the previous year. Prime-time Total TV share for Total ABC across the five metropolitan cities was 14.8% in 2020-21 (14.3% in 2019-20).⁹⁵

Regional

In the combined aggregated regional markets including Tasmania, Total ABC average weekly reach in 2020-21 was 3.4 million people or 46.7% of the regional population. This is down compared with 2019-20 (3.6 million; 49.5%).⁹⁶

In 2020-21, Total ABC regional Total TV share during the day was steady at 19.5%, (19.4% in 2019-20). Total ABC regional share during prime time was 15.0% in 2020-21, an increase from 14.5% in 2019-20.⁹⁷

ABC iView

In 2020-21, there were 1.1 billion⁹⁸ average monthly minutes across ABC iView, which is a 20% increase on the 2019-20 monthly average (901 million mins).⁹⁹

93 Source: OzTAM consolidated 28-day data 2019-20, 2020-21 (Total ABC includes ABC TV, ABC Kids/TV Plus, ABC ME & ABC News); 24-hour reach based on five-minute consecutive viewing.

94 Source: OzTAM consolidated 28-day data 2019-20, 2020-21.

95 Source: OzTAM consolidated 28-day data 2019-20, 2020-21.

96 Source: Regional TAM consolidated 28-day data 2019-20, 2020-21; 24-hour reach based on five-minute consecutive viewing (including spill).

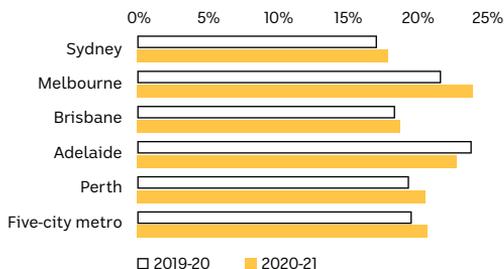
97 Source: Regional TAM consolidated 28-day data 2019-20, 2020-21 (including spill).

98 Source: OzTAM VPM 2020-21, based on average monthly minutes (VOD + live).

99 Source: OzTAM VPM 2020-21, based on averaged monthly minutes (VOD + live).

Metropolitan daytime share

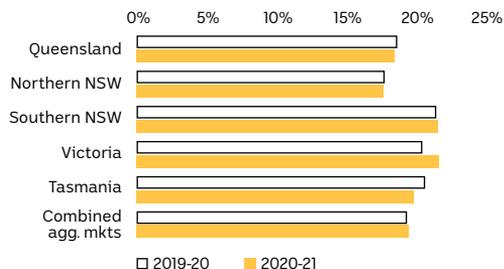
Total ABC Total TV share of viewing %, 6 am to 6 pm



Source: OzTAM Metropolitan Consolidated 28 Data

Regional daytime share

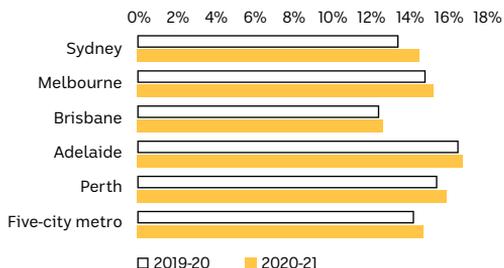
Total ABC Total TV share of viewing %, 6 am to 6 pm



Source: Regional TAM Consolidated 28 Data (excludes WA)

Metropolitan prime-time share

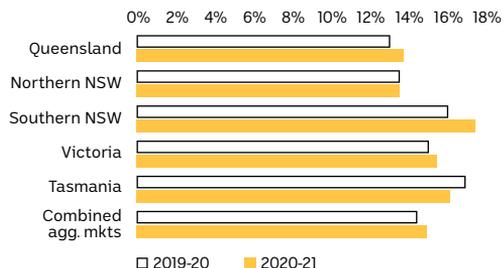
Total ABC Total TV share of viewing %, 6 pm to midnight



Source: OzTAM Metropolitan Consolidated 28 Data

Regional prime-time share

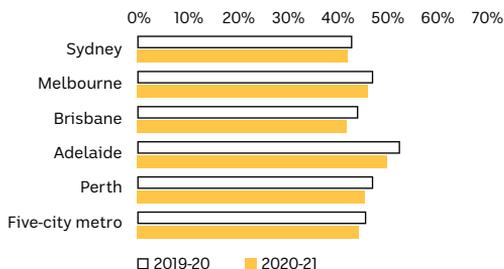
Total ABC Total TV share of viewing %, 6 pm to midnight



Source: Regional TAM Consolidated 28 Data (excludes WA)

Average weekly metropolitan reach

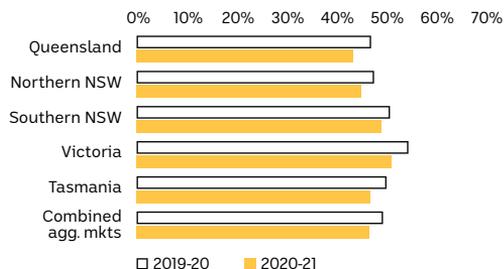
Total ABC 24-hour, five-minute consecutive viewing %



Source: OzTAM Metropolitan Consolidated 28 Data

Average weekly regional reach

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



Source: Regional TAM Consolidated 28 Data (excludes WA)

International

For more than 80 years, Australia has been broadcasting to audiences overseas. In 2020, the ABC, through owned and operated platforms ABC Australia, ABC Radio Australia and ABC websites and apps, reached an estimated 15,206,000 unique monthly overseas audiences.

ABC Australia, the ABC's international television service available in more than 38 markets across Asia and the Pacific, has a monthly viewership of at least 2,553,000. ABC Radio Australia, our international radio service available via FM in the Pacific and Timor-Leste, has a monthly listenership of at least 474,000. ABC websites and apps have a monthly usership of 12,180,000, including 10,000 monthly users of ABC Australia iView.

Our audiences come from across the world. Each month, we reach 1,470,000 audiences in Oceania through ABC Australia, ABC Radio Australia and ABC websites and apps, 4,854,000 audiences in Asia through ABC Australia and ABC websites and apps, 8,882,000 audiences in the Americas, Europe and Africa through ABC websites and apps.¹⁰⁰

The ABC also reaches overseas audiences through social media, video sharing platforms, and syndication partners. In 2020-2021 there were:

- 18,389,000 overseas followers of the ABC on Facebook (20% increase on 2019-20), including 279,000 followers of ABC Radio Australia and 5,552,000 (10% increase on 2019-20) followers of ABC Education Learn English on Facebook (6% increase on 2019-20)
- 1,489,000 overseas followers of the ABC on Instagram (140% increase on 2019-20)¹⁰¹
- 21,000 followers of ABC Australia on WeChat (20% increase on 2019-20)¹⁰²
- 197,000 followers of ABC Australia on Weibo (5% increase on 2019-20).¹⁰³

Additionally, there were 336,390,000 overseas views of all ABC content on YouTube (21% decrease on 2019-20).¹⁰⁴

¹⁰⁰ Results exclude unique audiences reached through third-party platforms. Figures are an extrapolation from studies in multiple Indo-Pacific countries including the Ipsos Affluent Asia Survey, the Tebbutt Media Survey, and from Google Analytics.

¹⁰¹ Source: Khoros.

¹⁰² Source: WeChat Analytics.

¹⁰³ Source: Weibo Analytics.

¹⁰⁴ Source: YouTube Analytics.



Play School Nursery Rhyme News Time presenters Kaeng Chan and Abi Tucker.
Image: Ben Symons.

Inside the ABC

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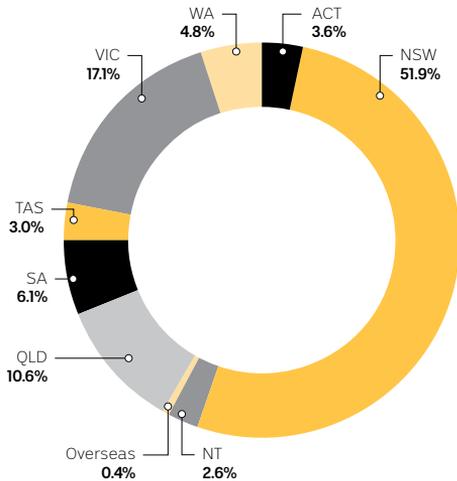
Conversations co-host Sarah Kanowski with Arthur Coghlan.



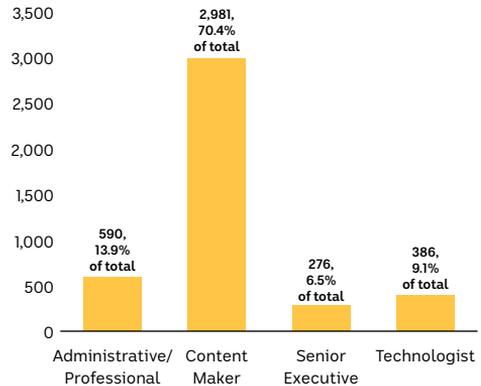


Where ABC employees live and work

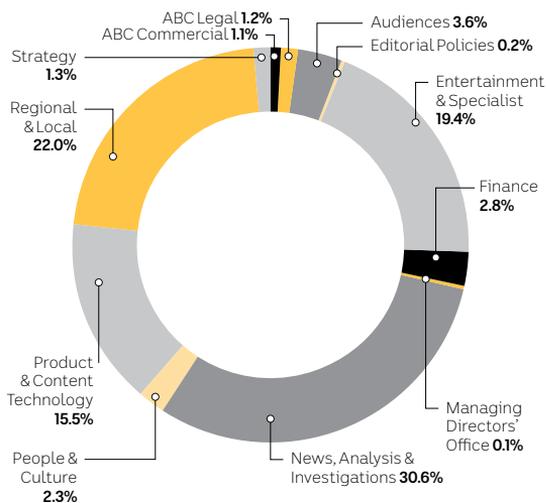
Distribution by region



ABC employees (FTE): distribution by job group



Distribution by team



ABC People

ABC values and workplace behaviour

A positive, inclusive and diverse workplace culture is built on strong values that inform decision-making and ways of working at every level. All ABC employees are expected to model the ABC's values of integrity, respect, collegiality and innovation, and to align their conduct with the ABC Principles.

The ABC Principles set clear expectations about working at the ABC as individuals, as leaders, and together. The ABC Principles are:

- We are ABC
- Straight talking
- People focused
- Accountable
- Open and transparent

In September 2020, the ABC launched its Code of Conduct, which consolidates all the expectations and standards of workplace behaviour and conduct at the ABC into one document. It underpins key policies and guidelines that provide further guidance.

To promote the Code of Conduct, the ABC launched an online learning module called 'Workplace Behaviours' that raises awareness of the standards and behaviours. The module outlines the expectations of individual staff members, what all staff should expect from each other, and what behaviour is not tolerated. All new staff at the ABC complete this module as part of an updated induction package.

This year, the ABC also launched the 'Emerging Leaders' course as part of the Leadership Development suite. It covers the core leadership skills of existing and emerging leaders, and how to model the ABC Principles and values and help others to bring them to life.

With the rise in remote working and learning as a result of the COVID-19 pandemic, the ABC has strengthened its investment in online and remote working tools and development programs. Together with regular, effective communication and visible leadership that models the Code of Conduct, this effort continues to ensure behaviour matches the ABC's desired culture.

Employee engagement

The Employee Engagement Survey gave all employees the opportunity to provide feedback on their experience at work. The ABC achieved an engagement score of 71%, which is an increase of 2% from 69% in 2019-20. This score meets the Australian benchmark of 71%.

The survey conducted in 2020-21 included targeted questions about working from home. Workplace flexibility is a key enabler of engagement, and to support this, the ABC launched expanded guidelines for working from home in February, along with additional tools for leaders, to help individuals and teams manage effective arrangements.

Divisional executive teams were briefed on the engagement survey results as part of an effort to support tailored action planning and communications. Comparisons with the engagement survey conducted in 2019-20 show how activities over the past 12 months have been received in specific areas – as well as highlighting the activities that should be sustained to maintain the high levels of engagement seen in 2020-21. This information will support business decisions over the coming year, with a focus on learning and development, flexible work practices, and ensuring the ABC is diverse and reflective of the community we serve.

Capability, development and training

Learning and development continued to play a critical role in supporting our people to bring the ABC Principles to life and deliver on the ABC *Five-Year Plan 2020-2025*.

Despite the ongoing challenges of COVID-19 restrictions, learning continued to grow in 2020-21 as the ABC fully embraced the transition to virtual learning platforms. This harnessed the flexibility of virtual platforms to provide new and improved learning opportunities. In total, 2020-21 saw 50,658 learning completions recorded, which is a 220% increase over the previous year. This significant increase was due to a combination of increased participation and improved data collection.

Overall, the number of courses on offer to ABC staff grew from 220 in 2019-20 to 340 in 2020-21, a 54% increase. Many of the new courses focused on providing expanded learning pathways in relation to critical capabilities such as content creation and editorial decision-making. This allowed more employees to access relevant learning regardless of their tenure or experience level. Learning remained closely aligned with the needs of the organisation and its employees. It supported key initiatives on social media, health and safety and forms of employment.

In 2020-21, employees took full advantage of the expanded catalogue, participating in 33,731 hours of learning, a 37% increase from 2019-20. This learning comprised face-to-face delivery (79 sessions), virtual delivery (867 sessions) and online learning, and covered a broad range of knowledge and skills including leadership, content making and soft skills.

Participants had very positive impressions of their learning experience, with 94.7% of respondents stating they would recommend the course they had completed to others.

Internally facilitated learning continued to be supplemented by additional external courses, with employees from across the organisation completing specialised external learning in areas such as four-wheel driving and drone operation.

Targeted training

Technological change

The most significant technological change for 2020-21 was the rollout of a major upgrade to the existing organisational content management system, CoreMedia. A project team managed the design, development and roll out of learning to support this change across the organisation. In total, there were 1,418 participants in a combination of online courses and virtual sessions, with 5,288 hours of learning delivered in total. Feedback from participants was overwhelmingly positive, with an overall score of 4.38 out of 5 recorded.

Editorial standards

Learning in relation to editorial standards is a critical component of the ABC's learning and development offering. An introductory online course explains key concepts, and then targeted face-to-face and virtual sessions build on base knowledge to explore how editorial standards apply in specific circumstances and contexts.

In 2020-21, the online introductory module was completed 460 times, representing 345 hours of learning in total. The supplementary face-to-face and virtual sessions were completed an additional 971 times, comprising 956 hours of learning. Specific focus areas for 2020-21 included editorial standards in relation to independence, accuracy and impartiality, and the reporting of hate speech and discrimination.

Bullying, harassment and discrimination

Bullying, harassment and discrimination continued to be important focus areas for learning in 2020-21, with all new employees required to complete mandatory learning in this area. Topics covered by the different courses on offer include:

- bullying and harassment
- Indigenous cultural awareness
- disability awareness
- LGBTQI+ awareness
- building a culture of inclusion.

The ABC also developed an online course on the grievance process for employees affected by bullying, harassment and discrimination, which will be rolled out early in the next reporting period.

In 2020-21, a total of 4,442 hours of learning relating to these topics was delivered, with 8,184 completions recorded for the period.

Leadership

The delivery of leadership development was significantly disrupted by COVID-19, with delivery put on hold for first half of 2020-21. This did, however, allow time to build out the planned expanded leadership learning pathway, which is now fully implemented. New courses developed during 2020-21 include:

- a new program for emerging leaders to help them better prepare to transition into a future leadership role
- a new program for knowledge leaders to help them better leverage their expertise and add value to the organisation
- a new senior leadership program expanded on the success of the virtual senior leadership conference held in late 2020 to provide monthly development activities for all senior leaders
- conversion of the existing 'Activate Your Leadership' and 'Accelerate Your Leadership' courses to virtual delivery.

In total, 2,306 hours of leadership development were delivered across 2020-21, with 115 completions recorded for the period.

Staff support

A key focus for the period was to provide expanded support for ABC employees in relation to critical soft skills such as resilience, collaboration and inclusivity. This suite of courses, collectively branded as 'Self-leadership', proved to be very popular, with 1,276 hours of training delivered and 799 completions recorded for 2020-21.

Learning and development during 2020-21 also focused on the increased risk of mental health issues as a result of COVID-19, with training rolled out to managers to help them identify and manage mental health within their teams. In total, 874 hours of mental health learning were provided to managers during 2020-21, with 442 attendees recorded for the period.

Diversity

The ABC has a responsibility to reach all Australians and to accurately reflect its rich cultural diversity. To do this, the ABC needs a workforce with broad perspectives, backgrounds and approaches to create a strong, diverse public broadcaster.

Diversity and inclusion plan

The *Diversity and Inclusion Plan* and *Elevate Reconciliation Action Plan* provide a roadmap to help the ABC develop an inclusive culture.

The *Diversity and Inclusion Plan* covers a three-year period from September 2019 to August 2022 and focuses on five key areas – cultural and linguistic diversity (CALD), Aboriginal and Torres Strait Islander people, disability, gender and LGBTIQ+.

It outlines three strategic goals:

- a diverse workforce – to recruit, develop and retain a diverse workforce that reflects the make-up of the Australian community
- an inclusive workplace culture – to foster a workplace culture that is inclusive, collaborative and accountable, and supports the talent and diversity of staff
- inclusive content, products and services – to reflect and represent the diversity of the Australian community in the content, products and the services provided.

The *Diversity and Inclusion Plan* sets out the following targets, which the ABC aims to reach by September 2022:

- 15% CALD content makers
- 15% CALD executives
- 8% employees with disability
- 20% women technologists
- 50% women executives
- 3.6% Indigenous employees.

Diversity and Inclusion Standing Committee

The Diversity and Inclusion Standing Committee (DISC) is a group of diversity leads representing all ABC divisions, employee network groups and the Bonner Committee. DISC leads the development, implementation and review of the ABC's diversity and inclusion strategy. This includes:

- developing targets and implementing the current *Diversity and Inclusion Plan*
- supporting divisions to implement the *Elevate Reconciliation Action Plan* and contributing to the consultation process when the next RAP is developed
- supporting and championing employee network groups and their strategy plans
- advising, informing and escalating issues to the ABC Leadership Team as appropriate when the organisation is not meeting diversity and inclusion goals, and targets (in content, workforce and culture)
- elevating diversity and inclusion to ensure that executive teams are supporting and implementing the *Diversity and Inclusion Plan* and *Elevate Reconciliation Action Plan*, including ensuring that diversity and inclusion is a standing agenda item on divisional executive and commissioning meetings
- educating and supporting staff in relation to the ABC's Indigenous, diversity and inclusion goals where needed
- creating alignment, collaboration, and clarity across divisions on diversity and inclusion work
- championing and role modelling diversity and inclusion practice to increase organisation-wide awareness.

Indigenous employment

The ABC launched a specialist Indigenous recruitment strategy in 2020 to increase Indigenous representation across the organisation. The initiative is part of the employment objectives outlined in the *Elevate Reconciliation Action Plan*.

These objectives include:

- ensuring all ABC divisions develop an action plan for reaching Indigenous employment and other *Elevate Reconciliation Action Plan* 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 and executive levels
- encouraging awareness of potential careers at the ABC through, targeted recruitment campaigns, talent databases, industry and tertiary networks and social media campaigns
- maximising the retention of Indigenous employees through career development planning, mentoring, emerging and executive leadership training and mobility support
- contributing to the growth of Indigenous employment in the wider media industry
- increasing opportunities for Indigenous suppliers to work with the ABC.

The *Elevate Reconciliation Action Plan* also champions initiatives that recognise and embrace Australia’s Indigenous history and cultures. This includes a commitment to embed Aboriginal and Torres Strait Islander languages, voices and names within the ABC’s programs, to ensure they 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. The Chair reports to the Managing Director on matters arising from the committee, which is formed from a mix of Indigenous and non-Indigenous staff drawn from around the country. The committee is named in honour of the first and only Indigenous ABC Board member, Senator Neville Bonner.

Gender profile

Women make up 54.8% of the ABC’s workforce as of 30 June 2021, compared with 53.3% at 30 June 2020. Of the ABC’s workforce, 44.8% are men and 0.4% identify as gender diverse.

The ABC has achieved strong representation of women in the executive group, with 51.4% women executives against a target of 50%. There are 20.5% of women technologists against a target of 20%.

In 2020, a gender pay analysis was conducted across the ABC workforce. The ABC has been working towards equal gender representation at each band level and as a result the overall pay gap reduced from 6% to 5.3% during the past year.

The ABC is also a member of the Champions of Change Coalition – a globally recognised innovative strategy to achieve gender equality. As part of this coalition’s National 2016 Group, the ABC is committed to delivering change and achieving equal representation of gender in leadership positions.

The ABC marked International Women’s Day with an online event hosted by NEWS on the 50:50 project, which tracks diversity in content. Many of the ABC’s radio networks, including ABC Classic, Radio National, triple j and the eight capital city stations, featured women presenters throughout the day, along with women guests and artists.

Other diversity initiatives

The ABC has won multiple Australian LGBTQ Inclusion Awards and the coveted title of Gold Employer for its achievements in creating a more inclusive workplace and more diverse content for all Australians. The awards are based on the Australian Workplace Equality Index, which measures the impact of LGBTQ inclusion initiatives in organisations.

The Diversity Advocates Network was established in 2021 to support staff who have a workplace issue involving diversity considerations. Advocates in the network are allies to their diverse colleagues and actively foster a culture of inclusivity in their workplaces. The network also works closely with employee network groups to assist with the development of training, awareness campaigns and frameworks that help the ABC support diversity in the workplace.

Employee network groups – ABC Belong, ABC Pride and ABC Inclusive – engage regularly with staff. In 2020-21, this included the following events:

- ABC Belong hosted a virtual Lunar New Year celebration in February 2021.
- In March 2021, the ABC recognised Harmony Day with a streamed interview of political theorist and Australia's former Race Discrimination Commissioner Professor Tim Soutphommasane, conducted by Jeremy Fernandez.
- For Global Accessibility Awareness Day, ABC Inclusive organised a panel of experts to discuss the tools the ABC uses to make content more accessible, including tools and assistive technologies.

ABC Pride participated in 2021 Mardi Gras. The ABC Pride float 'We're With You' featured 40 staff from across Australia.

ABC NEWS Disability Affairs Reporter Nas Campanella.



Work health and safety

Management of WHS

During 2020-21, the ABC introduced the following initiatives to support the physical and mental wellbeing of staff:

- the Situational Awareness Toolkit, which provides coaching tools for managers and staff to help promote staff awareness of on-site hazards in the field
- a comprehensive WHS program to help staff manage the unique challenges of COVID-19 when working in the office, in the field and at home
- mental health and wellbeing training that equips ABC managers with greater understanding of mental health conditions, and gives them the skills to monitor and support their staff, including a new program to provide better psychological support for international staff before, during and after deployment
- a new full-time cyber safety position, which provides advice and support on organisational and personal social media accounts to ensure the safety and wellbeing of employees, their professional reputation and that of the ABC.

The ABC provided a comprehensive range of training programs in 2020-21 to manage and reduce WHS risks, with more than 20,000 WHS-related training interventions undertaken during the year.

WHS induction completions 2020-21

WHS induction completions 2020-21	Non-Casuals	Casuals
No. of new starters 2020-21	698	1000
Induction completions	660	902
% completed	95%	90%
Total induction completions		92%

Health and safety training completions 2020-21

Content	Staff trained
Workplace behaviours	4397
Setting up your workstation	600
WHS hazard and incident reporting	710
WHS risk management/risk assessment workshop	685
Safe place to work	691
Child protection framework	624
Driver safety/four-wheel driving	816
Warden/emergency response training	70
Managing fatigue in the workplace	414
Bushfire Safety/basic firefighting principles	246
Radio frequency safety	29
Social media self-defence	81
ABC security awareness	4982
Managing mental health/MH first aid	431
Electrical awareness/safety	171
Incident management introduction	518
First aid/CPR	2
Aviation safety	43
Managing injury and illness in the workplace	11
Trauma/resilience/mental health awareness	87
Asbestos awareness/management	581
WHS consultation	96
SCAN4SAFETY situational awareness	298
COVID-19 information for staff	3290
Grand total	19,873

Health and safety committees

There are four divisional committees representing: News, Analysis & Investigations (52 participants) Entertainment & Specialist (33 participants), Regional & Local (35) and Product & Content Technology (30). All other divisions have consultation arrangements involving health and safety representatives or other arrangements.

Around 85% of the workforce is covered by health and safety committee arrangements.

Work-related WHS incidents

During 2020-21, 11 incidents were reported to Comcare (including four COVID-19 incidents).

Notices and investigations

Comcare conducted an inspection of concerns raised by the Australian Workers Union relating to rostering and fatigue management. Comcare found that the ABC complied with its duties under the WHS Act and WHS Regulations with respect to the scope of the inspection. Several recommendations were raised for consideration by the ABC, including to review systems for managing psychosocial risks associated with roster changes, such as worker stress and anxiety, and to review systems for worker consultation to ensure all relevant WHS matters are discussed in WHS committee meetings.

Outstanding commitments as of 30 June 2021

To consider the recommendations of Comcare's inspection report outlined above.

WHS incident 2020-21

Severity of Incident	1 July 2020 – 30 June 2021		1 July 2019 – 30 June 2020	
	Work Related Incidents	% of total	Work Related Incidents	% of total
Near-hit incident / no treatment required	91	42	53	29
First aid treatment only	21	10	37	20
Lost time injury/illness – off work for one full day/ shift or more	27	13	15	8
Medical treatment (from a medical doctor) – off work for less than one full day/shift	15	7	15	8
Precautionary treatment (from an allied health practitioner, e.g. physio)	35	17	32	17
Report only – no treatment	23	11	33	18
Total	212	100	185	100

Workers compensation claims

Of the 212 work-related incidents reported in 2020-21, 11 resulted in workers' compensation claims being accepted by Comcare, compared with eight claims accepted in 2019-20. Analysis of the accepted claims in 2020-21 shows injuries/conditions were primarily due to physical injuries including body stressing, or injuries from falls, slips and trips in the workplace or in the course of work. A growing trend in injury mechanism during 2020-21 is claims related to long-term noise exposure from retired ABC staff.

Workers compensation premiums

The ABC's workers' compensation premium for 2020-21 was \$2,154,167 (excluding GST). Comcare's indicative premium calculation for the 2021-22 year is \$3,325,153.

The overall Commonwealth premium rate for all Commonwealth agencies reduced from 0.85% in 2020-21 to 0.79% in 2021-22.

The ABC's indicative prescribed premium rate for 2021-22 is 0.60% (up from up from .51% in 2020-21). The change reflects higher than expected ABC claims costs for 2018-19 and 2019-20.

Number of claims by mechanism of incident group

Mechanism of Incident Major Groups	2020-21*	2019-20	2018-19	2017-18	2016-17
Falls, trips and slips of a person	3	2	8	2	1
Being hit or hitting an object	-	-	2	2	1
Body stressing	5	1	4	4	10
Mental stress	-	5	3	-	2
Being assaulted	-	-	1	-	2
Vehicle accidents	1	-	-	1	-
Long-term noise exposure	2	-	-	-	-
Other/unspecified	-	-	1	1	2
Total claims	11	8	19	10	18
Average cost-to-date (2020-21)**	\$26,459	\$99,432	\$63,432	\$99,419	\$39,799

* 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 2021.

** Claim costs are based on estimates as at 31 March 2021.

ABC worker's compensation premium rates (at 30 June 2021)

ABC performance against all Australian Government agencies combined					
Premium rates	2021-22	2020-21	2019-20	2018-19	2017-18
ABC premium rates	0.60% (indicative)	0.51%	0.53%	0.66%	0.76%
Premium rates-all Australian Government agencies combined	0.79%	0.85%	0.85%	1.06%	1.23%

Mental health in the workplace

The ABC's Cyber Safety Incident Framework provides clear workflows on how to prepare if a person is at risk of abuse, and what to do in the wake of an incident. This is supported by the Cyber Safety Hub, which houses practical tips to support staff, including support options, self-care resources, platform-specific advice and training resources.

This year, a section supporting moderator wellbeing was added. The resource focuses on resilience and using technology for psychological preparedness in moderation. Employees are always encouraged to speak with their manager if they are struggling with moderation, to build awareness and ensure support is available.

In May 2021, the ABC held a Cyber Safety Summit, leading the conversation for the media industry on this important issue for our staff and audience safety. The summit focused on workable solutions to problems currently faced within the media industry.

The Social Media Wellbeing Advisor ran training sessions across the ABC on key cyber safety skills and onboarding key teams, on request from producers. The ABC also offers on-demand social media self-defence training for content makers. In the coming reporting period, peer supporters will be upskilled to understand cyber safety trends.

A number of mental health training sessions on psychological resilience, self-care and vicarious trauma were delivered upon request. These sessions focus on increasing awareness of specific work-related stressors and psychological risks, and the identification and development of strategies to manage these.

The ABC's Employee Assistance Program provider, Converge International, delivered mental health training for managers with the aim of equipping managers to monitor and support the psychological wellbeing of staff. These sessions were well received and delivered to more than 90% of ABC managers.

The Peer Support Program will also be expanded. This will provide greater scope, geographical reach and demographic representation. It is anticipated by December 2021, there will be 200 active peer supporters across the organisation. Peer supporters are trained to assist their colleagues in relation to trauma, cyber safety and general mental health issues including, bullying, harassment and discrimination.

The Foreign Correspondent's Program has been improved to boost monitoring and support of the psychological wellbeing of international staff during their deployment and reintegration on their return to Australia.

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.

As part of the EU, the ABC has committed to a number of measures to ensure future compliance with Commonwealth workplace relations laws. Many of these requirements have been met or are underway and on track to deadlines set by the FWO.

- A contrition payment of \$600,000 was paid to the Commonwealth Consolidated Revenue Fund.
- The ABC rectified all underpayments to past and current employees, and provided reimbursement of costs associated with seeking independent financial advice for employees owed \$15,000 and above.
- Any amounts unable to be paid to past employees who could not be located were transferred to the Commonwealth Consolidated Revenue Fund.
- Independent assessment by an external independent expert of the methodology and calculations made to impacted employees is in progress.

- All offers of employment include the classification, schedule, band, pay point an employee will be engaged at, and an hourly rate or annual salary the employee will receive.
- Training for all responsible individuals regarding the rights and responsibilities of employers under relevant Commonwealth workplace laws and instruments has been completed and incorporated into the onboarding process for all new employees where applicable.
- The first of three annual audits was conducted by an external independent expert to confirm ongoing compliance with Commonwealth workplace laws.
- A systems and processes review was conducted by an external independent expert to assess payroll and record-keeping systems compliance with Commonwealth workplace laws and compliance with Schedule D of the ABC Enterprise Agreement. Recommendations were made by the external expert to ensure high standards in approaches to employee relations and payroll processes, and these have been implemented by the ABC.
- Implementation of an electronic record-keeping system to accurately record rosters and actual time worked for all staff is underway, and is on track for delivery by June 2022.

COVID-19 recovery

The COVID-19 pandemic has resulted in considerable change to the way, and where, ABC staff perform their work. The ABC's response has been swift yet cautious, adjusting operations and increasing investment in the range of support to workers, so they can continue to deliver outstanding content and services.

The effect on the ABC's workforce has been closely monitored, drawing on advice from health authorities, government and emerging practice to ensure appropriate steps are taken in accordance with specialist advice. The ABC has undertaken all reasonably practicable steps to ensure working arrangements comply with safe workplace regulations in each state and territory, as outlined in the ABC's COVIDSafe Plan.

The ABC has taken many steps to minimise the risk of infection in the workplace, including work from home arrangements, regular cleaning of workplaces, promoting physical distancing and personal hygiene practices, workstation layout and room occupancy planning, supplying sanitisers and personal protective equipment (PPE), and strict arrangements for visitors, including temperature checks at locations with security staff. A process has also been established for reporting, tracking and managing suspected cases of infection, as well as people needing to self-isolate or undertake precautionary testing.

The ABC has also taken additional steps to manage the risks for those 'vulnerable workers' identified to be most at risk of serious illness if they are infected with COVID-19, including older employees and staff from Aboriginal and Torres Strait Islander backgrounds.

The range of wellbeing support has been expanded as the ABC continues to closely partner with its Employee Assistance Provider, Converge International, to ensure targeted and effective support is provided where it is needed most.

Regular and effective communications at both a national and local level have kept all employees well informed of the ongoing management of these unpredictable circumstances and changes, and a consistent reminder of where support is available. Coupled with regular updates and check-ins from managers, the People and Culture helpdesk also provided a dedicated and central source of information and support for employees on all matters relating to the pandemic. The helpdesk was bolstered at peak times of change throughout the pandemic to ensure timely and effective support for staff. In addition, the ABC focused on building a sense of belonging and connection for employees affected by lockdown, in order to minimise the impact of isolation. The communication strategy delivers both national, state and territory messaging to reflect the disproportionate impact of the COVID-19 pandemic on different states and territories.

In July 2020, the ABC announced a major restructure of most ABC teams to achieve the objectives of the ABC *Five-Year Plan 2020-25* and to meet required savings targets. The restructure resulted in 227 redundancies and other significant changes to teams. Given the impact and challenges resulting from the COVID-19 pandemic, the range and delivery of support services normally provided during major workplace change was altered and expanded to ensure effectiveness. This included providing immediate rapid response support and a 48-hour call-back service, in addition to the usual Employee Assistance Program provided by Converge International, as well as proactive contact to every employee notified of redundancy by Trevor Roberts, the ABC's outplacement program provider, and training to support managers required to deliver difficult messages to their teams.

Workplace flexibility, including work from home

Like many other organisations, the proportion of employees working from home significantly increased due to the pandemic. Despite the suddenness of the initial change, existing work from home guidelines and other worker health and safety resources supporting work from home arrangements meant the ABC achieved minimal disruption while managing the change and supporting employees.

During the ABC's COVID-19 response, teams adapted their thinking and planning, so content could continue to be made available to our audiences. This shows the workforce's capability to operate flexibly. In response to the engagement survey results and employees indicating desire to continue working from home in some capacity, the working from home guidelines were updated, and expanded guidance, training and tools were implemented to support the effective management of working from home arrangements.

Training and development

The ABC responded to the COVID-19 pandemic by expanding its range of tools, information and learning options for all managers and employees. A dedicated intranet page for all COVID-19 related information provided updates and the latest internal news during the pandemic response and recovery.

The Wellness Hub was created to provide staff with information and resources to support health and wellbeing, including links to support services and networks.

To support remote learning, the ABC expanded the range of courses offered virtually rather than face-to-face, growing from 42 in June 2020 to 190 in Jun 2021. This shift to online delivery was also reflected in completion statistics, with face-to-face training down to 2% from 22% and virtual training up from 7% to 19%.

New learning programs developed during the year included:

- an online module housing all critical information on ABC's COVID-19 recovery, including for workers returning onsite, security and visitor protocols, relevant health and safety procedures, guidance on supporting vulnerable and at-risk workers and protocols for a suspected or confirmed case of COVID-19
- an instructor-led workshop on managing working from home that focuses on the ABC's guidelines for working from home and how managers can apply them, and things to consider when developing team strategies to enable remote work
- mental health programs described earlier
- building leadership capability in managing hybrid and remote workforces.

Checklists for managers supported the transition to hybrid models combining working on site and at home, and these will be expanded in the future. The ABC also provided training programs on individual leadership skills across all levels as part of the leadership pathway, and the challenges of the pandemic gave a pertinent focal point for discussion and reflection.

Accessibility was vital to ensuring all employees could continue to contribute to organisational goals. This included enhancing tools developed through years of managing and leading a dispersed workforce, and leaders at all levels focused on clear communication to ensure teams and divisions remained united. The ABC remains committed to strategies that increase the flexibility of its workforce and the lessons learnt over the past year will continue to be built upon to grow a stronger ABC.

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 service 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 editorial policies, but existing guidance was revised, including:

- **Removing Online Content** <https://edpols.abc.net.au/guidance/removing-online-content/>, revised 1 December 2020 (substantial rewrite, adding limited categories for modification, anonymisation, or removal)
- **Domestic Violence & Abuse** <https://edpols.abc.net.au/guidance/domestic-violence/>, revised 8 December 2020 (reformatting and substantial rewrite)
- **Personal Use of Social Media Guidelines** <https://edpols.abc.net.au/guidance/guidelines-for-personal-use-of-social-media/>, revised 26 March 2021 (substantial rewrite including standards and new links – sits under the ABC Code of Conduct)
- **Differentiating Between Factual Reporting, Analysis and Opinion** <https://edpols.abc.net.au/guidance/differentiating-between-factual-reporting-analysis-and-opinion/>, revised 26 March 2021 (minor changes updating links)

- **Elections** <https://edpols.abc.net.au/guidance/elections/> revised 26 March 2021 (minor changes updating links)
- **External Work and Editorial Conflicts** <https://edpols.abc.net.au/guidance/external-work-and-editorial-conflicts/>, revised 26 March 2021 (minor changes updating links)
- **Moderating User Generated Content** <https://edpols.abc.net.au/guidance/moderating-user-generated-content/>, revised 26 March 2021 (minor changes updating links)
- **Operating Official ABC Social Media Accounts** <https://edpols.abc.net.au/guidance/operating-official-abc-social-media-accounts/>, revised 26 March 2021 (minor changes updating links)
- **Corrections & Clarifications** <https://edpols.abc.net.au/guidance/corrective-actions/>, revised 31 March 2021 (minor changes updating links).

No changes were made to the ABC Code of Practice in 2020-21.

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 2020-2021 reviews and ABC responses to those reviews are published on the **'Editorial reviews' page** <http://about.abc.net.au/howthe-abc-is-run/what-guides-us/abc-editorialstandards/editorial-reviews/> of the ABC's corporate website.

Corrections and clarifications

The ABC publishes a **‘Corrections and clarifications’ page** <https://www.abc.net.au/news/corrections/> on its website that 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.

In 2020-21, 53 corrections or clarifications were published on the ‘Corrections and clarifications’ page (51 in 2019-20).

Where online transcripts existed, editor’s notes and corrections to copy were also published.

Election Coverage Review Committee

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 Election Coverage Review Committee was convened for the following state and territory elections in 2020-21:

- Northern Territory August 2020
- Australian Capital Territory October 2020
- Queensland October 2020
- Western Australia March 2021
- Tasmania May 2021.

Corporate services

Audience

In 2020-2021, the Audience team focused on brand-building activities including:

- providing audience insight and understanding to the ABC, to inform effective audience-centric and on-brand decision making
- building the awareness and value of the ABC brand with all Australians through the prioritisation and communication of relevant and distinctive content and services
- showcasing the quality, accessibility and trustworthiness of ABC NEWS (a core pillar of the ABC brand and particularly pertinent during the COVID-19 period)
- developing ways to better connect with all Australians by ensuring inclusive and accessible communications, fostering local connection through community events and evolving ABC's personalisation capabilities to facilitate more tailored and pertinent communications
- deepening and evolving audience understanding and engagement. The team developed new analytical insights, based on more detailed and high-volume data driven by digital usage and profiles.

Strategy

In 2020-21, the Corporate Strategy team implemented the ABC *Five-Year Plan*, developed during the previous year. This process included communicating with teams and assisting them with strategic and business plans to make sure they align with the *Five-Year Plan* and other planning.

Corporate Strategy also coordinated the ABC's submission in response to the Australian Government's Media Reform Green Paper and other major inquiries. It contributed to strategic reviews and efficiency projects across the ABC.

In May 2021, the ABC created a new International Services team that brought together its previous International Strategy and International Development functions. The combined team will provide a coordinated approach to delivering services for communities in the Indo-Pacific region.

Legal Services

In 2020-21, ABC Legal provided quality legal services to the ABC through the dedicated work of its specialist teams, including by:

- providing around the clock prepublication advice to journalists and content makers on breaking news, investigations, podcasts and general programming, together with specialist legal briefings to program teams
- handling legal complaints, defending defamation claims, and managing litigation, including challenging suppression order applications
- making and contributing to submissions on law reform matters including appearing at hearings and inquiries (see Appendix 9 on page 216 for a list of submissions)
- regulatory advice work on privacy, freedom of information, public interest disclosures, the Australian Broadcasting Corporation Act and the Public Governance, Performance and Accountability Act
- drafting and contracting finance, production and rights agreements, and providing intellectual property and commercial law advice
- drafting and negotiating technology contracts and the acquisition of hardware, software and support services
- advising on construction matters and property management and maintenance contracts
- drafting content licensing, book and magazine publishing, and music recording, licensing and publishing agreements

- providing rights management services, including supporting a new rights management system, co-ordinating the ABC's music reporting, undertaking copyright clearances, providing rights assessments for re-use and supply, rights audits for ABC Commercial, the Rights Hotline service, and coordinating repeat fees and residuals for programs, projects and services
- preparing and delivering training on privacy, media law updates and rights management
- undertaking automation of various legal documents.

Storybox in Darling Square, Sydney. L-R: Sarah Barns, Anisha Khopkar and Michael Killalea. Image: Tim Levy.



Responsibility

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7.30 host Leigh Sales.



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.

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 and Inclusion Report*, and then throughout the year on the **Corporate Responsibility webpage** <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 its content and activities. In 2019-20, mechanisms for engaging with external stakeholders included:

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

- formal audience contacts and complaints processes – see page 115
- ABC Advisory Council processes see page 108
- online feedback mechanisms specific to ABC content areas
- the ABC's social media properties.

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 is a founding member of the Global Task Force for Public Media (GTF) and an active participant in this key body, established in 2020 to defend the values and the interests of public media.

The GTF offers an industry-led approach to key issues affecting public broadcasters around the world, a perspective that spans countries, languages, and cultures.

There are eight members including the ABC: ZDF (Germany), France Télévisions (France), BBC (United Kingdom), RNZ (New Zealand), SVT (Sweden), KBS (South Korea) and CBC/Radio-Canada, GTF Chair (Canada). The GTF is currently chaired by Catherine Tait, President & CEO of CBC/Radio-Canada.

The GTF provides a way for the ABC and its fellow public broadcasters to support one another's work at a time when public broadcasting and press freedom is under attack in so many jurisdictions.

Over the past 12 months, the GTF has voiced concerns about the dramatic increase in both the frequency and the intensity of harassment and intimidation faced by journalists worldwide, including during the attack on the Capitol Building in Washington, D.C. in January; the decision of the government of the People's Republic of China to ban BBC World News from broadcasting in February; and other examples of significant destabilising pressure applied to media in countries such as Slovenia and the Czech Republic.

Press freedom remains a concern in Australia itself. In 2021 Australia was ranked 25 in the annual World Press Freedom Index, published by Reporters Without Borders. The ABC's commitment to public broadcasting, public interest journalism, and a strong media culture to support Australian democracy is unswerving and is a key part of the ABC *Five-Year Plan*.

Accessibility of content and services

The ABC provides audio-described content for a selection of broadcast television programs.

In its first year from launch to 30 June 2021, the ABC broadcast 949 hours of unique audio-described content at its first or first-possible release across its broadcast multichannels. This is 130% of its annual target (728 hours). The ABC chooses audio-described content according to suitability and priority. Suitable content contains visual material that is necessary for understanding and has sufficient space to insert it in gaps in the primary audio. Selected content included:

- 418 hours of feature drama like *Operation Buffalo*, *Jack Irish* and *Wakefield*
- 108 hours of documentary such as *Australia's Ocean Odyssey*, *Australia Remastered* and *Love On The Spectrum*
- 90 hours of factual programs including *Gardening Australia*, *Grand Designs* and *Old People's Home for 4 Year Olds*
- 190 hours of children's content like *Bluey*, *Play School* and *Little J and Big Cuz*.

On New Year's Eve, ABC Radio broadcast a live audio description of the Sydney fireworks that was available nationally on local radio stations, the ABC listen app and also on the radio reading service 2RPH.

The ABC also produced a guide to posting accessible photos on Facebook for social media producers across the organisation. This will help social media producers make content that is more accessible for the ABC's diverse audiences.

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 86). 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 ABC 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.

Digital literacy

ABC Education's **Media Literacy website** <https://www.abc.net.au/education/media-literacy/> provides resources for primary and high school aged students to improve their understanding of and ability to navigate media and information.

The content aims to advance teachers' and students' skills in detecting and being aware of disinformation and misinformation. In 2020, this included the addition of a guide to statistical literacy developed with the University of Tasmania.

In October 2020, ABC Education partnered with the newly formed Australian Media Literacy Alliance (AMLA) to run the ABC's third Media Literacy Week. This event brought together Australia's leading cultural and educational institutions to advocate for high-quality education programs and resources and to raise awareness of the need for robust media literacy education for all Australians.

Media Watch offers media analysis and critique through the year, both as the weekly Monday night program (on ABC TV and ABC iView), and the weekly Thursday social-first short-form video, *Media Bites* for ABC TV and ABC iView. This strategy of tailoring content across platforms at the start and end of each week ensures maximum coverage for scrutinising and fact checking media that our audiences consume.

Editorial and broadcasting responsibilities

There has been no change to the classification process for this period. The Classifications team focused on small, tailored training sessions based on requests by producers and managers.

During the past 12 months, the ABC reviewed all its content to remove or edit anything that did not represent safe or approved behaviour in relation to virus and disease transmission. It also increased the presence of content that modelled best safe hygiene practices – some of which was among the year’s most popular content. This supports the ABC’s role as educator and aligns with its key editorial policies around harm and offence and imitable behaviour.

In addition, three new community manager roles have been created as part of the social content team. These roles keep our online communities safe, ensuring conversations and debates between audience members are respectful, and protect the people featured in stories from audience attacks.



ABC North and West SA’s Evelyn Leckie reporting from SA’s West Coast. Image: Jodie Hamilton.

Environmental responsibility

The ABC continued efforts to reduce its environmental footprint in 2020-21, with lower energy use and greenhouse gas emissions than the previous year.

Energy

The ABC's operations are by their nature energy intensive, and New South Wales features strongly in the energy consumption figures because of the concentration of production and workforce there.

Nonetheless, overall energy consumption continued to decrease this year, and the ABC used 7% less energy than in 2019-20.

Energy-efficient solutions are implemented wherever possible as part of general repairs and maintenance, including the installation of LED light fittings and new energy-efficient chillers in Ultimo and Canberra.

Emissions

In early 2021, the ABC commissioned an environmental and sustainability report to identify a sustainability baseline that captures all emissions across the organisation's operations. This will allow the ABC to develop appropriate and achievable emissions targets, and it will assist in the development of a sustainability roadmap to achieve these targets.

An employee sustainability committee with representation from across the organisation was established this year to guide the ABC's approach to sustainability.

Energy consumption 2020-21

Location	2020-21	2019-20	% change (from actual)
	total GJ	total GJ	
ACT	4,802	5,212	-7.87%
NSW	61,700	67,581	-8.70%
NT	4,045	4,333	-6.64%
Qld	13,663	13,347	2.37%
SA	15,514	15,566	-0.33%
Tas	6,207	6,793	-8.62%
Vic	24,207	27,705	-12.63%
WA	9,963	10,222	-2.54%
Total ABC	140,101	150,759	-7.07%

Emissions 2020-21

Categories	Raw figure and unit of measurement		2020-21				2019-20				% change	
	2020-21	2019-20	Scope 1	Scope 2	Scope 3	GHG tCO ₂ -e	Scope 1	Scope 2	Scope 3	GHG tCO ₂ -e		
Electricity /kWh	33,196,257	35,571,372	0	24,802.27	2,998.54	27,801	0	27,214	4,245	31,459	-11.63%	
Natural gas / MJ	20,595,000	20,142,325	0	1,061.28	195.03	1,256	0	1,103	350	1,453	-13.54%	
Diesel oil / L	2,000	12,186	5.40	0	0	5	37	0	0	37	-85.41%	
Other building												
E10 / L	54,516	55,679	114	0	18	132	116	0	19	135	-2%	
Automotive gaso-line (petrol) / L	126,819	131,768	293	0	16	309	305	0	16	321	-4%	
Passenger vehicles												
Automotive diesel (transport)	149,310	179,498	406	0	21	427	489	0	25	513	-17%	
Other transport												
All categories						29,930						33,918

Note on emissions methodology: Scope 1 and Scope 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 October 2020. No change on previous years. Scope 1 and Scope 3 GHG for passenger vehicles calculated in accordance with the National Greenhouse Accounts (HGA) prepared by the Department of Environment and Energy Australia 2020. No change in the methodology used in previous years.

Waste and recycling

Recycled and landfill waste 2020-21

Location	2020-21		2019-20*		% change	
	Recycled m ³	Landfill m ³	Recycled m ³	Landfill m ³	Recycled m ³	Landfill m ³
ACT	97.26	180.00	98.28	181.00	-1.04%	-0.55%
NSW	812.79	1,551.46	1,086.27	2,471.92	-25.18%	-37.24%
NT	199.72	0.00	260.12	260.12	-23.22%	-100.00%
Qld	414.07	948.54	545.06	1,125.88	-24.03%	-15.75%
SA	476.70	0.00	585.68	18.00	-18.61%	-100.00%
Tas	116.54	489.00	137.98	528.00	-15.54%	-7.39%
Vic	201.77	963.92	237.83	1,014.64	-15.16%	-5.00%
WA	150.85	193.20	145.43	301.40	3.73%	-35.90%
Total ABC	2,469.70	4,326.12	3,096.65	5,900.96	-20.25%	-26.69%

* Figures reported in 2019-20 were based on forecast m³ and have been updated to reflect actual m³ in the above table.

Note: 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 2017-18 financial year.

All capital cities use a contracted waste provider, who removes waste, batteries and fluorescent tubes. There are collection points for mobile phones and Planet Ark for printer and toner cartridges.

Major metro sites use multiple-bin waste systems to separate waste streams. These include systems up to four bins that collect organic, co-mingled, soft plastic and landfill waste. ABC staff no longer use personal under-desk bins.

Regional sites have different recycling arrangements depending on the local provider. Where available, these include multistream waste collection arrangements.

Environmental sustainability in the supply chain

Travel and transport

During 2020 and 2021, COVID-19 restrictions saw many ABC staff reduce or cancel travel to or for work. However, the nature of the ABC's operations, in particular its news and current affairs activities, often required domestic and international travel. As in other years, the ABC continued to encourage employees to reduce domestic travel as much as possible.

Where possible, employees used alternatives to travel, such as video conferencing, which saw heavy use during the pandemic, particularly during lockdowns in capital cities.

The ABC continued to encourage the use of sustainable travel to commute to and from work, such as walking, cycling or public transport.

Most capital city and some regional sites provide end-of-trip facilities including secure bike parking, showers and lockers, and information about public transport is provided for staff on the ABC intranet.

When it comes to the ABC motor vehicle fleet, 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

	2020-21	2019-20	Difference
Domestic km flown	6,388,333	13,242,141	6,853,808
International km flown	929,413	6,982,663	6,053,250
Total	7,317,746	20,224,804	12,907,058

Domestic fleet travel

	2020-21	2019-20	Difference
Domestic km travelled	3,351,045	3,521,839	-181,291
No. of vehicles	294	298	-4
Hybrid	23	22	1
% hybrid	7.8%	7.4%	0.4%

Heritage strategy

The ABC has prepared a Heritage Strategy in accordance with s. 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** <https://about.abc.net.au/how-the-abc-is-run/what-guides-us/heritage-management/> is available online.

Water

Water consumption	2021-20	2020-19*	
		kL	% Change
NSW	7,458.33	11,496	-35.12%
ACT	1,763.35	632	179.01%
Vic	3,413.70	5,147	-33.68%
Qld	3,808.02	6,385	-40.36%
SA	9,528.00	11,457	-16.84%
WA	7,597.00	6,906	10.01%
Tas	2,563.17	2,792	-8.20%
NT	1,188.00	2,286	-48.03%
Total ABC	37,320	47,101	-20.77%

* Total ABC consumption captures use from all major metros and 36 out of 46 regional locations, along with one ABC house in Mount Isa.

Rainwater collection	Location	Capacity	Quantity	Total capacity (kL)
NSW	Orange	2,100	1	1
	Port Macquarie	500	6	3
	Wollongong – Victoria Street	750	3	2
	Wagga Wagga	2,200	1	2
WA	East Perth	11,365	2	23
		5,819	2	12
	Broome – Hamersley Street	10,000	1	10
SA	Port Pirie	10,000	1	10
Vic	Sale	13,000	1	13
	Bendigo	24,500	1	25
NT	Alice Springs	4,500	1	5
Qld	Brisbane – Southbank	25,000	6	150
	Gold Coast	5,000	1	5
	Longreach	10,000	1	10
Tas*				
ACT*				
TOTAL:		124,734	28	271

* ABC premises in Tasmania and the ACT do not have rainwater collection tanks. The ABC considers the inclusion of sustainability initiatives in any refurbishments undertaken, including the viability of rainwater collection.

The use of collected rainwater is not measured, however the 40% reduction in water use in Brisbane can be attributed to significant rainfall and use of the on-site tanks.

Social responsibility

Times of emergency

The ABC provides emergency broadcasting services in times of crisis. This included 212 emergency events in 2020-21, compared with 953 events the previous year. The 'Emergency broadcasting' section on page 26 has more information about the ABC's work during times of emergency.

Content impact

The ABC makes a difference for audiences through the impact its content has for the communities it works with, delivering cultural and social change.

The 'Content, services & community' section on pages 18-53 provides more details of the way the ABC reached and influenced diverse Australian communities in 2020-21.

Social responsibility in the community

Community service announcements

The ABC's Local Radio services broadcast community service announcements (CSAs) to assist and inform local communities. CSAs are frequently run as part of emergency broadcasting, focusing on preparation and awareness before an event and providing information after an event. CSAs are played in Indigenous languages where appropriate.

In 2020-21, the ABC collaborated with Australia's national emergency warnings group and all emergency agencies across the country on a project to produce nationally consistent messaging around flooding and storms. This is being tested and will be available for broadcast later in the year.

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.

The **ABC Appeals website <https://about.abc.net.au/appeals/>** provides information about current crises and ways to donate.

In 2020-21, the ABC supported domestic and international organisations to provide COVID-19 relief.

Connecting with communities

The ABC connects with communities through a wide range of broadcasting and services.

One example of this is the Remote Media Literacy Program, which aims to help young people in remote parts of Western Australia and the Northern Territory to increase their media literacy. Supported by funding from the Judith Neilson Institute, the program works with high schools to build a generation of savvy media consumers and producers. In 2020-21 the program focused on delivering curriculum experiences to remote students that enable them to combat misinformation and understand how news is produced. Along with online resources for teachers, ABC reporters delivered a series of intensive in-person media literacy workshops in 15 of Australia's most remote schools.

International development

ABC International Development (ABCID) continued to adapt to COVID-19 challenges during 2020-21. In response to the pandemic, it supported media practitioners and institutions in the region to work safely and meet the information needs of audiences, including prevention. The team set up an 'infodemic tracker' to keep journalists and communications practitioners in the Pacific up to date with areas of misinformation and confusion among audiences.

ABCID worked on the following projects in 2020-21:

- The **Pacific Media Assistance Scheme** undertakes media capacity-building activities across the Pacific. In 2020-21, projects included training journalists to cover regional business and economic issues, law and court reporting, and election reporting. It launched *Pacific Prepared*, a radio co-production with six Pacific nations on disaster preparedness that has been broadcast on ABC Radio Australia and stations across the region. ABCID worked with ABC Archives to include footage in the Pacific Virtual Museum program, which is designed to house digitised items of Pacific cultural heritage.
- **Media Development Initiative** activities in Papua New Guinea in 2020-21 included partnerships with media organisations to support content development across all formats and platforms on COVID-19 themes, press club events and capacity-building training. The project supported the COVID-19 response by producing and distributing public health messages to help prevent the spread of virus.
- The **Women in News and Sports** project trained and mentored women journalists across the Indo-Pacific to cover major regional sporting stories and events. Training topics included best-practice radio and podcast production, mobile storytelling and remote reporting ahead of the Tokyo 2021 Olympics.
- The **Girls Online (GO!)** project, under the Australian Government Cyber Cooperation Program, works with young women in Tonga and Vanuatu to develop resilience and solutions to the cyber threats they face online.
- The **SAFE** project provides technical assistance to behaviour change communication initiatives in six Pacific countries to enable informed decision-making on sexual and reproductive health issues, working with partners in the United Nations Population Fund's Transformative Agenda funded by Australia Aid.
- ABCID worked with disability organisations to promote **inclusive disaster reporting and media coverage** in Papua New Guinea, Solomon Islands, Vanuatu, and Timor-Leste. This is part of the Australian Government's Australian Humanitarian Partnership.
- The **Climate Story Telling** project involves partnerships and effective information sharing between Pacific media and climate change bodies and experts. It aims to improve media coverage across the region and is part of the Australia Pacific Climate Partnership.
- In the **Information Integrity** project, ABCID works in partnership with the International Foundation for Electoral Systems to build capacity in the local media sectors of seven Pacific countries to create accurate, high-quality COVID-19 reporting and build strategies to understand and prevent misinformation.

International relations

The ABC contributes to a number of international bodies that foster collaboration and knowledge sharing between public service media organisations. It is a member of the Public Media Alliance, holding a seat on the Board, as well as the DG7 international broadcasting group and the Asia-Pacific Broadcasting Union.

The ABC's Managing Director, David Anderson, is a 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.

Both the GTF and DG7 issued statements protesting the Chinese Government's decision to withdraw the BBC's landing rights in China and to remove BBC content from RTHK in Hong Kong.

Due to COVID-19, the annual Public Broadcasters International (PBI) conference was replaced with a virtual roundtable for CEOs in November 2020. David Anderson also participated in virtual panels with CEOs from Indo-Pacific media organisations organised by the Asia-Pacific Broadcasting Union.

During the year, the ABC provided office accommodation in Ultimo to ABU staff who had relocated from Malaysia, when COVID restrictions allowed.

Social responsibility in the supply chain

The ABC has *Social and Sustainable Procurement Strategy* that guides its approach to socially responsible procurement in its supply chain.

In 2020-21, the ABC developed procurement training courses and guidelines for assessing social and sustainable procurement evaluation criteria.

It actively promoted its **Supply Nation** <https://supplynation.org.au/> membership and created procurement dashboards to measure and communicate progress against social and sustainable procurement targets. The ABC's partnership with Supply Nation is a key enabler to meeting the supplier diversity objectives of the ABC's *Elevate Reconciliation Plan*.

In line with its legislative obligations under the *Modern Slavery Act 2018*, the ABC published its first **Modern Slavery Statement** http://about.abc.net.au/wp-content/uploads/2021/03/ABC_Modern_Slavery_Statement_2020.pdf in March 2021. The statement details actions to minimise and manage the risk of slavery in the ABC's supply chains, and to educate internal and external stakeholders on the risks associated with key categories of goods and services. The 2020-21 statement is due in late 2021.

The ABC continues to work with small suppliers to ensure its supply chain risk measures do not prevent smaller organisations from participating. In particular, the ABC is focused on working with those suppliers actively demonstrating their support for the principles of the ABC Supplier Code of Conduct and adherence with the *Modern Slavery Act 2018*.

Social responsibility in the workplace

Diversity

The ABC strives to create a workforce that reflects the community at large.

For more information on the ABC's diversity plans, programs and reporting, refer to the 'Diversity' section in 'Inside the ABC' on pages 76-78. For more on how the ABC works with and represents the diverse communities it serves, refer to the 'Reflecting contemporary Australia' section in 'Content, services & communities' on pages 48-52.

Mental health in the workplace

For more information on how the ABC supports mental health and wellbeing in the workplace, refer to the 'Mental health in the workplace' section in 'Work health and safety' on pages 82-83.

Product responsibility

Product information

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 2020-21.

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 2020-21, 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 pages 195-196.

Accountability

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Richard Miller and Rudi Dharmalingam from *Wakefield*.
Image: Lisa Tomasetti.



Corporate governance

Enabling legislation

The ABC's corporate objectives, strategies, policies and activities derive from the requirements of the *Australian Broadcasting Corporation Act 1983* (the ABC Act).

In particular, s. 6 of the Act (the ABC Charter) outlines the functions of the ABC, and s. 8 sets out the duties of the Board (Appendix I, pages 186-189).

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 Hon Paul Fletcher MP, Minister for Communications, Urban Infrastructure, Cities and the Arts.

Governance framework

Board

The roles and responsibilities of the Board are described in Appendix I, pages 186-189.

The ABC Board held eight meetings in 2020-21. The Audit & Risk Committee met five times. Appendix 2, page 188-189, provides further information about the ABC Board and its committees.

Management

The ABC's governance framework included a number of executive, advisory and working groups that provided guidance and leadership on 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 s. 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 2020-21* was prepared in accordance with the requirements of the PGPA Act and PGPA Rule and is published on the ABC's website at https://about.abc.net.au/wp-content/uploads/2021/08/ABC_Corporate-Plan-2021_22.pdf

The *ABC Corporate Plan 2020-21* also meets the requirements of s. 31B(l) of the ABC Act by outlining the strategies and policies the ABC will follow to ensure the Board fulfils its duties under s. 8 of the ABC Act. It includes a forecast of the revenue and expenditure of the ABC 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 s. 19(l)(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, governance procedures and other sources of assurance and information.

During the 2020-21 reporting period, there was no significant non-compliance with the finance law – including under the PGPA Act and Rule and any other instrument made under the PGPA Act, such as the PGPA Financial Reporting Rule 2015 – that required notification to the responsible minister.

Annual Report

The ABC is required by s. 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 2019-20* was submitted to the Minister for Communications, Cyber Safety and Arts and was tabled in Parliament on 20 October 2020.

Report against the ABC Corporate Plan 2020-21

Reports against the key performance indicators and forward estimates presented in the ABC *Corporate Plan 2020-21* are set out in the Annual Performance Statements on pages 118-129, and the Financial Statements on pages 137-182.

Kloe and Emerson share their ideas with the media at the ABC Heywire Youth Ideas Lab, Broken Hill. Image: Peter Gunders.



ABC Advisory Council

The ABC Advisory Council provides advice to the Board about the ABC's broadcasting programs. There are 12 members of the Council, who are appointed by the Board. Vacancies on the Council are advertised when they arise.

Members of the Advisory Council have a wide range of backgrounds, experiences and perspectives, and have deep connections to the communities they represent.

In 2020-21, the Advisory Council welcomed a new member, Brendan Whitely, a resident of Wandering in the wheatbelt region of Western Australia.

Current members

Nicole Sheffield – Chair Lindfield, NSW

Nicole Sheffield is an 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 more than 4,300 post offices, the customer contact centre and digital channels. She is also responsible for brand, marketing, community and corporate responsibility. Before 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. She holds a Bachelor of Arts/Bachelor of Law from Macquarie University and a Master of Business from the University of Technology Sydney.

Michelle McDonagh – Deputy Chair Grafton, NSW

Michelle McDonagh is a special education teacher and the 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, Queensland

Linda Cho is a criminal defence lawyer with Robertson O'Gorman solicitors, 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, and with Legal Aid Queensland. She is now in private practice. While practising law, Linda volunteers with community legal organisations and her local church. She has travelled to remote and regional communities as part of her work as a lawyer and is passionate about assisting members of the community through the justice system. She is currently a committee member of the Australian Asian Lawyers Association promoting cultural diversity in the legal profession and a volunteer at Caxton Legal Centre.

Jacob Matysek
Cairns, Queensland

Jacob Matysek is a Meriam man of Māori 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 qualifications in law, information technology, government, military and is currently engaging in postgraduate projects with College of Law, James Cook University and Queensland University of Technology. Jacob is a member of the Australian Army Reserves and comes with both domestic and overseas operational experience. He also sits on a local, regional, and national boards. He is an Executive Producer with Lonestar Group, is the founder CEO/Chair of Zenadth Kes Legal, a recently established Torres Strait Islander Law Firm, and is the current CEO of Zenadth Kes Secretariat Torres Strait Islander Corporation, which is seeking to work with government at all levels to implement significant law reform across Torres Strait and Northern Peninsula Regions.

Nkosana Mafico
Brisbane, Queensland

Nkosana Mafico holds a Bachelor of Business Management with first-class honours from the University of Queensland, and he 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 academia, Nkosana co-founded and served as CEO of a Telstra-funded software company. He also founded the Council for Young Africans Living Abroad and was its managing director for three years.



ABC Advisory Council members as at June 2021.
Back row L-R: Jason Jingshi Li, Nicole Sheffield, Nkosana Mafico, Summer Gwyne.
Front row L-R: Jacob Matysek, Josephine Buontempo, Brendan Whitely.

Josephine Buontempo
North Freemantle, WA

Jo Buontempo has an extensive career in leadership at managing director, executive and senior management levels across the corporate, legal, government and social services sectors. She is Managing Director of Kasali Migration Australia and runs an agency specialising in corporate governance for not for profit and Aboriginal corporations. She has managed and developed services in community law, education and training, social housing, health, employment, disability, family, youth and children’s services, humanitarian protection and resettlement programs and grant making. Jo is a director of Foundation Housing, manager of the National Accreditation Authority for Translators and Interpreters, and a panel assessor for the Australian Scholarships Foundation. She is an alumni of the International Fellows Program at the Centre on Philanthropy and Civil Society, City University of New York, and she has postgraduate qualifications in migration law.

Sarah Curran **Tennant Creek, NT**

Sarah Curran is a primary school teacher and business owner in the remote town of Tennant Creek in the 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 as 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 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 in the public and financial sectors. He holds a PhD in Computer Science from the Australian National University (ANU), and was previously a research scientist at the ANU and the Swiss Federal Institute of Technology in Lausanne. 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, Victoria**

Dianne Rule has worked in education, publishing, politics and community projects for 35 years. Her experience gives her a sound 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 throughout 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 **Brisbane, Queensland**

Summer Gwynne, originally from Tasmania, is a child and family health nurse who has worked in the public health system in neonatal and paediatric care for 20 years. She was active in a number of not-for-profit 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. She recently moved to Brisbane with her family to start a new chapter in her life. Always a keen advocate for the rights of the mother to choose what is best for baby and family, she is currently looking at ways to make the world a better place as she finds her new calling in Queensland.

Bill Miliotis **Hyde Park, SA**

Bill Miliotis has more than 30 years of experience in social, welfare, community and health care as a leader, manager, and management consultant. 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. He strives to achieve better health and welfare outcomes for the people by fast-tracking service re-design, performance improvement and change strategies. Bill's passion and drive come from the support, belief and encouragement of his two sons and partner.



New ABC Advisory Council member Brendan Whately in Wandering, WA.

Brendan Whately Wandering, WA

Brendan Whately is a 54-year-old resident of Wandering in the wheatbelt of Western Australia. Until June 2020, he was the owner and operator of a 1,640 hectare mixed sheep and grain family farm. He is now the owner and operator of a mobile sheep shower business that requires him to travel long distances throughout the wheatbelt. He is very involved in the rural community, including as past President and current Councillor of the Wandering Shire Council, a former Captain and current member of the Wandering Town Volunteer Fire Brigade, Chair of the local Regional Economic Development Alliance, a member of the Lions Club and several other clubs and committees. He has two sons aged 19 and 20. He is a lifelong ABC audience member.

Meetings this year

The Advisory Council met three times in 2020-21: November 2020 and March 2021 by videoconference, and June 2021 in Sydney. The ABC Board Chair and the Managing Director attended each meeting. ABC Leadership Team members and executives also met with the Council to discuss programming matters.

The Advisory Council also had discussions with ABC executives on matters including the ABC TV Plus launch, *Australia Talks*, the ABC iView personalisation project, cyber-safety support, and strategies to grow awareness of the ABC, reach more Australians, promote diversity and inclusion and make ABC content accessible. The Board Chair and Managing Director also requested the Advisory Council to contribute ideas for the 90th anniversary of the launch of the ABC (in July 2022).

Council members participated in the ABC virtual slate launch, ABC National Reconciliation Week events and a Global Accessibility Awareness Day session on accessibility tools.

Recommendations

For a period of two to three weeks during the year, Council members were asked to review selected ABC content and solicit feedback from their community about it.

This included:

- their local ABC Radio breakfast program, local ABC Facebook page, ABC Australia Facebook page and local news feed on the ABC website – to provide feedback on the balance between local and national stories, and whether the content connected local communities and reflected social and cultural diversity
- their local ABC Radio *Drive* program and local edition of *The Country Hour* – to provide feedback on whether the content is newsworthy, relevant and suitable to the timeslot, covers a range of community perspectives, and whether the presenter's style is engaging and appealing
- *Insiders*, 7.30 and Radio National *Breakfast* – to provide feedback on whether the content is newsworthy and relevant, accurate and impartial and covers a range of community perspectives.

Overall, Council members found the content engaging and interesting, with a good balance of topics and diverse perspectives.

The Council made the following recommendations:

- Assist audiences to quickly access segments of interest by making online and podcast versions of local radio programs easier to search and navigate, for example, by time-stamping segments or providing searchable transcripts.
- Greater promotion to increase awareness of programs on the ABC listen app, as a large market share do not own or use radios, particularly those in younger demographics.
- Consider a regular podcast with highlights of *The Country Hour*.

The recommendations have been taken into account in the following initiatives:

- The ABC's Audio Strategy project is focusing on segmentation and discoverability of audio content.
- Programs on the ABC listen app are cross-promoted on social media, where they reach broad demographics and non-radio audiences. Podcasts are also available on Apple Podcasts and other commercial podcast apps, reaching audiences beyond the ABC's own platforms. The ABC is trialling podcasts on Spotify to reach different audiences, particularly younger people.
- Highlights from *The Country Hour* around Australia are already showcased for podcast audiences on *Country Breakfast*. This weekly program is available on demand on the ABC listen app and other commercial podcast apps, and for a broadcast audience on Radio National.

Members provided specific feedback about their local ABC Radio breakfast program and local ABC Facebook pages. No recommendation was made to the Board.

Feedback included the following observations:

- Content in regional areas was more local in focus than metropolitan areas.
- Although there was less local content in metro areas, the balance favouring national stories was felt to be appropriate.
- Community members tended to be listening to radio less often, with audio on demand preferred.
- Awareness of the ABC Facebook page was low. However, it received positive feedback. Many community members indicated that they would continue to follow the page now they were aware of it.
- Social media content was perceived as more light hearted, and there was appreciation for the diversity represented in images on social media.
- Hyper-local content was accompanied by great imagery, local perspectives and a community sense that was engaging.
- Local stories were refreshing in the midst of US election and COVID pandemic media coverage.
- The postcode option to filter content on the ABC news website could be made more apparent.

The Advisory Council is currently considering any recommendations it may make in relation to *Insiders*, 7.30 and Radio National *Breakfast*.

Risk

The Board recognises that risk management and internal compliance and control are vital to effective governance. The ABC's *Risk Management Policy* and *Resilience Policy* describe how 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. Like all broadcasters, the ABC must adapt to technological changes, shifts in demographics, evolving audience demands and structural changes in the media and entertainment industry. As one of Australia's most important civic and cultural institutions, the ABC also faces unique public expectations and financial challenges. In addition, its response to the challenges of COVID-19 continues to evolve.

The ABC uses a standardised enterprise-wide risk management process to identify, assess, monitor and manage significant risks. Disruption is managed using the Prevention, Preparedness, Response and Recovery Model. The Risk and Resilience function is responsible for risk management and resilience capability.

In 2020-21, the Leadership Team and the Audit & Risk Committee reviewed the ABC's risk profile and received regular risk management reports and resilience information. These reports considered the ABC's people, audience, reputation, financial, technology, legal and compliance exposures. Additional reporting examined the operational consequences of the COVID-19 pandemic. A review of the ABC's risk appetite was also completed. This supports and informs Board and management decision-making in accordance with the ABC's *Five-Year Plan 2020-2025*.

Appendix 2 on pages 188-189 provides more detail on the activities of the Audit & Risk Committee.

Insurance

The ABC has acquired appropriate insurances from Comcover, including directors and officers liability insurance. The 2020-21 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 and Indemnity. Board members were permitted to vote on the Deed pursuant to a declaration by the Minister for Communications under s. 15 of the PGPA Act.

Audit

Group Audit has a key role within the ABC's governance framework. It reports independently to the Audit & Risk Committee and contributes to the achievement of the ABC's goals and objectives by:

- providing objective assurance of the design and operation of the ABC's internal controls, including recommending improvements to management
- playing a role in developing and maintaining a culture of accountability and integrity, including conducting investigations in relation to fraud or public interest disclosure allegations
- responding to the ABC's changing requirements and applying a continuous improvement mindset, including using technologies and data to assess internal 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 adopted to ensure Group Audit focuses its work on the ABC's key strategic objectives and operational areas. Group Audit works closely with Group Risk to ensure that all aspects of risk are considered in the development of the risk-based Audit Plan, including operational, strategic, people, and financial risk.

Audits are conducted in accordance with international auditing standards. In 2020-21, Group Audit completed 23 audit assignments (24 in 2019-20), covering editorial, content delivery, operational, finance, information technology, risk management, privacy, health and safety, and project management processes.

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

Group Audit liaises with the ABC's external auditors, the Australian National Audit Office, and their nominated representative, KPMG. This includes seeking advice on proposed areas of focus and ensuring minimal duplication of audit coverage.

Privacy

The ABC complies with the *Privacy Act 1988* and the Australian Privacy Principles (APPs). The ABC *Privacy Policy* is published on the 'Privacy' page of the ABC website. The policy sets out the information the ABC collects, the circumstances in which it 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 2020-21, 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.

If a written complaint suggests the ABC may have breached its editorial policies or Code of Practice, Audience and Consumer Affairs assesses the complaint to determine appropriate handling in accordance with the ABC's complaint handling procedures. Audience and Consumer Affairs may investigate the complaint and determine whether ABC editorial standards have been met. If 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 2020-21, Audience and Consumer Affairs assessed 7,592 written complaints. The unit provided a personal response to 2,206 of these complaints. 2,579 complaints were referred to other areas of the ABC for direct response. No substantive response was required for 2,807 complaints.

Editorial complaint handling

Of the 7,592 complaints assessed by Audience and Consumer Affairs, 3,841 were determined to be editorial (raising 4,176 issues). The unit investigated 1,568 editorial complaints (raising 1,891 issues), provided responses to 50 editorial complaints that did not require investigation, referred 2,209 editorial complaints to content areas for direct response, and closed 14 editorial complaints after acknowledgement.

Nature of editorial complaint issues

Subject	Issues	% total
Factual inaccuracy	1,232	29.5%
Bias (other than party political)*	883	21.1%
Unfair treatment	618	14.8%
Party political bias	579	13.9%
Inappropriate content	462	11.1%
Other	231	5.5%
Lack of balance	171	4.1%
Total	4176	100.0%

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

Outcome of investigated complaints

During 2020-21, 78 editorial complaint issues were upheld (4.1% of all investigated issues) in cases where Audience and Consumer Affairs determined that ABC editorial standards had not been met. A further 265 issues were resolved (14.0% of all investigated issues) after the relevant content area took prompt and appropriate action to remedy the cause of the complaint.

All findings in relation to upheld and resolved complaints are brought to the attention of the senior editorial staff responsible. In 2020-21, actions taken in response to upheld and resolved complaints included:

- written apologies to complainants
- on-air and online corrections
- counselling or other action with staff
- changing or removing content
- correction of material on ABC Online
- 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 2,206 complaints that Audience and Consumer Affairs responded to directly between 1 July 2020 and 30 June 2021, 1,795 (81.4%) received responses within 30 days.

Australian Communications and Media Authority

Members of the public who complain to the ABC about matters covered by the ABC Code of Practice and who are dissatisfied with the ABC's response, or who do not receive a response to

their complaint within 60 days, may seek review from the Australian Communications and Media Authority (ACMA).

During 2020-21, the ACMA advised the ABC that it had finalised investigations into two such matters (compared with two in 2019-20). The ACMA found that an episode of *Four Corners* – 'Cash Splash' – breached standards 4.1 (gather and present news and information with due impartiality) and 4.5 (do not unduly favour one perspective over another) of the ABC Code of Practice. The ABC noted the findings, but respectfully disagreed with the ACMA's view that the episode lacked impartiality.

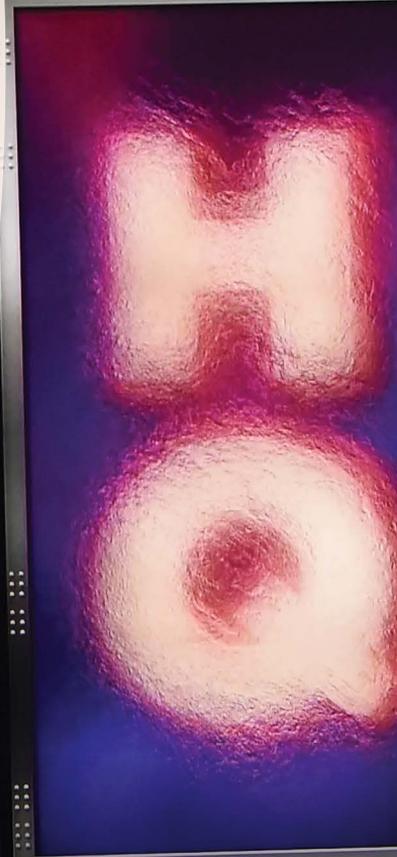
Commonwealth Ombudsman

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 current reporting period.

Reporter Julia Andre in Karumba, Queensland. Image: Kelly Butterworth.



Annual Performance Statements



Hard Quiz host Tom Gleeson.

Annual Performance Statements (APS)

Reporting period 1 July 2020 – 30 June 2021

Introductory Statement

We, the ABC Board, as the accountable authority of the Australian Broadcasting Corporation (ABC), present the 2020-21 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.

Vision: The home of Australian stories – accessible, bold, creative

Audience awareness of the ABC's services is the foundation on which understanding, value and use depend. ABC survey responses are used to track awareness.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Awareness of the ABC among all Australians ¹	ABC Corporate Plan 2020–21	ABC Corporate Tracking Program	96%	94%	N/A – new measure for 2020-21

Analysis:

Target not met. The proportion of Australian adults who are aware of an ABC Product or Service is an important measure for the ABC. Those who have higher levels of awareness of the ABC's platforms and services place greater value on the role that the ABC plays in the community in general. ABC Platforms that have been rebranded have seen decline in awareness for the new brands (including ABC TV Plus and ABC Everyday). The ABC is increasing its efforts to connect and inform audiences to grow awareness through targeted advertising campaigns (including off-platform activity) and improving brand attribution of ABC content in third-party environments.

Priority: Deliver personalised digital experiences

The ABC of the future must meet audience demand for digital experiences on a wide variety of devices. This measure is tracked with user-analysis tools.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Weekly active digital users ¹	ABC Corporate Plan 2020–21	Google Analytics	12 million per week	16.4 million average weekly users	14.3 million average weekly users

Analysis:

Target exceeded. Average weekly users is a measure of the penetration of ABC digital products on unique devices. Digital performance during the year maintained the high levels of traffic recorded through the final quarter of 2019-20, which included the early phases of the COVID-19 pandemic. ABC digital news websites and apps continued to perform strongly throughout 2020-21, with ongoing COVID-19 coverage. The change in audience behaviours and migration to digital behaviours experienced through the pandemic lockdown periods also saw strong performance of non-news platforms including ABC iview and the triple j App.

¹ Upon assessment and revision of the organisation's performance targets, the target recorded in the Portfolio Budget Statement was revised to the updated target listed in the Corporate Plan.

Priority: Remain Australia’s best and most trusted source of news and information

The ABC is Australia’s most trusted media organisation and should maintain this position. ABC survey responses are used to track its trust score.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
The ABC is trusted by all Australians ¹	ABC Corporate Plan 2020–21	ABC Corporate Tracking Program	80%	78%	78%

Analysis:

Target not met. Being a trusted source of news and information is important across all aspects of the ABC. The ABC remains the most trusted media source in Australia. In March 2021, 79% of Australians trusted the information provided by the ABC – this is significantly higher than all other media institutions and information providers. The ABC will continue to prioritise building understanding and, where appropriate, enhancing the transparency of its efforts to ensure accurate and impartial journalism the Australian public can trust.

Priority: Strengthen local connections

Strengthening the role that the ABC plays in local communities is a key strategic priority that has grown in importance. Responses to specific survey questions are used to generate a percentage value to measure this.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
The ABC connects me to my local community	ABC Corporate Plan 2020–21	ABC Corporate Tracking Program	65%	64%	N/A – new measure for 2020-21

Analysis:

Target not met. Strengthening connections with local audiences is a new key performance measure stemming from the ABC’s *Five-Year Plan*. The ABC expects to see improvements in this measure over the next 12 months through specific initiatives including new brand campaigns targeting local radio stations, rebuilding our Emergency Broadcasting offer through a dedicated ABC Emergency website, and increasing news presence in outer-suburban areas to produce more relevant news stories for communities we typically underserve.

Priority: Prioritise quality over quantity

The ABC needs to maintain high standards and stand out as a unique provider of Australian content. Various measures are aggregated to provide a percentage score for this.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Quality	ABC Corporate Plan 2020–21	ABC Q&D research	87%	88%	88%

Analysis:

Target met. The ABC’s *Five-Year Plan* prioritises quality over quantity. Currently 88% of the ABC’s audience perceives that content that they have watched, read or listened to was of a high quality. *Standout content identified by audiences included Four Corners, Australian Story, Foreign Correspondent, Back Roads, Landline, Bluey, Play School, Vera, Victoria and Radio National.*

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Distinctiveness ¹	ABC Corporate Plan 2020–21	ABC Q&D research	84%	83%	84%

Analysis:

Target not met. Producing and sharing distinctive content is an important consideration for all public broadcasters, including the ABC. Currently 83% of the ABC’s audience feels that the content that they have watched, read or listened to was distinctive. Our audiences increasingly connected with the ABC through news; however, it is the least distinctive of our products (79%) given similar news exists in other places and news formatting is relatively consistent across providers. Highly distinctive content produced includes *Planet America*, *Back Roads*, *Landline*, *Sammy J*, *In My Blood It Runs*, *Media Watch*, Radio National and triple j. The ABC will increase its focus on showcasing programs that appeal to uniquely Australian stories, interest and perspectives.

Priority: Invest in the workforce of the future

Employee engagement surveys provide detailed data and insights for leaders and managers to use to improve the workplace. Organisational responsiveness to employee feedback leads to higher retention rates, lower absenteeism, improved productivity, higher service levels and better employee morale. Also, as Australia’s foremost cultural institution, it is the ABC’s purpose to inspire and enrich the lives of all Australians. As the national broadcaster, it is incumbent on the Corporation to show leadership in advancing reconciliation.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Staff engagement	ABC Corporate Plan 2020–21	Engagement survey	69%	71%, within moderate range (71% compared to Australian benchmark of 71%)	69%, within moderate range (69% compared to Australian Benchmark of 70%)

Analysis:

Target met. Engagement increased from 69% in 2019 and the engagement score was within the Australian benchmark moderate range of 71%. The engagement survey, administered using the *Qualtrics* system and method, uses five questions to determine the overall engagement of the workforce. It was clear that ABC employees are proud to work for the organisation, with a 92% favourable response, 11% higher than the comparable Australian benchmark.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Indigenous employees ^{2,3}	ABC Corporate Plan 2020–21	Employee data	3.2% (Target to 31 Aug 2020) 3.4% (Target from 1 Sep 2020)	3.2% ⁴	N/A – new measure for 2020-21

Analysis:

Target not met. The ABC's *Elevate Reconciliation Action Plan* (RAP) outlines the employment objectives and initiatives designed to increase the number of Indigenous employees in content-making, editorial decision-making, and management roles, particularly at a senior level. The ABC is committed to this plan including providing career planning support and opportunities for Indigenous employees and maximising the retention of Indigenous employees. The COVID-19 pandemic has affected the implementation of these plans including delays in a specialist Indigenous recruitment strategy in 2020 to increase representation across the organisation. Other representation objectives put in place include encouraging awareness of potential careers at the ABC through targeted recruitment campaigns, talent databases, industry and tertiary networks and social media campaigns. The ABC has also ensured all divisions have an action plan for reaching Indigenous employment and other RAP targets.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Culturally diverse executives ^{2,5}	ABC Corporate Plan 2020–21	Employee data	10% (Target to 31 Aug 2020) 12.5% (Target from 1 Sep 2020)	12.5% ⁶	N/A – new measure for 2020-21

Analysis:

Target met. The ABC continues to recruit, develop and retain culturally diverse executives. ABC initiatives includes a Culturally and Linguistically Diverse (CALD) mentoring stream designed to build a pipeline of culturally diverse employees and quarterly recruitment reporting that tracks the representation of senior CALD candidates through the recruitment funnel.

- 2 Targets based on annual measurement from 1 September to 31 August, as required by the *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*.
- 3 Represents employees who voluntarily self-identify as Indigenous and are verified by the ABC.
- 4 Percentage is based on 82% of employees voluntarily providing Equal Employment Opportunity information as at 30 June 2021
- 5 Represents employees who voluntarily self-identify as coming from a non-English speaking background.
- 6 Percentage based on 92% of executives voluntarily providing Equal Employment Opportunity information as at 30 June 2021.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Culturally diverse content makers ^{2,5}	ABC Corporate Plan 2020-21	Employee data	11% (Target to 31 Aug 2020) 13% (Target from 1 Sep 2020)	11.3% ⁷	N/A – new measure for 2020-21

Analysis:

Target not met. While the ABC has not met its target with CALD content makers, there has been an upward trend in the representation in this area from 9.5% as at 31 August 2020 to 11.3% as at 30 June 2021. A priority for the ABC is to represent the rich diversity and perspectives of Australia's many communities in the content and services it provides. This includes the use of creative talent both on air and behind the scenes. The ABC recognises that diverse content makers help to contribute to greater innovation and creativity. The ABC continues to pursue its *Diversity and Inclusion Plan*, which outlines various methods to recruit and retain high-quality, culturally diverse content makers and as such, continues to work towards achieving these targets.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Employees with a disability ^{2,8}	ABC Corporate Plan 2020-21	Employee data	6% (Target to 31 Aug 2020) 7% (Target from 1 Sep 2020)	4.7% ⁹	N/A – new measure for 2020-21

Analysis:

Target not met. Recruiting and supporting employees with a disability is an area of focus for the ABC. The ABC is reviewing its internal policies and practices to ensure it supports an inclusive work environment. These initiatives include ensuring workplace refurbishments are accessible, partnering with Job Access and the Australian Network on Disability to attract more candidates with disability, participation in the Access and Inclusion Index, and improving the ABC's approach to workplace adjustments.

Priority: Creative, flexible, efficient and accountable

The ABC's funding position requires that budgets are managed carefully and milestones for achieving savings are met. The Corporation will measure the achievement of all efficiency targets.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Efficiency targets	ABC Corporate Plan 2020-21	CFO report	ALL achieved	ALL achieved	N/A – new measure for 2020-21

Analysis:

Target met. Savings of \$38 million per annum were achieved by closing positions and reducing expense budgets. The 2022 financial year budget has included these ongoing savings.

7 Percentage based on 77% of content makers voluntarily providing Equal Employment Opportunity information as at 30 June 2021.

8 Represents employees who voluntarily self-identify as living with a disability.

9 Percentage based on 81% of employees voluntarily providing Equal Employment Opportunity information as at 30 June 2021.

Editorial Standards

Proper attention to editorial governance and complaints handling is an essential component of the ABC’s commitment to quality editorial content and adherence to the ABC’s Charter and editorial standards. As well as conducting its own editorial reviews, the ABC has in place an effective independent complaints-handling system which is transparent and responsive to concerns raised by audiences. This is an essential tool to maintain and build the trust that is necessary for the ABC to fulfil its role as an independent, impartial and valued broadcaster.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result
Editorial quality	ABC Corporate Plan 2020–21	Reviews commissioned or conducted by the ABC	2 Editorial Coverage Reviews 2 Editorial Standards Compliance Reviews Election Coverage Review Committee Reports: NT, ACT, Qld, WA	COVID-19 Source Patterns & Case Studies – ABC Review US Presidential Debates – External Review Impartiality of the Federal Election 2019 – External Review Stereotypes/ discriminatory content – ABC Review Violence, tragedy and trauma – ABC Review Election Coverage Review Committee Reports to ABC Board for: NT, ACT, Qld, WA, Tas.

Analysis:

Target met. The ABC applies a rigorous self-regulatory framework of internal and external reviews to verify performance against the editorial standards. These include compliance analysis reviews based on complaints data, quantitative reviews measuring source types and perspectives, and qualitative reviews by external panels of subject specialists. The 2020-21 reviews (excepting election coverage) are published on the ABC’s corporate website <https://about.abc.net.au/how-the-abc-is-run/what-guides-us/abc-editorial-standards/editorial-reviews/>.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result			2019-20 Result		
				Outcomes	Number	%	Outcomes	Number	%
Audience and Consumer Affairs Investigation	ABC Corporate Plan 2020-21	Data from Audience and Consumer Affairs Data	Complaints investigated and outcomes reported	Not upheld	1,548	81.9%	Not upheld	1,215	69.7%
				Resolved	265	14.0%	Resolved	424	24.3%
				Upheld	78	4.1%	Upheld	104	6.0%
				Total investigated complaint issues	1,891	100.0%	Total investigated complaint issues	1,743	100.0%

Analysis:

Target met. As well as conducting its own editorial reviews, the ABC has in place an effective independent complaints-handling system that is transparent and responsive to concerns raised by audiences. This is an essential tool to maintain and build the trust that is necessary for the ABC to fulfil its role as an independent, impartial and valued public broadcaster. In the period 1 July 2020 to 30 June 2021, 1,891 editorial complaint issues met the proportionality threshold for investigation by Audience and Consumer Affairs in line with the ABC's complaint handling process <https://about.abc.net.au/talk-to-the-abc/editorial-complaints/complaints-process/>. The majority of editorial complaint issues that were investigated by Audience and Consumer Affairs were not upheld (81.9%). A total of 78 (4.1%) were upheld in cases where Audience and Consumer Affairs determined that ABC editorial standards had not been met. A further 265 issues (14%) were resolved after the relevant content areas took prompt and appropriate action to remedy the cause of the complaint. Summaries of all complaint issues finalised as upheld or resolved were published on abc.net.au.

Access

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

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Access to analogue radio	Section 2.1, Portfolio Budget Statements 2020-21, page 129 ABC Corporate Plan 2020-21	Data from BAI Communications Australia Australian Bureau of Statistics data	At Least 99%	99.66%	99.66%

Analysis:

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

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Access to digital radio	<i>Section 2.1, Portfolio Budget Statements 2020–21, page 129</i> <i>ABC Corporate Plan 2020–21</i>	Data from BAI Communications Australia Australian Bureau of Statistics data	100% ¹⁰	100%	100%

Analysis:

Target met. The 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, at least 98.6% of the population receives digital radio on 497 television transmission services, the remainder of the population has access via VAST.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Access to digital television	<i>Section 2.1, Portfolio Budget Statements 2020–21, page 129</i> <i>ABC Corporate Plan 2020–21</i>	Data from BAI Communications Australia Australian Bureau of Statistics data	100% ¹⁰	100%	100%

Analysis:

Target met. The 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. The ABC estimates that the total population of Australia able to receive ABC digital terrestrial transmission services is at least 98.6% via the 420 transmission services located across Australia under fully managed services provided by BAI Communications. The ABC does not have coverage information about the 77 services provided by RBAH. The remainder of the population have access via VAST.

¹⁰ 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.

Measure	Measure source	Data source	2020-21 target	2020-21 result		
Audience contacts – transmission issues	ABC Corporate Plan 2020–21	Remedy system reports and Google Analytics (GA360)	Availability of reception support for audiences		2020-21	2019-20
				Total number of reception support emails received	206	786
				Total number of reception support letters received	1	11
				Total number of reception support telephone enquiries received	1,188	2,271
				Total reception support enquiries received	1,395	3,068
				Total number of online ABC Help Centre reception FAQs page views*		
				* ABC Help Centre Launched October 2019	319,392	9,875
				Total number of ABC reception website page views	494,625	632,258
				Total number of reception support page views	814,017	642,133

Analysis:

Target met. The significant reduction in email, letter and telephone reception support enquiries year on year and the corresponding increase in engagement with online self-help information, demonstrates that reception support is available, and audiences are engaging with the reception support information available.

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	2020-21 Target	2020-21 Result	2019-20 Result
Transmission performance	ABC Corporate Plan 2020–21	Data from BAI Communications Australia	At Least 99% for all services	99.61%	99.72%

Analysis:

Target met. This measure identifies that the majority of audiences, for most of the year, were provided ABC transmission services. Television and analogue radio service performance improved over the previous year. This was significantly influenced by the more benign weather experienced over the year. The cause of decline in overall performance reported here was due to the long delays in repairing the Class E Digital Radio services that are under a contract for digital radio services originally built by commercial radio broadcasters to provide low-powered infill transmission services. These services do not have the same standby power and other facilities as the fully managed services and are provided on a break and fix maintenance contract.

Measure	Measure Source	Data Source	2020-21 Target	2020-21 Result	2019-20 Result
Operation of transmission facilities	ABC Corporate Plan 2020-21	Data from BAI Communications Australia	100%	100%	99.91%

Analysis:

Target met. All fully managed transmission services were reported as meeting their contracted targets this year. Large capital replacement works including ongoing roll out of new FM transmitters around the country, major antenna replacement works and the addition of commercial broadcasters' services at the ABC transmission sites occurred throughout the year as planned works in periods of least impact to the ABC audiences. The most notable project was the replacement of the transmission tower for Townsville (Northern Queensland) 630 AM. This transmission tower is one of the largest structures of its type in Australia and was a significant engineering exercise for the ABC and required close audience liaison. Temporary FM services were established with the assistance of BAI and the ACMA to provide ongoing Local Radio services during the project.

ABC Distribution and Transmission Network Aggregated 2020–21 Performance¹¹

BAI Communications Fully Managed National Transmission Network Services

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	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
		%	%	%	%	%	%	%
ABC Classic	68	99.83	99.95	99.94	93.23	96.07	99.67	99.85
triplej	58	99.82	99.96	99.95	89.52	93.70	99.80	99.84
Local Radio	240	99.79	99.85	99.89	92.83	96.85	99.80	99.81
ABC NEWS on radio	84	99.89	99.95	99.92	92.60	97.47	99.82	99.84
RN	257	99.74	99.80	99.83	92.10	96.18	99.75	99.78
Television	420	99.77	99.93	99.93	98.40	99.66	99.64	99.78
Digital Radio								
– Class A, B, and D	11	99.88	99.91	99.99	99.02	95.62	99.80	99.89
– Class E	13	NA	NA	NA	92.34	69.75	99.71	82.87
State Analogue Radio								
NSW/ACT	182	99.80	99.90	99.90	91.57	95.10	99.94	99.96
NT	37	99.71	99.74	99.86	95.57	97.64	99.88	99.89
Qld	204	99.76	99.85	99.86	94.25	98.36	99.89	99.89
SA	47	99.79	99.89	99.89	82.83	85.59	99.96	99.82
Tas	40	99.81	99.92	99.88	98.13	99.72	99.68	99.94
Vic	80	99.82	99.90	99.91	84.43	94.31	99.98	99.91
WA	117	99.75	99.81	99.87	95.64	98.27	99.96	99.97
State Television								
NSW/ACT	95	99.78	99.96	99.94	98.76	99.50	99.62	99.76
NT	15	99.76	99.96	100.00	99.71	99.85	99.84	99.88
Qld	113	99.76	99.94	99.95	96.57	99.74	99.80	99.81
SA	32	99.77	99.96	99.93	99.86	99.68	99.88	99.90
Tas	41	99.76	99.88	99.88	99.77	99.81	99.77	99.82
Vic	53	99.77	99.91	99.86	98.19	99.63	99.71	99.77
WA	71	99.76	99.91	99.94	99.22	99.61	98.56	99.68

RBAH provided television infill transmission services (See note 5)

ABC Service	No. of Transmitters	Total Network Availability		Total 'On-Air' Availability	
		2019-20	2020-21	2019-20	2020-21
		%	%	%	%
(See Note 6)					
TV Infills	77	–	99.66	–	99.66



Gardening Australia host Costa Georgiadis.

11 Further information on transmission:

1. **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.
2. **BAI Communications Transmission Network (ABC Transmission Contractor):** The transmission network performance data is reported by BAI Communications in the period from 1 July 2020 to 30 June 2021. 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.
3. **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.
4. **Total 'On-Air' Availability:** The figures show 'off-air' occurrences where no service was provided due to faults and/or maintenance activity. It is important to note that the majority of maintenance activity is undertaken after midnight to reduce audience impact.
5. **RBA Holdings Transmission Network (Self Help Services):** The transmission network performance data is reported by RBA Holdings in the period 1 July 2020 to 30 June 2021. This is a contracted deliverable and is provided for ABC information purposes to record outage times and respond to audience requests for information. These services are provided to equalise audience experience across regional Australia.
6. **RBA Holdings Reporting Quality:** The RBAH provided transmission services do not have the same reporting obligations as BAI Communications' National Transmission Network. Maintenance operator data provided by RBAH is incomplete. The ABC has relied upon the MediaHub off-air fault reports for RBAH facilities in the 2021 financial year. RBAH has undertaken to implement performance reporting improvements.

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Reporter Ellie Grounds with Craig Fitzsimmons on camera, interviewing Stephen Brown with Dr Pipa Kern looking on. Taken at Edgbaston Reserve, Queensland. Image: Pete Wallis.





Financial Summary

Completion of Annual Financial Statements

On 25 August 2021, following endorsement by the Audit and Risk Committee, the Board approved the signing of the ABC's 2020-21 Financial Statements and the Australian National Audit Office (ANAO) issued an unmodified audit opinion on the ABC's 2020-21 Financial Statements.

Financial Outcome 2020-21

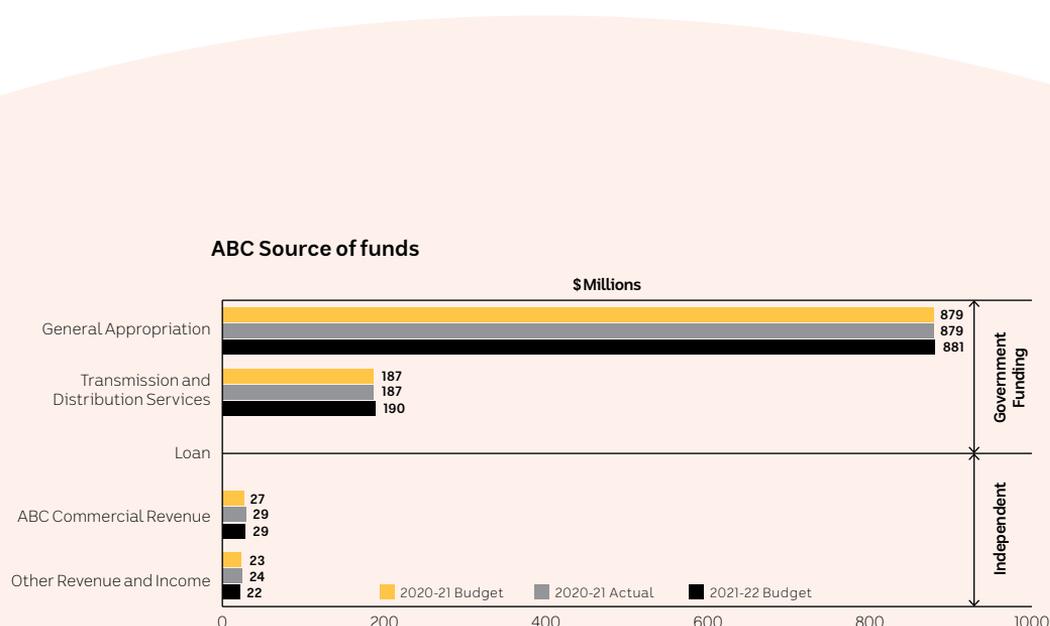
The ABC operated within its total sources of funds and revenue from Government for the 2020-21 financial year, recording total comprehensive income of \$2.3 million.

Sources of Funds 2020-21

The ABC was allocated \$1,065.3 million in the October 2020 Federal Budget. The 2020-21 financial year is the second year of the current triennial funding period and includes the second-year impact of \$27.8m from the three-year pause to indexation for ABC General Operational Activities base funding. The 2020-21 financial year is also the second year of the three-year continuation of funding for Enhanced News Gathering, confirmed in the April 2019 Budget. The amount in 2020-21 is \$14.5m.

The ABC also received \$53.3 million of income from other sources, including ABC Commercial during the year.

The chart 'ABC Source of Funds' depicts the ABC's budgeted funds for the various categories against actual sources for 2020-21 and its budgeted sources for 2021-22.



Efficiency Program

In 2020-21 the ABC identified and implemented \$53.2m in new efficiencies. From this total, \$15.2m was reinvested into content to ensure the ABC continues to meet the needs of our audience in a changing media environment.

The Year Ahead

Revenue from Government

2021-22 is the third year of the current funding Triennium, and the third and final year of the three-year funding continuation for Enhanced News Gathering. It is the third 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 \$41.3million in 2021-22 and a total reduction of \$83.7m over the three years 2019-20 to 2021-22, with an ongoing reduction to the funding base of \$41.3m per annum in future years beyond 2021-22.

The ABC's funding for the 2021-22 financial year below is:

	\$m
Total revenue from Government per Outcome 1	1,070.1
Less Transmission and Distribution Services	189.5
Total Revenue from Government available for ABC General Activities	880.6

Budget Strategy

The 2021-22 budget is framed within an environment that continues to be impacted by COVID-19 and the related uncertainties for individuals and organisations including the ABC, as well as for the Government and the Australian and world economies.

As outlined above, 2021-22 represents the last year of continued Enhanced News Gathering funding as well as the third and final year impacted by the operational funding indexation pause. The 2021-22 budget incorporates all efficiency savings achieved over the last two years to respond to the pause in indexation and the subsequent decline in funding in real terms.

The 2021-22 Budget has been prepared in alignment with the *Five-Year Plan* announced by the Managing Director in June 2020, and continues the strategic focus, with savings initiatives from the prior year enabling the ABC to make necessary adjustments required to operate within a constrained funding environment, as well as enabling reinvestment in strategic priorities.

While maintaining essential radio and television services, there will be an increased focus on digital/on-demand content, sport and local content to strengthen connections with local communities, Australian content across the core strategic genres of Australian drama and children's, and increased commitment to the arts.

These initiatives will contribute towards achieving the *Five-Year Plan* priorities of delivering personalised digital experiences, remaining Australia's best and most trusted source of news and information, strengthening local connections, and prioritising quality over quantity.

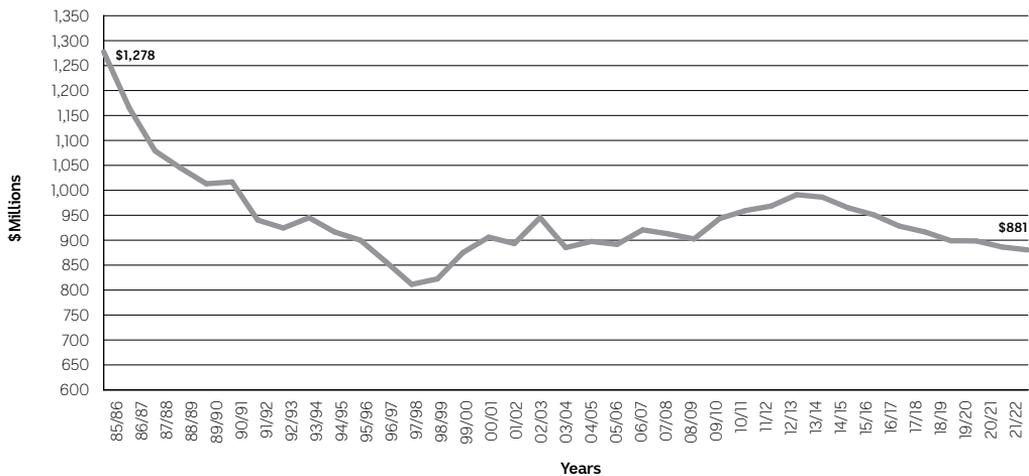
The ABC remains committed to prioritising available resources to enable it to most effectively deliver on its Charter obligations and remain relevant to audiences in Australia's cultural and media landscape into the future.

Comparative Revenue from Government

The 2021-22 operational revenue from Government of \$881 million represents a decrease in real funding of \$397m or 31.1% since 1985-86 as depicted in the chart 'ABC Operational Revenue from Government'.

ABC Operational Revenue from Government

Including Capital indexed at 2021-22 levels – December 2020, six months CPI Index – 31.1% reduction from 1985-86 to 2021-22.



Five-year analysis

	2021 \$'000	2020 \$'000	2019 \$'000	2018 \$'000	2017 \$'000
Financial Performance					
Total Expenses	1,114,563	1,135,575	1,149,162	1,188,221	1,138,693
Total Income	53,290	64,916	105,952	65,487	102,846
Net Cost of Services (a)	1,061,273	1,070,659	1,043,210	1,122,734	1,036,117
Revenue from Government	1,065,354	1,062,265	1,045,911	1,043,680	1,036,090
Financial Position					
Current Assets	398,829	381,815	367,047	323,575	383,246
Non-Current Assets	1,545,835	1,635,715	1,034,710	1,041,900	1,058,155
Total Assets	1,944,664	2,017,530	1,401,757	1,365,475	1,441,401
Current Liabilities	340,433	360,357	287,350	272,473	257,589
Non-Current Liabilities	548,605	603,878	42,751	59,650	79,243
Total Liabilities	889,038	964,235	330,101	332,123	336,832
Total Equity	1,055,626	1,053,295	1,071,656	1,033,352	1,104,569
Ratios					
Current Ratio (b)	1.17	1.06	1.28	1.19	1.49
Equity (c)	54%	52%	76%	76%	77%

(a) Net cost of services is total expenses less total income

(b) Current assets divided by current liabilities

(c) Equity as a percentage of total assets

Independent Auditor's Report



INDEPENDENT AUDITOR'S REPORT

To the Minister for Communications, Urban Infrastructure, Cities and the Arts

Opinion

In my opinion, the financial statements of the Australian Broadcasting Corporation (the Entity) for the year ended 30 June 2021:

- (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 2021 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 2021 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 and Forming Part of 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's 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 Accountable Authority is also responsible for such internal control as the Accountable Authority 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 Accountable Authority 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 Accountable Authority is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

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



Mark Vial
Acting Executive Director

Delegate of the Auditor-General

Canberra

25 August 2021

Financial Statements 2020-21

Year ended 30 June 2021

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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 2021 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 2021



DAVID ANDERSON

Managing Director

25 August 2021



MELANIE KLEYN

Chief Financial Officer

25 August 2021

Statement of Comprehensive Income

for the year ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000	2021 Original Budget ^(a) \$'000
EXPENSES				
Employee benefits	3A	522,988	540,373	508,027
Suppliers	3B	293,694	277,544	300,993
Depreciation and amortisation on ABC owned assets	3C	79,386	90,497	91,315
Depreciation on ABC right-of-use assets	3D	63,203	63,230	65,443
Program amortisation	3E	144,908	153,350	146,191
Finance costs	3F	56	558	74
Interest cost on lease liability	3G	8,165	7,407	7,220
Impairment loss on financial instruments	3H	(166)	342	–
Write-down and impairment of other assets	3I	2,097	2,347	–
Total expenses		1,114,331	1,135,648	1,119,263
OWN-SOURCE INCOME				
Own-source revenue				
Revenue from contracts with customers	4A	49,273	50,470	44,383
Interest	4B	1,738	4,124	1,960
Other revenue	4C	4,145	3,854	4,117
Total own-source revenue		55,156	58,448	50,460
Gains				
Net gain from disposal of assets	4D	12	58	–
Net foreign exchange gain	4E	848	614	–
Insurance recoveries	4F	(2,726)	5,796	–
Net gains		(1,866)	6,468	–
Total own-source income		53,290	64,916	50,460
Net cost of services		(1,061,041)	(1,070,732)	(1,068,803)
Revenue from Government		1,065,354	1,062,265	1,065,354
Surplus/(deficit) before income tax		4,313	(8,467)	(3,449)
Income tax (expense)/benefit attributable to joint operations		(232)	73	–
Surplus/(deficit) after income tax		4,081	(8,394)	(3,449)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve	7A	(1,750)	(9,967)	–
Total other comprehensive income		(1,750)	(9,967)	–
Total comprehensive income/(loss)		2,331	(18,361)	(3,449)

The above statement should be read in conjunction with the accompanying notes.

(a) Original Budget as reflected in the October 2020 Portfolio Budget Statements (PBS) for the ABC. The Original Budget is presented in the PBS in a summarised format and has been adjusted in the above statement to aid a comparison to the actual results.

Recognition and measurement – Revenue from Government

Operational funding for the Australian Broadcasting Corporation (the 'Corporation' or 'ABC') is appropriated under Outcome 1, Program 1.1: General Operational Activities. ABC transmission and distribution funds are appropriated under Outcome 1, Program 1.2: ABC Transmission and Distribution Services.

Statement of Financial Position

as at 30 June 2021

	Notes	2021 \$'000	2020 \$'000	2021 Original Budget ^(a) \$'000
ASSETS				
Financial assets				
Cash and cash equivalents ^(b)	6A	5,797	6,756	6,756
Receivables	6B	12,970	30,667	16,226
Other investments ^(b)	6C	212,600	222,400	166,445
Accrued revenue	6D	3,512	4,909	4,909
Total financial assets		234,879	264,732	194,336
Non-financial assets				
ABC owned				
Land	7A	250,889	278,889	278,889
Buildings	7A	418,554	433,990	417,287
Plant and equipment	7A	192,983	191,336	185,416
Intangibles	7A	75,306	63,808	81,918
ABC right-of-use				
Land	7B	22,197	22,435	22,227
Buildings	7B	3,857	4,504	2,833
Plant and equipment	7B	569,484	628,658	565,095
Assets classified as held for sale	7C	26,202	–	–
Inventories	7D	124,615	105,141	120,129
Prepayments	7E	21,296	19,403	19,403
Tax assets	7F	4,402	4,634	4,635
Total non-financial assets		1,709,785	1,752,798	1,697,832
Total assets		1,944,664	2,017,530	1,892,168
LIABILITIES				
Payables				
Suppliers	8A	103,507	91,691	83,311
Other payables	8B	43,425	49,729	47,392
Total payables^(c)		146,932	141,420	130,703
Interest bearing liabilities				
Loans	9A	2,711	2,230	2,230
Lease liability	9B	579,173	635,784	573,790
Total interest bearing liabilities		581,884	638,014	576,020
Provisions				
Other provisions	10	3,475	7,098	3,206
Employee provisions ^(d)	11	156,747	177,703	132,393
Total provisions		160,222	184,801	135,599
Total liabilities		889,038	964,235	842,322
NET ASSETS		1,055,626	1,053,295	1,049,846
EQUITY				
Contributed equity		93,640	93,640	93,640
Reserves		781,898	783,648	783,648
Retained surplus		180,088	176,007	172,558
Total equity		1,055,626	1,053,295	1,049,846

The statement opposite should be read in conjunction with the accompanying notes. The current/non-current splits of assets and liabilities are included in Note 5B Current/non-current break-down for assets and liabilities.

- (a) Original Budget as reflected in the October 2020 PBS for the ABC. The Original Budget is presented in the PBS in a summarised format and has been adjusted in the above statement to aid a comparison to the actual results.
- (b) An explanation of the variance between the actual result and the budget for this item is detailed in Note 1 Explanation of Major Variances between Actual Results and Original Budget under the heading A. Cash and cash equivalents and other Investments.
- (c) An explanation of the variance between the actual result and the budget for this item is detailed in Note 1 Explanation of Major Variances between Actual Results and Original Budget under the heading B. Supplier and other payables.
- (d) An explanation of the variance between the actual result and the budget for this item is detailed in Note 1 Explanation of Major Variances between Actual Results and Original Budget under the heading C. Employee provisions.

Statement of Changes in Equity

for the year ended 30 June 2021

	2021 \$'000	2020 \$'000	2021 Original Budget ^(a) \$'000
Contributed equity			
Opening balance as at 1 July	93,640	93,640	93,640
Closing balance	93,640	93,640	93,640
Asset revaluation reserve			
Opening balance as at 1 July	783,648	793,615	783,648
Net revaluation of land and buildings	(1,750)	(9,967)	–
Closing balance	781,898	783,648	783,648
Retained Surplus			
Opening balance as at 1 July	176,007	184,401	176,007
Surplus/(deficit)	4,081	(8,394)	(3,449)
Closing balance	180,088	176,007	172,558
Total equity	1,055,626	1,053,295	1,049,846

The above statement should be read in conjunction with the accompanying notes.

- (a) Original Budget as reflected in the October 2020 PBS 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 2021 (2020 nil).

Cash Flow Statement

for the year ended 30 June 2021

	Notes	2021	2020	2021
		\$'000	\$'000	Original Budget ^(a) \$'000
		Inflows (Outflows)	Inflows (Outflows)	Inflows (Outflows)
OPERATING ACTIVITIES				
Cash received				
Revenue from Government		1,065,354	1,062,265	1,065,354
Sales of goods and rendering of services		50,195	56,530	44,383
Interest		1,970	4,091	1,960
Net GST received		46,607	44,035	60,496
Other		19,631	37,418	18,558
Total cash received		1,183,757	1,204,339	1,190,751
Cash used				
Employees		(548,410)	(515,853)	(553,337)
Suppliers ^(b)		(500,856)	(470,853)	(537,278)
Finance costs		(56)	(692)	(74)
Interest on leases		(8,165)	(7,407)	(7,220)
Total cash used		(1,057,487)	(994,805)	(1,097,909)
Net cash from operating activities		126,270	209,534	92,842
INVESTING ACTIVITIES				
Cash received				
Proceeds from sale of land, buildings, plant and equipment and intangibles		81	460	–
Proceeds from investments		66,100	35,100	55,955
Total cash received		66,181	35,560	55,955
Cash used				
Payments for building improvements, plant and equipment and intangibles ^(c)		(78,215)	(70,251)	(86,803)
Purchase of investments		(56,300)	(82,500)	–
Total cash used		(134,515)	(152,751)	(86,803)
Net cash used in investing activities		(68,334)	(117,191)	(30,848)
FINANCING ACTIVITIES				
Cash received				
Proceeds from long-term loans		1,255	513	–
Total cash received		1,255	513	–
Cash used				
Repayment of loans		(774)	(31,004)	–
Lease payments		(59,376)	(60,365)	(61,994)
Total cash used		(60,150)	(91,369)	(61,994)
Net cash used in financing activities		(58,895)	(90,856)	(61,994)
Net (decrease)/increase in cash and cash equivalents		(959)	1,487	–
Cash and cash equivalents at beginning of year		6,756	5,269	6,756
Closing cash and cash equivalents	6A	5,797	6,756	6,756

The statement opposite should be read in conjunction with the accompanying notes.

- (a) Original Budget as reflected in the October 2020 PBS for the ABC. The Original Budget is presented in the PBS in a summarised format and has been adjusted in the above statement to aid a comparison to the actual results.
- (b) An explanation of the variance between the actual result and the budget for this item is detailed in Note 1 Explanation of Major Variances between Actual Results and Original Budget under the heading D. Cash used to pay suppliers.
- (c) An explanation of the variance between the actual result and the budget for this item is detailed in Note 1 Explanation of Major Variances between Actual Results and Original Budget under the heading E. Cash used on payments for building improvements, plant and equipment and intangibles.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

1. Explanation of Major Variances between Actual Results and Original Budget

Explanations are provided for significant variances between actual results and the budget, as reflected in the October 2020 Portfolio Budget Statements (PBS) of the ABC. Significant variances include variances of \$20,000,000 or more, and variances which are otherwise materially relevant to the performance of the ABC. The budget is not audited. Values in this Note are rounded to the nearest thousand, consistent with the PBS.

The ABC's Total Comprehensive Income for the financial year to June 2021 was \$2,331,000. This result was \$5,780,000 favourable compared to the budgeted Total Comprehensive Loss of \$3,449,000.

A. Cash and cash equivalents and other Investments

The ABC's combined cash and cash equivalents and other investments balance at 30 June 2021 was \$218,397,000. Cash and cash equivalents comprise cash on hand, cash at bank and short-term deposits with counterparties. Other investments include surplus cash invested in term deposits with an original maturity of more than three months.

The cash and other investments balance of \$218,397,000 was \$45,196,000 higher than the budget of \$173,201,000. The favourable cash and investments balance is mainly due to timing variances compared to budget in respect of cash payments. The key reasons for these timing differences are explained under items B, C and D below.

B. Supplier and other payables

The ABC's supplier and other payables balance at 30 June 2021 was \$146,932,000. This is \$16,229,000 higher than the budgeted balance of \$130,703,000. The variance is mostly due to variances in the timing of high-value payments for production milestones, acquired content, marketing campaigns and royalties compared to budget. This shift in the timing of production milestone payments is mainly due to the impact of COVID-19 on production schedules.

C. Employee provisions

The ABC's employee provisions balance at 30 June 2021 was \$156,747,000. This balance was \$24,354,000 higher than the budgeted amount of \$132,393,000. The variance was partly due to the timing of payments from the provision raised for historical wage and superannuation entitlements owed to employees. These payments were budgeted to occur in 2021 and are now expected to be made in 2022. In addition, the balance of employee leave provisions at 30 June 2021 was higher than the budgeted balance. This is primarily attributable to a reduction in employee leave taken during the 2021 reporting period due to the COVID-19 pandemic.

D. Cash used to pay suppliers

The ABC used \$500,856,000 of cash to pay suppliers in the 2021 reporting period. This was \$36,422,000 lower than the budgeted amount of \$537,278,000 partly due to the timing of payments, as outlined under item B above, and partly due to differences in the mix of actual supplier and employee expenses paid during the 2021 reporting period compared to the budget.

E. Cash used on payments for building improvements, plant and equipment and intangibles

The ABC invested \$78,215,000 of cash on payments for, building improvements, plant and equipment and intangibles in the 2021 reporting period. This was \$8,588,000 lower than the budgeted amount of \$86,803,000 due to timing variances in respect of capital project completion.

2. Overview

The Corporation is a Corporate Commonwealth, not-for-profit entity.

Its functions are set out in section 6 of the *Australian Broadcasting Corporation Act 1983*. Those functions are reflected in the statement of purpose in the ABC Corporate Plan 2020–21, which was prepared in accordance with section 35 of the PGPA Act.

The Corporation's Portfolio Budget Statements set out 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 the 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

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 and equipment to be the depreciated cost.

Significant Accounting Estimates and Assumptions

The Corporation has applied estimates and assumptions to the following significant items:

- Depreciation and amortisation, as detailed in Note 3C *Depreciation and amortisation on ABC owned assets*, and Note 7A *ABC owned land, buildings, plant and equipment and intangibles*;
- Program amortisation, as detailed in Note 3E *Program amortisation*, and Note 7D *Inventories*;
- Valuation of land, buildings, plant and equipment, as detailed in Note 7A *ABC owned land, buildings, plant and equipment and intangibles*;
- Leased assets and lease liabilities, specifically identification of leased assets and lease liabilities where the ABC has the right to obtain substantially all of the economic benefits, as detailed in Note 7B *ABC right-of-use assets* and Note 9B *Lease Liability*; and
- Employee provisions, as detailed in Note 11 *Employee Provisions*.

No other accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities.

The impacts of COVID-19 have been factored into accounting assumptions and estimates where relevant. These impacts are immaterial.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

2. Overview (continued)

New Accounting Standards

The following new and revised standards and interpretations were adopted as they became effective for this reporting period:

- AASB 2018-7 Amendments to Australian Accounting Standards – Definition of Material;
- AASB 2019-1 Amendments to Australian Accounting Standards – References to the Conceptual Framework;
- AASB 2019-3 Amendments to Australian Accounting Standards – Interest Rate Benchmark Reform; and
- AASB 2020-4 Amendments to Australian Accounting Standards – Covid-19-Related Rent Concessions: Tier 2 Disclosures.

These have been applied since 1 July 2020 and have not had a significant impact on the results or financial position of the ABC.

New Agenda Decisions

The International Financial Reporting Standards Interpretations Committee (IFRIC) issued a final agenda decision, *Configuration or customisation costs in a cloud computing arrangement* in April 2021. The financial statements have been prepared in accordance with this agenda decision which did not have a material impact on the results or financial position of the ABC.

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 2021.

The Corporation holds interests in MediaHub Australia Pty Limited, Freeview Australia Limited and National DAB Licence Company Limited which are subject to income tax.

ABC AustraliaPlus (Shanghai) Cultural Development Co. Ltd, a wholly owned subsidiary 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 expense or benefit is recorded as *Income tax (expense)/benefit 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 the Reporting Period

There were no subsequent events after the reporting period.

Financial Performance – Expenses

3. Expenses

	Notes	2021 \$'000	2020 \$'000
3A Employee benefits			
Salaries and wages		383,516	378,241
Superannuation			
– defined contribution plans		45,452	45,195
– defined benefit plans		25,076	27,950
Leave and other entitlements		58,431	46,518
Separation and redundancies		4,044	35,759
Other employee benefits		6,469	6,710
Total employee benefits		522,988	540,373
3B Suppliers			
Transmission and distribution contracts		104,326	108,430
Repairs, maintenance, utilities and hire		22,458	25,471
Contractors and consultants		42,739	36,643
Production costs		18,874	16,593
Communications and technology		45,742	30,602
Rights and royalties		19,222	20,876
Travel		6,591	13,548
Materials		3,766	3,450
Promotion costs		11,072	6,495
Other goods and services		13,897	9,757
Operating lease rentals - short-term leases		2,496	2,963
Workers' compensation premiums		2,296	2,501
Remuneration to the Auditor General for audit of financial statements for the period ^(a)		215	215
Total suppliers		293,694	277,544
3C Depreciation and amortisation on ABC owned assets			
Depreciation			
Buildings (including improvements)	7A	22,184	35,787
Plant and equipment	7A	43,660	44,244
Total depreciation		65,844	80,031
Amortisation			
Intangibles	7A	13,542	10,466
Total amortisation		13,542	10,466
Total depreciation and amortisation on ABC owned assets		79,386	90,497

(a) The Australian National Audit Office have contracted KPMG to provide audit services to the Corporation on their behalf. In 2021, KPMG earned no additional fees (2020 \$3,674) for services that were separately contracted by the Corporation.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

3. Expenses (continued)

Recognition and measurement

Employee benefits

Refer to Note 11 *Employee Provisions*.

Short-term leases and leases of low-value assets

The ABC has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). The ABC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

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.

Depreciation rates are initially based on asset useful lives, reviewed each year and adjusted as appropriate. Useful lives applying to each class of depreciable asset are referenced in Note 7A *ABC owned land, buildings, plant and equipment and intangibles*.

These assets are assessed annually for potential impairment. Refer to Note 31 *Write-down and impairment of other assets*.

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 carried at cost less accumulated amortisation and accumulated impairment losses. Software assets are amortised on a straight-line basis over anticipated useful lives between **3-8 years** (2020 3-8 years). These assets are assessed annually for potential impairment. Refer to Note 31 *Write-down and impairment of other assets*.

Note 3D to 3I

	Notes	2021 \$'000	2020 \$'000
3D Depreciation on ABC right-of-use assets			
Land	7B	239	244
Buildings	7B	1,818	1,539
Plant and equipment	7B	61,146	61,447
Total depreciation on ABC right-of-use assets		63,203	63,230
3E Program amortisation			
Purchased		38,492	33,821
Produced		106,416	119,529
Total program amortisation		144,908	153,350
3F Finance costs			
Loans from Department of Finance		–	484
Other finance costs		56	74
Total finance costs	14B	56	558
3G Interest cost on lease liability			
Buildings		58	31
Plant and equipment		8,107	7,376
Total interest cost on lease liability		8,165	7,407
3H Impairment loss on financial instruments			
Trade and other receivables		(166)	342
Total impairment loss on financial instruments		(166)	342
3I Write-down and impairment of other assets			
Commercial advances		1,564	1,019
Land and buildings		48	–
Plant and equipment		79	115
Assets under construction		390	1,188
Inventory held for sale		16	25
Total write-down and impairment of other assets		2,097	2,347

Recognition and measurement

Depreciation on ABC right-of-use assets

The depreciation rates for right-of-use assets are calculated on a straight-line basis.

The depreciable period extends from the commencement date of the lease to the end of the lease term or the end of the useful life of the right-of-use asset if earlier.

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;
- Children's, Education and Movies — straight-line over three years from completion of production;
- ABC iview-only programs — 100% on first release; and
- Programs not covered above — 100% on first screening.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

3. Expenses (continued)

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. The valuation of inventory is addressed in Note 7D *Inventories*.

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 9B *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 corresponding interest charged on the outstanding balance is a function of the incremental borrowing cost derived from the discount rate applicable at the commencement of the lease. The carrying balance of the lease liability is reviewed regularly and an assessment is made of the potential impact of a change in discount rates on this balance upon any lease modifications or reassessments.

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.

This 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 2021, the Corporation had performed assessments to determine the extent of any indications that assets may be impaired and the resultant financial impact has been incorporated in the table above.

Financial Performance – Revenue and Income

4. Own-Source Income

	Notes	2021 \$'000	2020 \$'000
4A Revenue from contracts with customers			
Sale of goods		25,972	28,323
Rendering of services		23,301	22,147
Total revenue from contracts with customers		49,273	50,470
Disaggregation of revenue from contracts with customers			
Major product/service line			
Royalties		16,072	16,996
Content sales		9,662	11,144
Joint operations		11,623	11,219
Grants and service contracts		8,524	5,892
Co-productions		2,257	4,515
Other contract revenue		1,135	704
Total by major product/service line		49,273	50,470
Type of customer:			
Australian government entities		3,468	1,195
Non-government entities		45,805	49,275
		49,273	50,470
Timing of transfer of good and services			
Over time		20,350	17,288
Point in time		28,923	33,182
		49,273	50,470
4B Interest			
Financial instruments		1,738	4,124
Total interest	14B	1,738	4,124

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

4. Own-Source Income (continued)

The comparative sale of goods and rendering of services values in Note 4A *Revenue from contracts with customers* have been adjusted due to the reclassification of certain co-production revenue from sale of goods to rendering of services.

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 when 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 later 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) are provided.

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 of 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.

Note 4C to 4F

	Notes	2021 \$'000	2020 \$'000
4C Other revenue			
Rental income		4,145	3,854
Total other revenue		4,145	3,854
4D Net gain/(loss) from disposal of assets			
Land and buildings			
Total proceeds from disposal		–	335
Carrying value of assets disposed		(18)	(335)
Cost of disposal		–	(12)
Net loss from disposal of land and buildings		(18)	(12)
Infrastructure, plant and equipment			
Total proceeds from disposal		81	125
Carrying value of assets disposed		(28)	(15)
Cost of disposal		(23)	(40)
Net gain from disposal of infrastructure, plant and equipment		30	70
Total net/(loss) gain from disposal of assets			
Total proceeds from disposal		81	460
Total carrying value of assets disposed		(46)	(350)
Total costs of disposal		(23)	(52)
Total net gain from disposal of assets		12	58
4E Net foreign exchange gain			
Non-speculative		848	614
Total net foreign exchange gain	14B	848	614
4F Insurance recoveries			
Insurance recoveries		(2,726)	5,796
Total insurance recoveries		(2,726)	5,796

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

4. Own-Source Income (continued)

Lease and 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.

Gains and losses are taken to surplus/(deficit), except for except for transactions classified as cash flow hedges which are recognised in the hedging reserve within equity if material in value.

Insurance recoveries

Insurance recoveries include a reversal of recoveries raised in the 2020 reporting period. This amount represents the component of the insurance claim for the ABC Ultimo cladding project which was assessed as being no longer virtually certain of reimbursement as at 30 June 2021.

Operating lease revenue commitments

	2021 \$'000	2020 \$'000
One year or less	1,855	1,841
From one to two years	1,600	1,620
From two to three years	1,303	1,493
From three to four years	1,169	1,192
From four to five years	984	902
Over five years	2,773	2,709
Total operating lease revenue commitments	9,684	9,757

These commitments, largely relating to rental income for letting out office space, are GST exclusive.

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.

Financial Position

5. 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 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.

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 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.

No observable market data is available for the ABC's buildings, given their highest and best use as specialised broadcasting facilities. The fair value of these assets is based on depreciated replacement cost (Level 3 inputs).

Plant and equipment assets are measured based on depreciated cost (Level 3 inputs). Intangibles (software for internal use) are measured at cost less subsequent accumulated amortisation and accumulated impairment losses.

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.

The Corporation holds a freehold property classified as held for sale, which was tendered for sale in an open market as disclosed in Note 7C *Assets classified as held for sale*. The sale process has been administered at arm's length by an independent agent.

Apart from the asset held for sale, the Corporation does not hold any assets or liabilities measured at fair value that are valued using 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, which approximates their fair value. There have been no recurring fair value measurements transferred between the respective levels for assets and liabilities for the year ended 30 June 2021.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

5. Financial Position (continued)

Presentation in the financial statements

The aforementioned is summarised in Note 5A *Fair value measurement*.

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 the initial lease liability amount and initial direct costs incurred when entering into the lease, less any lease incentives received.

On initial adoption of AASB 16 the Corporation 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. Leased right-of-use assets continue to be measured at cost after initial recognition in Commonwealth agency, general government sector and whole of government financial statements.

Assumptions surrounding uncertainty – Lease liability

Refer to the commentary in Note 9B *Lease liability* under the same heading.

5A. Fair value measurement

	Measurement basis	Recurring/ non-recurring	2021 \$'000	2020 \$'000
Financial assets				
Cash and cash equivalents	Amortised cost	Recurring	5,797	6,756
Receivables (excluding forward exchange contracts)	Amortised cost	Recurring	12,908	30,667
Forward exchange contracts	Fair value — level 2 inputs	Recurring	62	–
Other investments	Amortised cost	Recurring	212,600	222,400
Accrued revenue	Amortised cost	Recurring	3,512	4,909
Total financial assets			234,879	264,732
Non-financial assets				
ABC owned:				
Land	Fair value — level 2 inputs	N/A	250,889	278,889
Buildings (including improvements)	Fair value — level 3 inputs	N/A	418,554	433,990
Plant and equipment	Fair value — level 3 inputs	N/A	192,983	191,336
Intangibles	Cost	N/A	75,306	63,808
ABC right-of-use:				
Land	Cost	N/A	22,197	22,435
Buildings (including improvements)	Cost	N/A	3,857	4,504
Plant and equipment	Cost	N/A	569,484	628,658
Other				
Assets classified as held for sale	Lower of carrying amount and fair value less costs to sell (level 1 inputs)	N/A	26,202	–
Inventories	Cost	N/A	124,615	105,142
Prepayments	Cost	N/A	21,296	19,403
Tax assets	Cost	N/A	4,402	4,633
Total non-financial assets			1,709,785	1,752,798
Financial liabilities				
Suppliers	Amortised cost	Recurring	103,507	91,691
Other payables (excluding forward exchange contracts)	Amortised cost	Recurring	43,425	49,585
Forward exchange contracts	Fair value — level 2 inputs	Recurring	–	144
Loans	Amortised cost	Recurring	2,711	2,230
Lease liability	Cost	N/A	579,173	635,784
Total financial liabilities			728,816	779,434
Non-financial liabilities				
Other provisions (excluding building maintenance provision)	Cost	N/A	3,014	3,206
Building maintenance provision	Cost	N/A	461	3,892
Employee provisions	Cost	N/A	156,747	177,703
Total non-financial liabilities			160,222	184,801

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

5. Financial Position (continued)

5B. Current/non-current breakdown of assets and liabilities

	2021 \$'000	2020 \$'000
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	5,797	6,756
Receivables	12,603	30,289
Other investments	212,600	222,400
Accrued revenue	3,441	4,647
Assets classified as held for sale	26,202	–
Inventories	124,615	105,141
Prepayments	13,571	12,582
Total no more than 12 months	398,829	381,815
More than 12 months		
ABC owned		
Land	250,889	278,889
Buildings (including improvements)	418,554	433,990
Plant and equipment	192,983	191,336
Intangibles	75,306	63,808
ABC right-of-use		
Land	22,197	22,435
Buildings (including improvements)	3,857	4,504
Plant and equipment	569,484	628,658
Receivables	367	378
Accrued revenue	71	262
Prepayments	7,725	6,821
Tax assets	4,402	4,634
Total more than 12 months	1,545,835	1,635,715
Total assets	1,944,664	2,017,530
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	103,435	91,504
Other payables	32,520	38,692
Loans	945	928
Lease liability	59,547	60,207
Other provisions	1,498	5,557
Employee provisions	142,488	163,469
Total no more than 12 months	340,433	360,357
More than 12 months		
Suppliers	72	187
Other payables	10,905	11,037
Loans	1,766	1,302
Lease liability	519,626	575,577
Other provisions	1,977	1,541
Employee provisions	14,259	14,234
Total more than 12 months	548,605	603,878
Total liabilities	889,038	964,235

6. Financial Assets

Note 6A to 6B

	Notes	2021 \$'000	2020 \$'000
6A Cash and cash equivalents			
Cash on hand or on deposit		5,240	6,254
Salary sacrifice funds		557	502
	14B	5,797	6,756
6B Receivables			
Goods and services			
Contract assets		1,931	6,216
Receivables		2,125	11,433
Total goods and services	14B	4,056	17,649
Other receivables			
Net GST receivable from the Australian Taxation Office		4,648	5,039
Forward exchange contracts	14B	62	–
Other, including receivables attributable to joint operations	14B	4,301	8,362
Total other receivables		9,011	13,401
Total receivables (gross)		13,067	31,050
Less impairment loss allowance			
Goods and services		(97)	(383)
Total impairment loss allowance	14B	(97)	(383)
Total receivables (net)		12,970	30,667
Reconciliation of impairment loss allowance			
Opening balance		(383)	(142)
Adjustments to reflect expected impairment		–	(359)
Amounts written off		120	105
Amounts recovered or reversed		166	13
Closing balance		(97)	(383)

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 90 days or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

Receivables

Trade receivables 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.

Receivables 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.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

6. Financial Assets (continued)

Note 6C to 6D

	Notes	2021 \$'000	2020 \$'000
6C Other investments			
Term deposits with an original maturity date greater than 90 days		212,600	222,400
Total other investments	14B	212,600	222,400
6D Accrued revenue			
Goods and services		3,249	4,415
Interest receivable		263	494
Total accrued revenue	14B	3,512	4,909

Other receivables

At 30 June 2021, *Other receivables* includes forward exchange contracts at fair value through surplus/(deficit) of **\$62,000** (2020 nil).

The balance represents estimated future cash flows, based on market forward exchange rates at 30 June 2021 and the forward contract rate, discounted by the observable yield curves of the respective currencies. The above amount reflects a nil average depreciation (2020 1.1%) of the Australian dollar against those currencies for which forward exchange contracts have been taken out, where the market forward rate at 30 June 2021 is lower than the contracted rate.

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 financial assets 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 loss is taken to the Statement of Comprehensive Income.

- **Bad 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 of receivables**

The ABC calculates an impairment loss allowance, based on historical rates of credit impairment, adjusted for any external factors likely to impact the rate of impairment.

The carrying value of the impairment allowance loss is monitored against the value of debts likely to be considered at risk of being non-recoverable. At 30 June 2021, the balance of the impairment loss allowance is **\$97,000** (2020 \$383,000).

For the year ended 30 June 2021, this amount was sufficient to cover outstanding debt attributable to customers at risk of non-recoverability. At June 2021, no specific debts attributable to customers were identified as at risk of non-recoverability (2020 \$360,000).

Other investments

Under AASB 9 *Financial Instruments*, term deposits with an original maturity date greater than 90 days 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.

7. Non-Financial Assets

7A 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 2021 is as follows:

	Land \$'000	Buildings (including improvements) \$'000	Plant and equipment \$'000	Intangibles ^(b) \$'000	Total \$'000
Carrying amount as at 30 June 2020 represented by					
Gross book value	278,889	440,201	587,748	138,963	1,445,801
Assets under construction	–	5,098	16,898	13,485	35,481
Accumulated depreciation and amortisation	–	(11,309)	(413,310)	(88,640)	(513,259)
Closing net book value as at 30 June 2020	278,889	433,990	191,336	63,808	968,023
Assets controlled by ABC					
Additions	–	9,524	38,980	26,277	74,781
Revaluations and impairments recognised in other comprehensive income	(1,750)	–	–	–	(1,750)
Depreciation and amortisation	–	(21,971)	(40,846)	(13,542)	(76,359)
Write-down and impairment	–	–	(79)	–	(79)
Disposals	–	(18)	(28)	–	(46)
Transfers/reclassifications ^(a)	(26,250)	–	(911)	(641)	(27,802)
Net additions to assets under construction	–	2,286	18,736	11,682	32,704
Net transfers from assets under construction	–	(5,037)	(14,217)	(12,241)	(31,495)
Write-down and impairment of assets under construction	–	(7)	(322)	(61)	(390)
Assets attributable to joint operations					
Additions	–	–	1,610	24	1,634
Depreciation	–	(213)	(2,814)	–	(3,027)
Net additions to assets under construction	–	–	1,669	–	1,669
Net transfers from assets under construction	–	–	(131)	–	(131)
Net book value as at 30 June 2021	250,889	418,554	192,983	75,306	937,732
Carrying amount as at 30 June 2021 represented by					
Gross book value	250,889	447,204	576,982	161,321	1,436,396
Assets under construction	–	2,340	22,633	12,865	37,838
Accumulated depreciation and amortisation	–	(30,990)	(406,632)	(98,880)	(536,502)
Closing net book value as at 30 June 2021	250,889	418,554	192,983	75,306	937,732

(a) Transfers/reclassifications of land comprised the reclassification of an asset as held for sale as disclosed in Note 7C Assets classified as held for sale.

(b) Additions to intangibles (computer software for internal use) included \$15,716,000 of internally developed software (2020 \$18,198,000) and \$10,002,000 of acquired software (2020 \$8,564,000)

Useful lives of and measurement basis of asset classes

Asset Class	Measurement Basis	Useful Life
Land	Fair value (or an amount not materially different from fair value)	Not applicable
Buildings*	Fair value (or an amount not materially different from fair value)	50 years
Building improvements	Fair value (or an amount not materially different from fair value)	15 to 50 years
Plant and equipment	Fair value (or an amount not materially different from fair value)	3 to 15 years
Intangibles (software)	Cost	3 to 8 years

* The useful lives of individual buildings are occasionally adjusted in accordance with advice from independent valuers.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

7. Non-Financial Assets (continued)

Recognition and measurement

Land, buildings, plant and equipment and intangibles

The measurement basis for land, buildings, plant and equipment and intangibles is set out in Note 5A *Fair value measurement*.

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.

Revaluation

Following initial recognition at cost, ABC owned land, buildings and plant and equipment are measured at fair value (or an amount not materially different from fair value) less subsequent accumulated depreciation and accumulated impairment losses.

Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not materially vary 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 revalued amount.

The ABC commissions an independent expert valuer to complete a comprehensive valuation of land and building assets every three years. This process was completed in the year ended 30 June 2020.

The ABC's Ultimo property (the Corporation's highest value asset) was valued as of 30 June 2021 on a 'desktop' basis by the independent valuer. The valuation was materially aligned to the carrying amount of the asset and therefore no revaluation increment was recognised. Advice was also received that there were no material movements in Australian capital city commercial property markets during the year ended 30 June 2021.

Based on this advice, it was determined that the carrying amount of the ABC's land and building assets aligns with their fair value. No further property valuations were commissioned, and no asset revaluations were recognised other than the revaluation of the ABC's Gordon Street land holding immediately prior to reclassification as an asset held for sale. Further details are disclosed in Note 7C *Assets classified as held for sale*.

Impairment of non-current assets

The aforementioned classes of assets have been and continue to be subjected to an assessment as to indicators of impairment under AASB 136 *Impairment of Assets* as at 30 June 2021.

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.

7B ABC right-of-use assets

Reconciliation of opening and closing balances of the ABC's right-of-use assets at 30 June 2021 is as follows:

	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Total \$'000
Carrying amount as at 30 June 2020 represented by				
Gross book value	22,679	6,043	690,105	718,827
Accumulated depreciation	(244)	(1,539)	(61,447)	(63,230)
Closing net book value as at 30 June 2020	22,435	4,504	628,658	655,597
ABC right-of-use assets				
Additions	–	406	1,390	1,796
Depreciation	(239)	(1,818)	(61,143)	(63,200)
Other movements ^(a)	1	765	582	1,348
Right-of-use assets attributable to joint operations				
Depreciation	–	–	(3)	(3)
Net book value as at 30 June 2021	22,197	3,857	569,484	595,538
Carrying amount as at 30 June 2021 represented by				
Gross book value	22,680	7,285	692,081	722,046
Accumulated depreciation	(483)	(3,428)	(122,597)	(126,508)
Closing net book value as at 30 June 2021	22,197	3,857	569,484	595,538

(a) Other movements include movements resulting from indexation and other pricing related adjustments, lease modifications and reclassifications.

Recognition and measurement

General principles

Right-of-use assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount and initial direct costs incurred when entering into the lease, less any lease incentives received.

Following initial recognition, 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 cost after initial recognition in Commonwealth agency, general government sector and Whole of Government financial statements.

Land

The ABC's right-of-use land is measured at cost, in accordance with the requirements of the PGPA (*Financial Reporting*) Rule 2015.

Buildings

Right-of-use buildings largely consist of regional broadcasting offices and the ABC's overseas reporting bureaux.

Plant and equipment

Right-of-use plant and equipment comprises:

- 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.

Depreciation

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.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

7. Non-Financial Assets (continued)

Capital purchases commitments

	2021 \$'000	2020 \$'000
Buildings	4,041	224
Plant and equipment ^(a)	4,278	4,146
Intangibles ^(b)	1,775	767
Total capital purchases commitments	10,094	5,137
One year or less	9,029	5,137
From one to five years	1,065	–
Total capital purchases commitments	10,094	5,137

Commitments are shown exclusive of any GST. Commitments represent the following:

- (a) Outstanding contractual commitments associated with the purchase or construction of building improvements and plant and equipment, including communications upgrades and technical equipment fit out.
- (b) Outstanding contractual commitments associated with the purchase or development of software.

Note 7C to 7F

	2021 \$'000	2020 \$'000
7C Assets classified as held for sale		
Land and buildings at carrying value	26,202	–
Total assets classified as held for sale	26,202	–
7D Inventories		
Retail inventory held for sale	182	154
Purchased television programs	19,748	18,497
Produced television programs	104,685	86,490
Total inventories	124,615	105,141
7E Prepayments		
Technology	7,063	6,424
Royalties	8,772	8,248
Short term leases/hire	45	60
Other	5,416	4,671
Total prepayments	21,296	19,403
7F Tax assets		
Share of tax asset attributable to joint operations	4,402	4,634
Total tax assets	4,402	4,634

Recognition and measurement

Assets classified as held for sale

Assets classified as held for sale are recognised in the Statement of Financial Position at the lower of their carrying amount and fair value less costs to sell.

In June 2021 the ABC entered into a contract of sale for its property at 8 Gordon Street Elsternwick Victoria. The contract is due to be settled in December 2021.

As required under AASB 5 *Non-current Assets Held for Sale and Discontinued Operations*, the ABC remeasured the value of the asset immediately before it was reclassified as held for sale (with the value based on the contracted sale price) and a revaluation decrement of **\$1,750,000** was recognised. The asset was subsequently impaired by **\$48,000** based on the costs to sell.

Recognition and measurement

Inventories (general)

Inventories held for resale are valued at the lower of cost and net realisable value. Inventories not held for resale are valued at the lower of cost, adjusted for any loss in service potential, identified and measured 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 digital distribution. The cost of these programs includes 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. The amortisation of inventories is addressed in Note 3E Program amortisation.

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 the period in which the reversal occurs.

Impairment of prepayments

No indicators of impairment were found for prepayments.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

8. Payables

Note 8A to 8B

	Notes	2021 \$'000	2020 \$'000
8A Suppliers			
Trade creditors	14B	103,507	91,691
Total suppliers		103,507	91,691
8B Other payables			
Salaries and wages (including separation and redundancies)		19,319	23,832
Superannuation		602	554
Unearned revenue		22,093	23,006
Other payables	14B	1,411	2,193
Forward exchange contracts	14B	–	144
Total other payables		43,425	49,729

Recognition and measurement

Suppliers and other payables

Supplier and other payables are recognised initially at fair value and subsequently measured at amortised cost.

Note 8B *Other payables* contains no forward exchange contracts at fair value through surplus/(deficit) (2020 \$144,000). Under the fair value measurement hierarchy, these are measured based on Level 2 inputs.

9. Interest Bearing Liabilities

Note 9A to 9B

	Notes	2021 \$'000	2020 \$'000
9A Loans			
Share of loans in joint operations	14B	2,711	2,230
Total loans		2,711	2,230
9B Lease liability			
Buildings		3,895	4,885
Plant and equipment		575,278	630,899
Total lease liability		579,173	635,784
Undiscounted contractual cashflows – maturity analysis			
Within 1 year		66,930	66,985
Between 1 to 5 years		261,758	324,146
More than 5 years		294,278	289,707
Total cash flows		622,966	680,838

Recognition and measurement

Loans

Share of loans in joint operations represents the ABC's 50% share of MediaHub's loan balances with the with the Australia and New Zealand Banking Group Limited (the ANZ).

At 30 June 2021, MediaHub had drawn loans under **seven** (2020 six) facilities with the ANZ, with an aggregate balance of **\$5,423,000** (2020 \$4,459,000). The ABC's share, as reflected in its Statement of Financial Position, is **\$2,711,000** (2020 \$2,230,000). These facilities are generally repayable over five years.

The facility is provided on an average variable interest rate to 30 June 2021 of **1.85%** (2020 2%).

Lease liability

Note 9B *Lease liability* is the present value of future contractual payments, for the remaining life of the contracts. The present value of the lease liability is **\$579,173,000** (2020 \$635,784,000). The life of the contracts includes extension options which the ABC is reasonably certain to exercise.

The total cash outflow for leases for the year ended 30 June 2021 was **\$59,376,000** (2020 \$60,365,000) The undiscounted value of future lease payments is **\$622,966,000** (2020 \$680,838,000). The average discount rate, determined with reference to the Commonwealth Department of Finance incremental borrowing rates, issued quarterly, was approximately **1.10%** (2020 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 upon any lease modifications or reassessments.

For all new contracts entered into, the ABC considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

The corresponding asset value, as disclosed in Note 7B *ABC right-of-use assets*, is initially measured based on the value of the liability.

Subsequent to initial measurement, the liability is reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the re-assessment or modifications.

10. Other Provisions

Note 10

	2021 \$'000	2020 \$'000
10 Other provisions		
Make good	3,014	3,206
Building maintenance	461	3,892
Total other provisions	3,475	7,098
Reconciliation of the make good provision		
Opening balance	3,206	3,036
Amounts used	(34)	–
Amounts reversed	(269)	–
New/additional amounts provided	170	170
Unwinding of discount or change in discount rate	(59)	–
Closing balance	3,014	3,206
Reconciliation of the Building maintenance provision		
Opening balance	3,892	32,613
Amounts used	(3,431)	(28,721)
Closing balance	461	3,892

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 make good cost for 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 (2020 nil) 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 2021, expenditure incurred on this project was **\$3,431,000** (2020 \$28,721,000), resulting in a balance in the provision of **\$461,000** (2020 \$3,892,000).

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

People and Relationships

11. Employee Provisions

	2021 \$'000	2020 \$'000
11 Employee provisions		
Annual leave ^(a)	53,038	48,586
Long service leave ^(a)	91,615	88,458
Salaries and wages ^(b)	8,432	6,489
Superannuation ^(b)	1,268	2,322
Redundancy	2,394	31,848
Total employee provisions	156,747	177,703

(a) The settlement of employee leave 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) or will have a present entitlement within 12 months, 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 will not yet be entitled to that leave in 12 months, 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.

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 the present value of the estimated future cash outflows to be made by the Corporation in respect of leave resulting from employees' service, provided up to 30 June 2021.

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 their leave entitlement. The long service leave liability is calculated by an actuary.

This amount is determined by reference to attrition rates and pay increases through promotion and inflation. A discount rate of **1.0%** was applied to calculate the present value of the liability (2020 0.6%).

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 that will result in the terminations and has informed those employees affected that it will carry out the plan.

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 at 30 June 2021 represents outstanding historical 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 the 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.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

12. Key Management Personnel Remuneration

Note 12

	2021 \$				2020 \$			
	Short-term employee benefits	Post employment benefits: Superannuation	Other long-term employee benefits: Long Service Leave	Total	Short-term employee benefits	Post employment benefits: Superannuation	Other long-term employee benefits: Long Service Leave	Total
Executive management								
David Anderson (Managing Director)	897,596	144,251	56,387	1,098,234	938,034	126,514	(66,534)	998,014
Michael Carrington	451,262	21,694	12,135	485,091	432,683	21,003	15,008	468,694
Melanie Kley	526,177	21,694	14,172	562,043	423,155	21,003	6,941	451,099
Gaven Morris	561,786	73,199	41,025	676,010	443,974	70,196	(18,740)	495,430
Judith Whelan	448,605	21,694	15,658	485,957	398,161	21,003	10,632	429,796
Board								
Ita Buttrose (Chair)	169,281	26,069	–	195,350	178,190	27,441	–	205,631
Fiona Balfour	9,778	929	–	10,707	–	–	–	–
Jane Connors	55,737	9,698	–	65,435	58,670	10,209	–	68,879
Mario D’Orazio	9,778	929	–	10,707	–	–	–	–
Kirstin Ferguson (Deputy Chair)	26,391	2,507	–	28,898	87,970	8,357	–	96,327
Joseph Gersh	55,737	5,295	–	61,032	58,670	5,574	–	64,244
Vanessa Guthrie	41,069	3,902	–	44,971	58,670	5,574	–	64,244
Peter Lewis	55,737	8,583	–	64,320	58,670	9,035	–	67,705
Georgina Somerset	55,737	5,295	–	61,032	58,670	5,574	–	64,244
Peter Tonagh	9,778	929	–	10,707	–	–	–	–
Donny Walford	22,001	2,090	–	24,091	58,670	5,574	–	64,244
Total	3,396,450	348,758	139,377	3,884,585	3,254,187	337,057	(52,693)	3,538,551
Total number included above				16				13

Notes on remuneration

- a. All Executive Managers served for the full reporting period in 2021 and 2020.
 - b. The following Board members served for part of the reporting period in 2021:
 - Kirstin Ferguson – 1 July 2020 to 11 November 2020 (term ended)
 - Donny Walford – 1 July 2020 to 23 November 2020 (term ended)
 - Vanessa Guthrie – 1 July 2020 to 19 March 2021 (resigned)
 - Fiona Balfour – 13 May 2021 to 30 June 2021
 - Mario D’Orazio – 13 May 2021 to 30 June 2021
 - Peter Tonagh – 13 May 2021 to 30 June 2021
- All Board members who served in 2020, served for the full reporting period.
- 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 11 *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 expenses of **\$217,000** (2020 \$311,000).
 - f. The aggregate remuneration of other Senior Executives and Other Highly Paid Employees is published in the ABC’s Annual Report.
 - g. Dr Jane Connors served in the role of Staff-Elected Director and was also employed by the ABC in a separate role for the duration of the reporting period. The remuneration reported in the above table is the remuneration earned by Dr Connors in respect of the Staff-Elected Director role only.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

13. Related Party Disclosures

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:

- David Anderson (Managing Director);
- Ita Buttrose (AC, OBE) (Chair);
- Dr Kirstin Ferguson (Deputy Chair) (term ended 11 November 2020);
- Peter Lewis;
- Donny Walford (term ended 23 November 2020);
- Dr Vanessa Guthrie AO (resigned effective 19 March 2021);
- Georgina Somerset (AM);
- Dr Jane Connors (Staff-Elected Director);
- Joseph Gersh (AM);
- Mario D'Orazio (term commenced 13 May 2021);
- Fiona Balfour (term commenced 13 May 2021); and
- Peter Tonagh (term commenced 13 May 2021).

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.

Controlled Entities

	Country of incorporation	Beneficial percentage held by ABC 2021	Beneficial percentage held by ABC 2020
Ultimate parent entity:			
Australian Broadcasting Corporation			
Controlled entities of Australian Broadcasting Corporation:			
Music Choice Australia Pty Ltd	Australia	100%	100%
The News Channel Pty Limited	Australia	100%	100%
ABC AustraliaPlus (Shanghai) Cultural Development Co., Ltd	People's Republic of China	100%	100%

The Corporation is involved in the following joint arrangements

	Principal activity	Ownership Share	
		2021	2020
Party to the joint operation			
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%

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 2021 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 operated during the year ended 30 June 2021 in a limited administrative capacity.

Relationships and transactions with parties to Joint Operations (continued)

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 2021 (2020 nil).

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

13. Related Party Disclosures (continued)

Summarised financial information of MediaHub Australia Pty Limited

	2021 \$'000	2020 \$'000
Statement of financial position		
Financial assets	8,845	11,624
Non-financial assets	30,272	30,568
Financial liabilities	(9,641)	(7,919)
Net assets	29,476	34,273
Statement of comprehensive income		
Income	23,245	22,439
Expense	21,781	20,820
Profit before tax	1,464	1,619
Share of surplus attributable to joint arrangements		
Share of net profit before tax	732	810
Share of income tax expense/(benefit)	232	(73)
Share of surplus attributable to joint arrangements after tax	500	883

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 that do not confer an ownership interest. The ABC has made a cumulative net capital contribution of **\$18,063,000** (2020 \$19,929,000) 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 2021 (2020 160 \$0.10 shares) equating to a **16%** (2020 16%) share. Two ABC employees 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 **\$657,000** in 2021 (2020 \$527,000) towards the operational costs of Freeview. These costs did not constitute a capital contribution and were recognised directly in the Corporation's Statement of Comprehensive Income.

National DAB Licence Company Limited (DAB)

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 2021 (2020 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 **\$7,000** towards the operational costs of DAB in 2021 (2020 \$7,000). The amounts paid were recognised directly in the ABC's Statement of Comprehensive Income.

Financial Risks and Disclosure

14. Financial Instruments

14A 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.

14B Categories of Financial Instruments

	Notes	2021 \$'000	2020 \$'000
Financial assets measured under AASB 9 at amortised cost			
Term deposits with an original maturity date greater than 90 days	6C	212,600	222,400
Cash and cash equivalents	6A	5,797	6,756
Goods and services receivables ^(a)	6B	3,959	17,266
Other receivables	6B	4,301	8,362
Accrued revenue	6D	3,512	4,909
Total financial assets measured at amortised cost		230,169	259,693
Financial assets measured under AASB 9 at fair value through surplus/(deficit)			
Forward exchange contracts	6B	62	–
Total financial assets measured at fair value through surplus/(deficit)		62	–
Total financial assets		230,231	259,693
Financial liabilities measured at amortised cost			
Trade creditors ^(b)	8A	98,148	91,691
Other payables	8B	1,411	2,193
Loans	9A	2,711	2,230
Total financial liabilities measured at amortised cost		102,270	96,114
Financial liabilities measured at fair value through surplus/(deficit) (held for trading)			
Forward exchange contracts	8B	–	144
Total financial liabilities measured at fair value through surplus/(deficit) (held for trading)		–	144
Total financial liabilities		102,270	96,258

(a) Goods and services receivables in the above table are presented net of the impairment allowance in Note 6B Receivables.

(b) Trade creditors in the above table excludes an amount of \$5,359,000 (2020 nil) payable to the ATO which is included in Note 8A Trade creditors.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

14. Financial Instruments (continued)

Recognition and measurement

Financial Instruments

Financial Assets

The Corporation classifies its financial assets in the following categories:

- financial assets measured at amortised cost; and
- financial assets at fair value through surplus/ (deficit).

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.

The comparative carrying values of financial instruments have been adjusted in the above table due to a reclassification of certain items. The carrying value of financial instruments specifically excludes the following line items, illustrated in the reconciliation below. These items do not fall under the definition of financial instruments:

Reconciliation of financial instruments

	Notes	2021 \$'000	2020 \$'000
Total financial assets stated in the Statement of Financial Position adjusted for:		234,879	264,732
– Net GST receivable from the Australian Taxation Office	6B	(4,648)	(5,039)
Total financial assets classified as financial instruments		230,231	259,693
Total payables and interest bearing liabilities stated in the Statement of Financial Position adjusted for:		728,816	779,434
– Lease liability	9B	(579,173)	(635,784)
– Salaries and wages (including separation and redundancies)	8B	(19,319)	(23,832)
– Trade creditor amounts payable to the ATO	8A	(5,359)	–
– Superannuation	8B	(602)	(554)
– Unearned revenue	8B	(22,093)	(23,006)
Total financial liabilities classified as financial instruments		102,270	96,258

14B Categories of Financial Instruments (continued)

Recognition and measurement (continued)

Financial Assets (continued)

Effective Interest Method

Income is recognised on an effective interest rate basis except for financial assets that are recognised at fair value through surplus/ (deficit).

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.

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 if material in value.

Net gains or losses from financial assets and liabilities

Net gains or losses from financial assets and liabilities	Notes	2021 \$'000	2020 \$'000
Other investments			
Interest on term deposits with an original maturity date greater than 90 days	4B	1,660	3,742
Net foreign exchange gain	4E	848	614
Net gain on other investments		2,508	4,356
Loans, receivables and cash			
Interest	4B	78	382
Net gain from loans and receivables		78	382
Net gains from financial assets recognised in Statement of Comprehensive Income		2,586	4,738
Financial liabilities at amortised cost			
Finance costs	3F	(56)	(558)
Net loss from financial liabilities – at amortised cost		(56)	(558)
Net loss from financial liabilities recognised in Statement of Comprehensive Income		(56)	(558)

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.

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

14. Financial Instruments (continued)

The effective portion of the gain or loss on the cash flow hedge, where material, is recognised directly in equity, while the ineffective portion is recognised in surplus/(deficit). Immaterial gains and losses on cash flow hedges are recognised in surplus/(deficit).

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).

14C 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 or 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 *Own Source Income* under the heading *Foreign currency transactions*.

14D 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 2021 this was a net receivable of \$62,000 (2020 payable of \$144,000).

The fair values of financial instruments that are not traded in an active market (such as over-the-counter derivatives) are determined using Level 2 inputs based on the forward exchange rates at the end of the reporting period using assumptions that are reflective of market conditions at the end of each reporting period.

Loans

The fair values of any long-term borrowings are estimated using discounted cash flow analysis, based on current interest rates for liabilities with similar risk profiles.

14E 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.

14F 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.

General hedges

The Corporation enters into forward exchange contracts to cover foreign currency payments for exposures less than \$50,000, of a recurrent nature and with varying foreign currency amounts and payment dates. 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 gain is **\$40,000** (2020 net loss of \$149,000) on general hedges of anticipated foreign currency purchases, outstanding at 30 June 2021.

Foreign Exchange Hedges

	Sell Australian Dollars		Average Exchange Rate	
	2021 \$'000	2020 \$'000	2021	2020
<i>Buy USD</i>				
Less than 1 year	1,167	5,567	0.7733	0.6705
<i>Buy GBP</i>				
Less than 1 year	276	949	0.5427	0.5253
<i>Buy EUR</i>				
Less than 1 year	23	42	0.6430	0.5945

Notes to and Forming Part of the Financial Statements

for the year ended 30 June 2021

Contingent Items

15. Contingent Assets and Liabilities

	2021 \$'000	2020 \$'000
15A Contingent liabilities - guarantees		
Balance at beginning of year	644	643
Net change during the year	(3)	1
Total contingent liabilities - guarantees	641	644

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 the likelihood of 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 2021 (2020 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 *Own-Source Income* and Note 7 *Non-Financial Assets* respectively.



Australia Talks co-host Annabel Crabb.

Appendices

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Deborah Mailman as Alex Irving and Rachel Griffiths as Rachel Anderson
in *Total Control*. Image: Lisa Tomasetti.



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 eight meetings during 2020-21.

Member	Meetings eligible to attend	Meetings attended
Ita Buttrose AC, OBE, Chair	8	8
Dr Kirstin Ferguson, Deputy Chair ¹	3	3
David Anderson, Managing Director	8	8
Dr Jane Connors, Staff-elected Director	8	8
Joseph Gersh AM	8	8
Dr Vanessa Guthrie AO ²	6	5
Peter Lewis	8	8
Georgie Somerset AM	8	8
Donny Walford ³	3	3
Fiona Balfour ⁴	1	1
Peter Tonagh ⁵	1	1
Mario D'Orazio ⁶	1	1

¹ Until expiry of her term on 11 November 2020.

² Until her resignation as a member of the ABC Board effective 19 March 2021.

³ Until expiry of her term on 23 November 2020.

⁴ Appointed effective 13 May 2021.

⁵ Appointed effective 13 May 2021.

⁶ Appointed effective 13 May 2021.

Requests made to the Board under section 8(2) of the ABC Act

In 2020-21, the Minister for Communications, Urban Infrastructure, Cities 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 by reviewing and providing recommendations 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 of the Committee are appointed by the Board. The qualifications and skills brought to the Committee by the Board-member appointees are outlined in their Board profiles.

External member Mr Rassi is a chartered accountant and a fellow of Chartered Accountants Australia and New Zealand, registered company auditor and 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, Heart Research Institute.

The Audit & Risk Committee held five meetings in 2020-21.

Member	Position on Committee	Meetings eligible to attend	Meetings attended
Peter Lewis	Committee Chairman	5	5
Dr Jane Connors	Director	5	4
Dr Vanessa Guthrie ⁷	Director	4	4
Donny Walford ⁸	Director	2	2
Joseph Gersh ⁹	Director	1	1
Richard Rassi	External Member	5	5

⁷ Until her resignation as a member of the ABC Board effective 19 March 2021.

⁸ Until expiry of her term on 23 November 2020.

⁹ Appointed 21 April 2021.

Board member Peter Tonagh was appointed to the Committee on 10 June 2021. He will be eligible to attend meetings in 2021-22.

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 & Resilience.

In 2020-21, the Audit & Risk Committee considered:

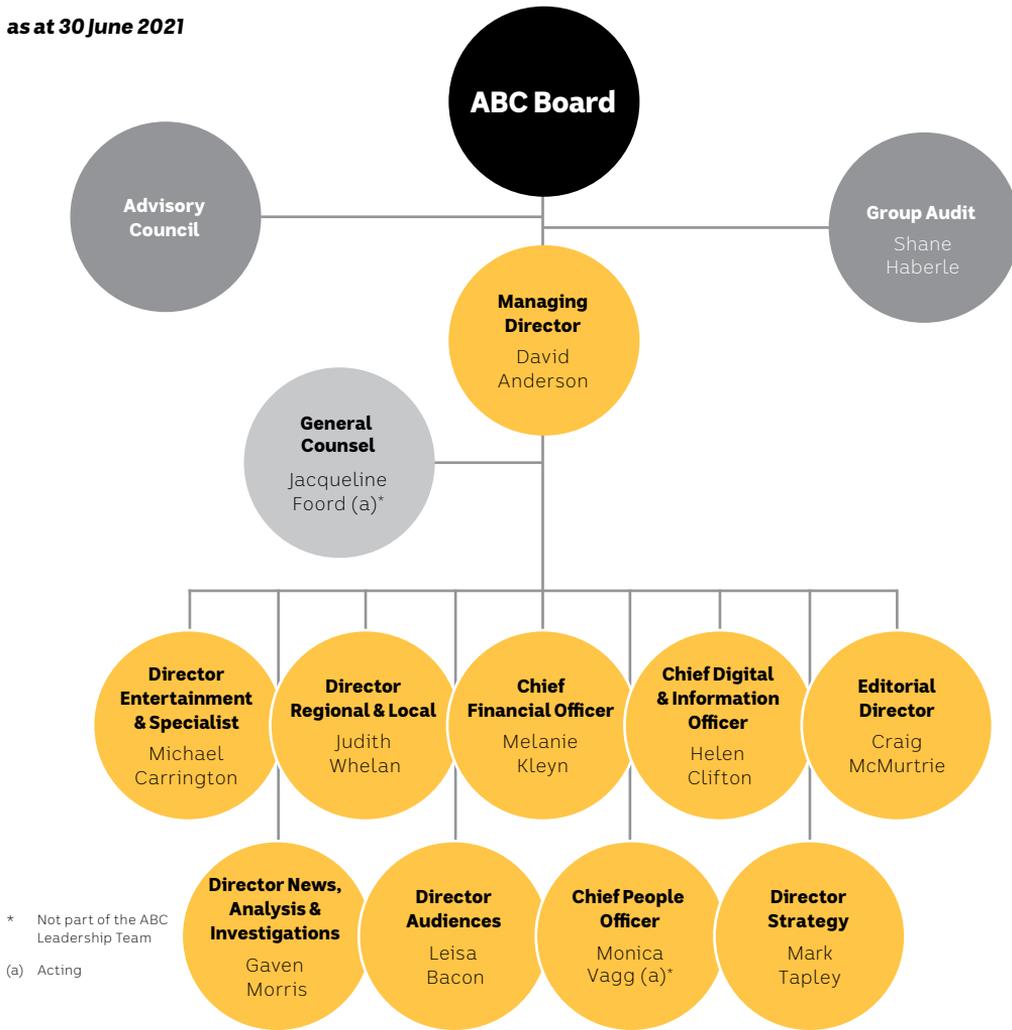
- financial management reports and the Corporation's Portfolio Budget Statements and Annual Financial Statements
- the Corporation's Annual Performance Statement

- the Corporation's actual and emerging principal risk exposures and trends, management's reporting and risk management responses, resilience plans for critical infrastructure, policies for management of risk, fraud and organisational resilience, the COVID-19 response plan, the Corporation's risk appetite and tolerance, risk culture and insurance arrangements
- the adequacy and effectiveness of the Corporation's internal control systems and processes and related assurance activities, including the Fraud Control & Corruption Plan, the financial delegations framework, and management actions relating to cybersecurity, the Ultimo office-cladding project, leave liabilities, staff fatigue, driving safety and the workplace rostering and optimisation project
- an annual review of compliance reports prepared by Group Audit, and reports from management, internal and external audit providing updates and organisational context regarding developments and proposed changes to the regulatory environment
- external audit coverage, plans and reports; the performance, independence and objectivity of the external auditor; and the coordination of audit programs conducted by internal and external audit. The Committee had access to external audit representatives without the presence of other management
- the internal group audit program, internal audit reports concerning the effectiveness of internal control and risk management and the implementation of audit recommendations by management. The Head Group Audit had unfettered access to the Audit & Risk Committee and its Chair
- remuneration information and remuneration structures.

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 2021. 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 2021



* Not part of the ABC Leadership Team

(a) Acting

* 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'¹ or 'age-restricted content'.²

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).

¹ Prohibited content essentially involves content that is classified either as RC (Refused Classification) or X18+. This includes real depictions of actual sexual activity, child pornography, detailed instruction in crime, and violence or drug use.

² Age-restricted content involves content classified as R18+ or MA15+ that is delivered through a mobile device or through a service that provides audio or video content for a fee. This type of content must be subject to a restricted access system, i.e. measures put in place to protect children under the age of 15 from exposure to unsuitable material. This category of content includes material containing strong depictions of nudity, implied sexual activity, drug use or violence, very frequent or very strong coarse language, and other material that is strong in impact.

- 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

	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

	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

	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 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

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

All ongoing employees current report period (2020-21)

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	771	77	848	804	261	1,065	6	1	7	1,920
Qld	166	24	190	161	60	221	–	–	–	411
SA	96	11	107	94	48	142	–	–	–	249
Tas	49	8	57	41	21	62	–	–	–	119
VIC	242	39	281	221	88	309	2	1	3	593
WA	79	12	91	70	39	109	–	–	–	200
ACT	69	9	78	55	18	73	–	–	–	151
NT	42	6	48	43	7	50	1	–	1	99
External territories	–	–	–	–	–	–	–	–	–	–
Overseas	6	–	6	7	–	7	–	–	–	13
Total	1,520	186	1,706	1,496	542	2,038	9	2	11	3,755

Notes:

- Numbers are based on employees who were employed in the last pay period in June 2021.
- Employees on unpaid Leave are included.

All non-ongoing employees current report period (2020-21)

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	134	13	147	145	33	178	4	1	5	330
Qld	21	6	27	30	8	38	–	–	–	65
SA	15	2	17	11	3	14	–	–	–	31
Tas	4	1	5	4	2	6	–	–	–	11
VIC	34	17	51	60	25	85	–	1	1	137
WA	9	1	10	5	7	12	–	–	–	22
ACT	4	2	6	3	2	5	1	–	1	12
NT	5	–	5	7	–	7	–	–	–	12
External territories	–	–	–	–	–	–	–	–	–	–
Overseas	2	–	2	–	–	–	–	–	–	2
Total	228	42	270	265	80	345	5	2	7	622

Notes:

- Numbers are based on employees who were employed in the last pay period in June 2021.
- Employees on unpaid Leave are included.
- Casual employees are not included.

All ongoing employees previous 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
Total	1,555	166	1,721	1,491	513	2,004	4	1	5	3,730

Notes:

1. Numbers are based on employees who were employed in the last pay period in June 2020.
2. Employees on unpaid leave are included.

All non-ongoing employees previous 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
Total	175	48	223	216	84	300	3	1	4	527

Notes:

1. Numbers are based on employees who were employed in the last pay period in June 2020.
2. Employees on unpaid leave are included.
3. Casual employees are not included.

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 \$230,000 (**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



Equitable

We ensure our remuneration approach is consistent and equitable



Market competitive

We attract and retain the best talent to meet our current and future workforce needs



Performance aligned

We recognise and reward for contribution to performance goals and targets



Transparent

We have a transparent and disciplined approach to managing remuneration decisions and costs



Remuneration framework

	Fixed remuneration	At risk remuneration
Element	Fixed remuneration comprises base salary, superannuation and benefits.	During the year ended 30 June 2021, executive KMP, senior executives and some other highly paid staff were eligible to receive an at-risk payment based on the achievement of performance targets. Some other highly paid staff were eligible to receive a performance bonus payment in accordance with terms in relevant enterprise agreements. During the year ended 30 June 2021, the Corporation determined to phase out at risk pay for executive KMP, senior executives and other highly paid staff. The phase-out of at-risk remuneration was completed during the year. Determination of performance outcomes and final at-risk payments will be completed during the year ended 30 June 2022. The Commonwealth Remuneration Tribunal (the Tribunal), consented to the removal of at-risk pay for the Managing Director from 1 June 2018.
Performance	Reviewed annually to reflect the experience, competence and contribution of individuals whilst remaining conservatively competitive against the market.	For executive KMP and senior executives, half of the at-risk opportunity was linked to ABC corporate objectives and half was linked to individual objectives. Some other highly paid staff were eligible to receive an at-risk payment for the achievement of performance targets, some were eligible to be paid a performance bonus in accordance with the terms in the <i>Senior Employment Agreement 2016</i> and some were eligible to be paid a bonus in accordance with the <i>ABC Enterprise Agreement 2019-22</i> .
Alignment	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.
Target remuneration mix		
		■ Fixed remuneration ■ At-risk remuneration
	Executive KMP (excluding MD) and senior executives	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 83%; height: 15px; background-color: black;"></div> <div style="width: 17%; height: 15px; background-color: orange;"></div> </div> <p>83-100% 0-17%</p>
	Eligible other highly paid staff	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 83%; height: 15px; background-color: black;"></div> <div style="width: 17%; height: 15px; background-color: orange;"></div> </div> <p>83-100% 0-17%</p>

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 2021, 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**).

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. 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 (that is, 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

MD	ARC	ABC Board
<ul style="list-style-type: none"> ✓ Recommend executive KPIs ✓ Evaluate and provide recommendations regarding remuneration structures and incentive plans for executives, including any changes to those structures or plans ✓ Approve executive remuneration with respect to individual remuneration arrangements, KPIs, performance assessments and remuneration outcomes ✓ Approve performance assessments and remuneration outcomes for other highly paid staff, as recommended by ABC's managers 	<ul style="list-style-type: none"> ✓ Review and recommend to the Board executive remuneration structures and incentive plans, policies and practices including any changes to those plans 	<ul style="list-style-type: none"> ✓ Review and approve recommendations referred by the RAC

Key management personnel remuneration

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	897,596	–	–	144,251	56,387	–	–	1,098,234
Michael Carrington	Director Entertainment & Specialist	431,812	19,450	–	21,694	12,135	–	–	485,091
Melanie Kley	Chief Financial Officer	491,752	34,425	–	21,694	14,172	–	–	562,043
Gaven Morris	Director News, Analysis & Investigations	481,036	80,750	–	73,199	41,025	–	–	676,010
Judith Whelan	Director Regional & Local	405,425	43,180	–	21,694	15,658	–	–	485,957
Ita Buttrose	Chair	169,281	–	–	26,069	–	–	–	195,350
Jane Connors	Staff Elected Director	55,737	–	–	9,698	–	–	–	65,435
Kirstin Ferguson	Deputy Chair	26,391	–	–	2,507	–	–	–	28,898
Fiona Balfour	Director	9,778	–	–	929	–	–	–	10,707
Mario D'Orazio	Director	9,778	–	–	929	–	–	–	10,707
Joseph Gersh	Director	55,737	–	–	5,295	–	–	–	61,032
Vanessa Guthrie	Director	41,069	–	–	3,902	–	–	–	44,971
Peter Lewis	Director	55,737	–	–	8,583	–	–	–	64,320
Georgina Somerset	Director	55,737	–	–	5,295	–	–	–	61,032
Peter Tonagh	Director	9,778	–	–	929	–	–	–	10,707
Donny Walford	Director	22,001	–	–	2,090	–	–	–	24,091

Notes on remuneration:

- All Executive Managers served for the full reporting period in 2021 and 2020.
- All Board members served for the full reporting period in 2020. The following Board members served for part of the reporting period in 2021:
 - Kirstin Ferguson – 1 July 2020 to 11 November 2020 (term ended)
 - Donny Walford – 1 July 2020 to 23 November 2020 (term ended)
 - Vanessa Guthrie – 1 July 2020 to 19 March 2021 (resigned)
 - Fiona Balfour – 13 May 2021 to 30 June 2021
 - Mario D'Orazio – 13 May 2021 to 30 June 2021
 - Peter Tonagh – 13 May 2021 to 30 June 2021
- 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.
- 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.
- 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 expenses of **\$217,373** (2020 \$311,228).

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	-	-	-	-	-	-	-	-
\$220,001-\$245,000	1	216,821	-	-	10,847	10,092	-	237,759
\$245,001-\$270,000	-	-	-	-	-	-	-	-
\$270,001-\$295,000	-	-	-	-	-	-	-	-
\$295,001-\$320,000	-	-	-	-	-	-	-	-
\$320,001-\$345,000	-	-	-	-	-	-	-	-
\$345,001-\$370,000	1	198,800	144,500	-	16,271	-	-	359,571
\$370,001-\$395,000	-	-	-	-	-	-	-	-
\$395,001-\$420,000	-	-	-	-	-	-	-	-
\$420,001-\$445,000	1	340,861	-	-	62,293	17,613	-	420,768
\$445,001-\$470,000	-	-	-	-	-	-	-	-
\$470,001-\$495,000	1	352,932	31,880	-	61,706	25,581	-	472,099
\$495,001-\$520,000	-	-	-	-	-	-	-	-
\$520,001-\$545,000	-	-	-	-	-	-	-	-
\$545,001-\$570,000	1	432,496	72,250	-	21,694	24,280	-	550,721
\$570,001-\$595,000	1	476,676	76,500	-	21,694	18,143	-	593,013

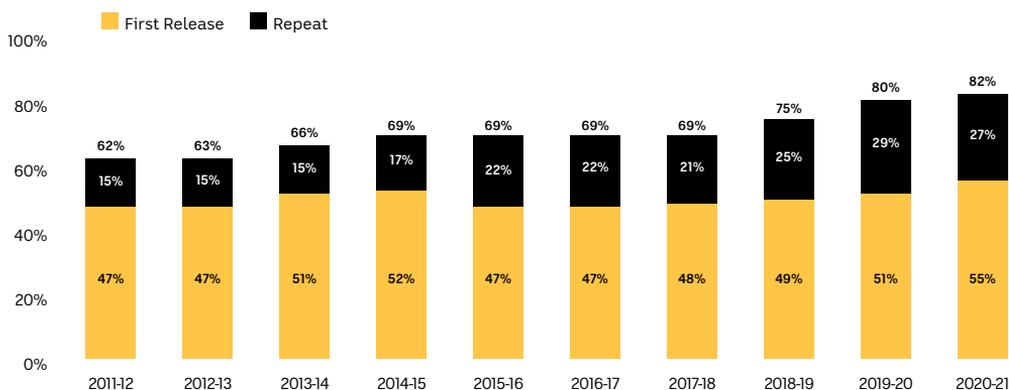
Other highly paid staff remuneration

Other highly paid staff are employees who are neither KMP nor senior executive and whose total remuneration paid during the year exceeded \$230,000.

Total remuneration bands	Number of employees	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
\$230,001-\$245,000	37	151,708	3,105	-	26,950	4,068	51,108	236,938
\$245,001-\$270,000	35	146,785	3,256	-	25,219	3,818	76,850	255,928
\$270,001-\$295,000	21	109,226	857	-	20,418	2,380	148,820	281,700
\$295,001-\$320,000	16	190,907	10,166	-	28,253	7,641	67,229	304,197
\$320,001-\$345,000	12	232,644	7,063	-	30,960	8,087	55,271	334,024
\$345,001-\$370,000	5	229,742	8,308	-	39,413	27,755	56,947	362,165
\$370,001-\$395,000	5	321,861	11,374	-	39,576	5,330	-	378,142
\$395,001-\$420,000	7	238,069	12,247	-	37,290	6,264	108,532	402,403
\$420,001-\$445,000	-	-	-	-	-	-	-	-
\$445,001-\$470,000	1	345,866	38,658	-	48,224	18,465	-	451,213
\$470,001-\$495,000	3	170,376	1,667	-	38,063	3,545	268,367	482,018

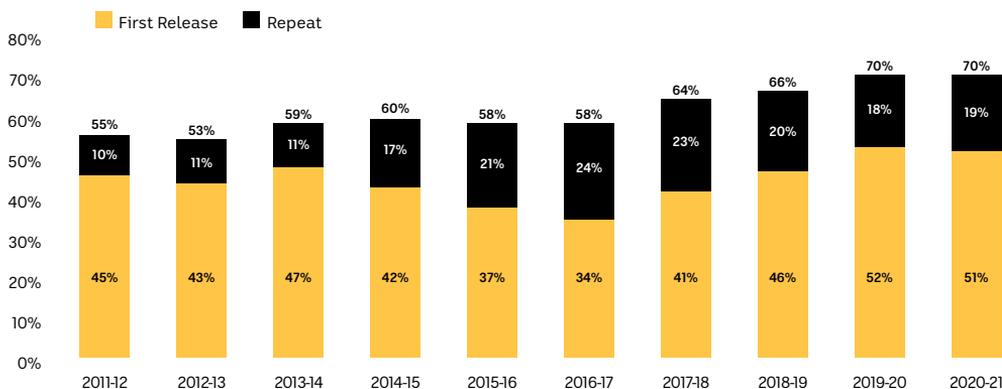
Appendix 7 – Television content analysis

ABC 1, Australian first-release and repeat content as a percentage of linear hours broadcast – 6am to midnight



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

ABC 1, Australian first-release and repeat content as a percentage of linear hours broadcast – 6pm to midnight



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

Australian children’s content – ABC KIDS and ABC ME

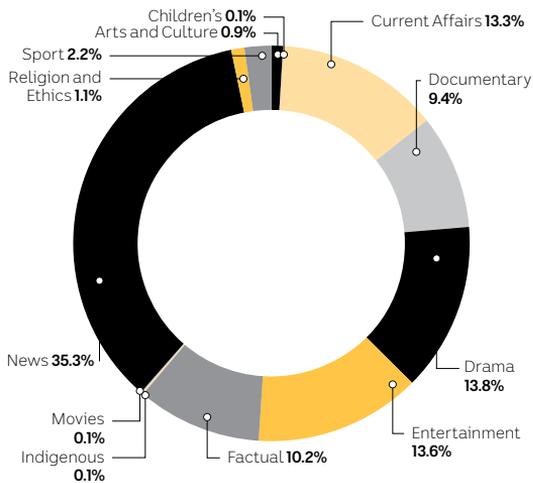
Levels of Australian children’s content on ABC ME and ABC KIDS (ABC2)

ABC TV Channel	1 July 2020 - 30 June 2021			1 July 2019 - 30 June 2020		
	Total hours broadcast	Hours of Australian Children’s Content	% of total	Total hours broadcast	Hours of Australian Children’s Content	% of total
ABC ME [^]	6,664	1,937	29.1%	6,512	2,355	36.2%
ABC KIDS [^] (5am-7.30pm)	5,293	1,966	37.2%	5,307	1,943	36.6%
TOTAL	11,957	3,903	32.7%	11,819	4,298	36.4%

[^] Australian Hours includes interstitials.

ABC Main Channel

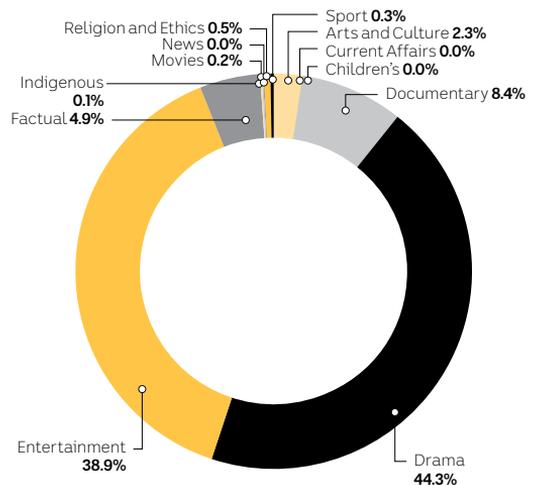
ABC1 2020/21: Genre mix
(Percentage of linear hours broadcast 6 am – midnight, excluding interstitial material)



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

ABC Comedy / TV Plus

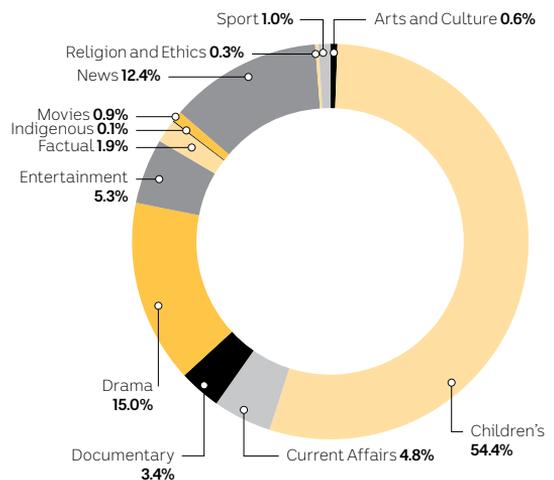
ABC Comedy / TV Plus 2020/21: Genre mix
(Percentage of linear hours broadcast 7:30 am – 2 am, excluding interstitial material)



Notes: This table reflects linear hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number. ABC Comedy was rebranded as ABC TV Plus from January 1, 2021. The end transmission time for ABC2 of 2am may vary, on average transmission closes at 2am. These statistics are calculated until 2am.

ABC iview

ABC iview 2020/21: Genre mix
(Percentage of content uploaded)



Notes: This table reflects the hours of content uploaded onto the ABC iview streaming platform. Hours have been rounded to nearest whole number.

ABC main channel

ABC linear program hours transmitted – 24 hours July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts and Culture	5	58	63	0	3	3	65	94
Children's	1	0	1	0	3	3	3	1
Current Affairs	659	567	1,226	0	1	1	1,227	1,413
Documentary	75	361	436	31	215	246	682	535
Drama	38	375	413	39	856	895	1,308	1,245
Entertainment	1,390	460	1,850	9	108	116	1,966	2,089
Factual	129	392	521	15	183	198	720	869
Indigenous	1	6	7	0	0	0	7	8
Movies	0	0	0	0	10	10	10	3
News	2,166	72	2,238	0	4	4	2,242	1,957
Religion and Ethics	7	38	45	6	19	25	71	122
Sport	144	10	153	0	0	0	153	125
Total Program Hours	4,614	2,339	6,953	100	1,401	1,501	8,454	8,461
% of Total Program Hours	54.6%	27.7%	82.2%	1.2%	16.6%	17.8%	100.0%	100.0%
*Other			306				306	323
Total Hours			7,259			1,501	8,760	8,784
% of Total Hours			83%			17%		

* Other: includes interstitial material, program announcements and community service announcements.

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

ABC linear program hours transmitted – 6am – midnight July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts and Culture	5	53	58	0	1	1	59	70
Children's	1	0	1	0	3	3	3	1
Current Affairs	611	229	840	0	1	1	841	985
Documentary	75	336	411	31	149	180	590	428
Drama	38	185	223	36	611	647	870	882
Entertainment	315	434	749	9	99	108	857	1,018
Factual	129	330	459	15	169	185	643	772
Indigenous	1	5	6	0	0	0	6	6
Movies	0	0	0	0	6	6	6	3
News	2,157	71	2,228	0	0	0	2,228	1,954
Religion and Ethics	7	35	43	6	19	25	68	88
Sport	131	7	138	0	0	0	138	120
Total Program Hours	3,470	1,686	5,156	97	1,058	1,155	6,311	6,328
% of Total Program Hours	55.0%	26.7%	81.7%	1.5%	16.8%	18.3%	100.0%	100.0%
*Other			259				259	260
Total Hours			5,415			1,155	6,570	6,588
% of Total Hours			82%			18%		

* Other: includes interstitial material, program announcements and community service announcements.

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

ABC linear program hours transmitted – 6pm – midnight July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts and Culture	4	8	11	0	1	1	12	25
Children's	1	0	1	0	1	1	2	1
Current Affairs	444	58	502	0	1	1	503	533
Documentary	75	81	155	31	66	97	252	179
Drama	38	88	127	36	399	435	561	574
Entertainment	118	70	189	9	39	48	237	226
Factual	80	23	103	15	38	53	156	152
Indigenous	0	1	1	0	0	0	1	5
Movies	0	0	0	0	6	6	6	2
News	268	62	330	0	0	0	330	360
Religion and Ethics	6	8	14	0	0	0	14	21
Sport	29	2	31	0	0	0	31	34
Total Program Hours	1,063	400	1,463	90	551	641	2,105	2,111
% of Total Program Hours	50.5%	19.0%	69.5%	4.3%	26.2%	30.5%	100.0%	100.0%
*Other			85				85	85
Total Hours			1,549			641	2,190	2,196
% of Total Hours			71%			29%		

* Other: includes interstitial material, program announcements and community service announcements.

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

ABC Comedy / TV Plus and ABC Kids

ABC Kids (ABC2) linear program hours transmitted – 5am – 7:30pm July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts and Culture	0	0	0	0	0	0	0	0
Children's	40	1,444	1,484	110	3,216	3,326	4,810	4,832
Current Affairs	0	0	0	0	0	0	0	0
Documentary	0	0	0	0	0	0	0	0
Drama	0	0	0	0	0	0	0	0
Entertainment	0	0	0	0	0	0	0	0
Factual	0	0	0	0	0	0	0	0
Indigenous	0	0	0	0	0	0	0	0
Movies	0	0	0	0	0	0	0	0
News	0	0	0	0	0	0	0	0
Religion and Ethics	0	0	0	0	0	0	0	0
Sport	0	0	0	0	0	0	0	0
Total Program Hours	40	1,444	1,484	110	3,216	3,326	4,810	4,832
% of Total Program Hours	0.8%	30.0%	30.8%	2.3%	66.9%	69.2%	100.0%	100.0%
Other			483				483	475
Total Program Hours, including interstitials			1,966			3,326	5,293	5,307
% of Total Hours			37%			63%		

* Other: includes interstitial material, program announcements and community service announcements.

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

ABC Comedy/TV Plus (ABC2) linear program hours transmitted – 7:30pm – 2am July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts and Culture	7	36	42	0	10	10	52	2
Children's	0	0	0	0	0	0	0	0
Current Affairs	0	0	0	0	0	0	0	0
Documentary	5	49	54	11	123	134	188	18
Drama	2	129	131	9	852	861	993	1,340
Entertainment	9	435	444	53	374	427	871	857
Factual	0	87	87	0	23	23	110	0
Indigenous	0	3	3	0	0	0	3	2
Movies	0	0	0	0	4	4	4	7
News	1	0	1	0	0	0	1	1
Religion and Ethics	7	5	12	0	0	0	12	0
Sport	0	6	6	0	0	0	6	0
Total Program Hours	31	749	779	73	1,386	1,459	2,239	2,226
% of Total Program Hours	1.4%	33.4%	34.8%	3.3%	61.9%	65.2%	100.0%	100.0%
Other			134				134	153
Total Hours			913			1,459	2,373	2,379
% of Total Hours			38%			62%		

* **Other:** includes interstitial material, program announcements and community service announcements.

Notes: From the 1st January 2021 ABC Comedy was rebranded as ABC TV Plus. This table reflects linear hours broadcast from the Sydney transmitter, comprising national and NSW transmission. Figures may differ slightly in other states and territories as a result of varying levels of local content. Hours have been rounded to nearest whole number. The end transmission time for ABC Comedy/TV Plus (ABC2) of 2am may vary, on average transmission closes at 2am. These statistics are calculated until 2am.

ABC ME

ABC ME linear program hours transmitted – 6 am – varied close July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts/Culture	0	2	2	0	5	5	7	17
Children's	83	1,326	1,409	95	4,590	4,685	6,094	5,793
Current Affairs	0	0	0	0	0	0	0	1
Documentary	1	4	5	0	0	0	5	3
Drama	0	0	0	0	21	21	21	9
Entertainment	6	257	262	0	0	0	262	360
Factual	0	12	12	0	15	15	27	37
Indigenous	0	0	0	0	0	0	0	0
Movies	0	0	0	0	0	0	0	0
News	0	6	7	0	0	0	7	6
Religion and Ethics	0	0	0	0	0	0	0	0
Sport	7	7	13	0	0	0	13	2
Total Program Hours	97	1,614	1,712	95	4,632	4,727	6,439	6,228
% of Total Program Hours	1.5%	25.1%	26.6%	1.5%	71.9%	73.4%	100.0%	100%
Other*			225				225	284
Total Program Hours, including interstitials			1,937			4,727	6,664	6,512
			29%			71%		

* **Other:** includes interstitial material, program announcements and community service announcements.

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

ABC iview

ABC iview program hours – 24 hours July 2020 – June 2021

Genre	Australian			Overseas			Total	
	First Release	Repeat	Total Australian	First Release	Repeat	Total Overseas	2020-21	2019-20
Arts and Culture	5	88	93	0	22	22	115	176
Children's	21	2,364	2,385	119	8,270	8,390	10,775	9,804
Current Affairs	37	908	945	0	1	1	946	1,149
Documentary	10	332	342	18	320	339	680	373
Drama	2	1,118	1,120	56	1,793	1,849	2,969	1,825
Entertainment	79	584	663	0	396	396	1,059	1,077
Factual	6	211	217	0	159	159	376	297
Indigenous	2	15	17	0	0	0	17	6
Movies	0	11	11	0	157	157	169	7
News	111	2,355	2,466	0	0	0	2,466	2,536
Religion and Ethics	0	28	28	0	26	26	54	56
Sport	29	159	189	0	0	0	189	126
Total Program Hours	303	8,172	8,475	194	11,145	11,339	19,814	17,431
% of Total Program Hours	1.5%	41.2%	42.8%	1.0%	56.3%	57.2%	100.0%	100.0%
*Other			0				0	2
Total Hours			8,475			11,339	19,814	17,433
% of Total Hours			43%			57%		

* Other: includes interstitial material, program announcements and community service announcements.

Notes: This table reflects hours of content detailed in the OnAir schedule that were uploaded to ABC iview.

Appendix 8 – Commissioned Australian content (screen)

In its submission to the government’s 2020 *Media Reform Green Paper*, the ABC committed to providing additional information about its program commissioning with the Australian screen production industry.

During 2020-21, the ABC’s total commissioned investment with the Australian production industry was \$86 million across all content. This will result in an estimated total Australian production value of \$228.4 million.

The ABC’s commissioning activity in key genres in 2020-21 was as follows:

- The ABC’s total commissioned investment with the Australian production industry across drama (including scripted comedy and Indigenous drama), children’s, factual and documentaries was \$61 million.
- The total production value that will be generated in Australia from the ABC’s commissioned investment across drama (including scripted comedy and Indigenous drama), children’s, factual and documentaries will be \$199.4 million.

This expenditure in key genres breaks down as follows:

- The ABC’s commissioned investment of \$36.3 million in drama with the Australian production industry, including scripted comedy and Indigenous drama, will result in an estimated total Australian production value of \$117.3 million in 2020-21.
- The ABC’s commissioned investment of \$14.9 million in children’s content with the Australian production industry will result in an estimated total Australian production value of \$55 million in 2020-21.
- The ABC’s commissioned investment of \$9.9 million in factual content and documentaries with the Australian production industry will result in an estimated total Australian production value of \$27.1 million in 2020-21.

Appendix 7 documents the volume of Australian premiere content broadcast across all platforms by genre throughout the year.

Note: Estimations of total production value may vary as production occurs over current and future financial years.

Appendix 9 – Law reform

In 2020-21, the ABC made 13 submissions to law reform, including in response to:

- House of Representatives Standing Committee on Procedure 'Inquiry into the practices and procedures relating to question time' (July 2020)
- Australian Competition and Consumer Commission (ACCC) consultation on the draft news media bargaining code (August 2020)
- Senate Environment and Communications Committee 'Inquiry into the Radiocommunications Bills 2020' (September 2020)
- DIGI consultation on a draft industry code on disinformation (November 2020)
- ACCC Digital Platforms Services Inquiry report on app marketplaces, issues paper (October 2020)
- Review of *the Privacy Act 1988*, issues paper (November 2020)
- Senate Environment and Communications Committee 'Inquiry into media diversity in Australia' (December 2020)
- Senate Economics Committee 'Inquiry on the Treasury Laws Amendment (News Media and Digital Platforms Mandatory Bargaining Code) Bill 2020' (January 2021)
- public consultation on exposure draft of the Online Safety Bill 2021 (February 2021)
- public consultation on exposure draft of the Commonwealth Integrity Commission Bill (February 2021)
- Australian Government consultation on the Media Reform Green Paper, "Modernising television regulation in Australia" (May 2021)
- Senate Environment and Communications Committee 'Inquiry into media diversity in Australia — Response to IPA Media Diversity submission claims' (May 2021)
- Australian Communications and Media Authority options paper 'FM broadcasting services band in the Perth RAI licence area' (June 2021).

Appendix 10 – Population coverage terrestrial transmission

Proportion of the population able to receive terrestrial transmissions from ABC broadcasting services (as at 30 June 2021)

	Australia	NSW/ACT	NT	QLD	SA	TAS	VIC	WA
ABC Television	98.61%	98.95%	84.19%	97.81%	99.29%	98.58%	99.55%	97.85%
ABC Radio	99.61%	99.85%	85.14%	99.72%	99.77%	99.64%	99.95%	99.25%
triple j	96.39%	97.89%	72.63%	95.05%	95.64%	96.72%	98.51%	91.87%
RN	99.10%	99.52%	85.13%	98.92%	99.71%	99.33%	99.75%	97.50%
ABC Classic FM	96.83%	98.28%	72.63%	96.03%	95.82%	96.72%	98.57%	92.64%
ABC NEWS on radio	96.80%	98.28%	76.88%	94.54%	98.09%	95.86%	98.00%	94.79%
ABC Digital Radio	63.96%	62.11%	60.00%	44.88%	74.55%	46.22%	74.35%	78.14%

Note: Population was derived from Australian Bureau of Statistics (ABS) 2016 Census data. The coverage percentages are for Managed Services provided by Broadcast Australia for which the ABC holds an apparatus licence.

Appendix 11 – Television transmission channels

BAI Fully Managed

Digital Television		Digital Television		Digital Television	
Area Served	Channel	Area Served	Channel	Area Served	Channel
ACT		Goulburn	41	Tumbarumba	41
Canberra	8	Grafton/Kempsey	36	Tumut	41
Tuggeranong	41	Hay	41	Ulladulla	28
Weston Creek/ Woden	41	Illawarra	35	Upper Hunter	47
NSW		Inverell	41	Upper Namoi	29
Adelong	39	Ivanhoe	8	Vacy	32
Albury North	31	Jerilderie	41	Wagga Wagga	41
Armidale	36	Jindabyne	41	Walcha	45
Armidale North	7	Kandos	47	Walgett	40
Ashford	41	Khancoban	46	Wilcannia	9
Balranald	40	Kings Cross	30	Wollongong	41
Batemans Bay/ Moruya	41	Kotara	37	Wyong	41
Bathurst	7	Kyogle	41	Young	41
Batlow	41	Laurieton	41	NT	
Bega	31	Lightning Ridge	11	Alice Springs	8
Bombala	47	Lithgow	31	Batchelor	41
Bonalbo	41	Lithgow East	47	Bathurst Island	11
Bouddi	41	Manly/Mosman	30	Borrooloola	10
Bourke	6	Manning River	7	Daly River	7
Bowral/Mittagong	47	Menindee	41	Darwin	30
Braidwood	47	Merewether	37	Darwin City	41
Broken Hill	10	Merriwa	43	Galiwinku	10
Captains Flat	41	Mudgee	41	Groote Eylandt	7
Cassilis	30	Murrumbidgee Irrigation Area	28	Jabiru	7
Central Tablelands	36	Murrurundi	37	Katherine	8
Central Western Slopes	12	Murwillumbah	29	Mataranka	8
Cobar	6	Narooma	47	Nhulunbuy	7
Coffs Harbour	45	Newcastle	37	Pine Creek	10
Condobolin	41	Nowra North	47	Tennant Creek	9A
Coolah	47	Nyngan	41	QLD	
Cooma Town	41	Oberon	42	Airlie Beach	39
Cooma/Monaro	29	Port Stephens	30	Alpha	7
Cowra	42	Portland/ Wallerawang	41	Aramac	8
Crookwell	32	Richmond/Tweed	29	Atherton	47
Deniliquin	41	Stanwell Park	47	Augathella	7
Dubbo	41	SW Slopes/E Riverina	46	Ayr	45
Dungog	41	Sydney	12	Babinda	48
Eden	47	Talbingo	41	Barcardine	7
Glen Innes	41	Tamworth	41	Bedourie	6
Gloucester	29	Tenterfield	47	Bell	41
Goodooga	7	Thredbo	33	Birdsville	7
Gosford	41	Tottenham	47	Blackall	7
				Blackwater	47
				Boonah	42
				Bowen Town	39

Digital Television

Area Served	Channel
Boyne Island	41
Brisbane	12
Cairns	8
Cairns East	42
Cairns North	35
Camooweal	7
Capella	31
Cardwell	48
Charleville	11
Charters Towers	45
Clermont	35
Cloncurry	6
Collinsville	35
Cooktown	40
Cunnamulla	11
Currumbin	50
Darling Downs	29
Dimbulah	42
Dirranbandi	7
Dysart	41
Eidsvold	47
Emerald	11
Esk	39
Georgetown	7
Gladstone East	33
Gladstone West	47
Gold Coast	41
Gold Coast Southern Hinterland	50
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

Digital Television

Area Served	Channel
Middlemount	35
Miles	41
Miriam Vale/ Bororen	41
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

Digital Television

Area Served	Channel
Tieri	35
Toowoomba	47
Townsville	34
Townsville North	46
Tully	41
Wandoan	47
Wangetti	42
Warwick	41
Weipa	6
Wide Bay	11
Winton	7
Yeppoon	41
SA	
Adelaide	12
Adelaide Foothills	39
Andamooka	7
Bordertown	42
Burra	35
Caralue Bluff	47
Ceduna/Smoky Bay	39
Clare	47
Coffin Bay	44
Coober Pedy	7
Cowell	36
Craigmore/Hillbank	39
Hawker	47
Keith	38
Kingston SE/Robe	38
Lameroo	42
Leigh Creek South	8
Naracoorte	42
Pinnaroo	38
Port Lincoln	49
Quorn	47
Renmark/Loxton	31
Roxby Downs	40
South East	31
Spencer Gulf North	43
Streaky Bay	11
Tumby Bay	30
Victor Harbor	39
Waikerie	47
Wirrulla	9A
Woomera	37
Wudinna	36

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

RBAH Provided

In May 2020, the RBAH advised the ABC that it would no longer fund the ongoing repair and maintenance of transmitters at 77 sites across Australia. The sites were created as part of the switchover to digital television around a decade ago, and were the responsibility of RBAH. Following the failure of one of the transmitters at Eastgrove near Goulburn in New South Wales on 6 August 2020, the ABC agreed to fund the maintenance of these transmission services provided by RBAH. The ABC's agreement is exclusive of the capital costs required to repair any service in the event of failure.

RBAH was formed by regional commercial television broadcasters to build these transmission towers to cover black spots in their licence areas, which had become apparent during the switchover from analog to digital television.

Digital Television

Area Served	Channel
ACT	
Conder	35
NSW	
Walwa/Jingellic	51
Bermagui	40
Bungendore	46
Cootamundra	40
Dalmeny	46
Eastgrove	28
Eugowra	41
Grenfell	28
Gundagai	40
Gunning	40
Harden	40
Junee	34
Merimbula	35
Mount Kembla	46
Mudgee Town	47
Narrandera	34
Peak Hill	47
Wellington	47
West Wyalong	40
Hillston	40
Anna Bay	46
Belmont North	28
Byron Bay	41
Elizabeth Beach	46
Coffs Harbour North	28
Forster	40
Medowie	41
Bulahdelah	46
Maclean/Ashby	46
Ocean Shores	48
Smiths Lake	40
Stroud	41
Boambee/Sawtell	46
Uralla	46
Warialda	46
Warners Bay	28
Woolgoolga	46
QLD	
Agnes Water	46
Cooloola Cove	34
Crows Nest	46

Digital Television

Area Served	Channel
ACT	
Flametree/Jubilee Pocket	34
NSW	
Mundubbera	41
Goldsborough Valley	34
Mount Morgan	46
Nanango	46
Peregian Beach	29
Toowoomba East	40
Point Arkwright	29
Rainbow Beach	34
Sarina Beaches	41
Tin Can Bay	34
Toowoomba South	40
Wonga Beach	34
Yarraman	35
SA	
Morgan	41
Orroroo	46
TAS	
Forth	41
Neika/Leslie Vale	46
VIC	
Ouyen	41
Robinvale	34
Underbool	34
Ballarat East	40
Birchip	40
Boolarra	46
Charlton	40
Cohuna	40
Howqua	35
Inverloch	46
Jeeralang/Yinnar South	46
Koondrook/Barham	46
Newborough	40
Terang	34
Timboon	28
Trafalgar/Yarragon	40
Warracknabeal	28
Wycheproof	40

Transmitter Statistics for 2020-21

The transmitter numbers for Fully Managed Services are provided by Broadcast Australia with the apparatus licences held by the ABC and for the RBAH Provided Services, the apparatus licences are held by RBAH.

Television Transmitter Statistics as at 30 June 2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
ABC Television Total	4	129	15	130	34	43	71	71	497
BAI Fully Managed	3	92	15	113	32	41	53	71	420
RBAH Provided	1	37	0	17	2	2	18	0	77

Appendix 12 – Radio transmission frequencies

Digital Radio			Digital Radio		
Area Served	Frequency (MHz)	Channel Block	Area Served	Frequency (MHz)	Channel Block
ACT			SA		
Canberra	206.352	(9C)	Adelaide	206.352	(9C)
Tuggeranong Valley	206.352	(9C)	TAS		
NSW			Hobart	206.352	(9C)
Campbelltown	206.352	(9C)	Taroona	206.352	(9C)
Collaroy Plateau	206.352	(9C)	VIC		
Penrith	206.352	(9C)	Bacchus Marsh/Melton	206.352	(9C)
Sutherland	206.352	(9C)	Melbourne	206.352	(9C)
Sydney	206.352	(9C)	Melbourne City	206.352	(9C)
Sydney City	206.352	(9C)	Port Melbourne	206.352	(9C)
Sydney Northern Beaches	206.352	(9C)	Werribee	206.352	(9C)
NT			WA		
Darwin	206.352	(9C)	Perth	206.352	(9C)
Darwin City	206.352	(9C)	Perth City	206.352	(9C)
QLD			Perth Northern Beaches	206.352	(9C)
Brisbane	206.352	(9C)			
Caboolture	206.352	(9C)			

ABC Radio	
Area Served	Frequency
ACT	
Canberra	666
NSW	
Armidale	101.9
Ashford	107.9
Batemans Bay/ Moruya	103.5
Bega	810
Bombala	94.1
Bonalbo	91.3
Broken Hill	999
Byrock	657
Central Western Slopes	107.1
Cobar	106.1
Cooma	1602
Corowa	675
Crookwell	106.9
Cumnock,	549
Central NSW	
Dubbo	95.9
Eden	106.3
Glen Innes	819
Gloucester	100.9
Goodooga	99.3
Gosford	92.5
Goulburn (town)	90.3
Grafton	738
Grafton/ Kempsey	92.3
Hay	88.1
Illawarra	97.3
Ivanhoe	106.1
Jindabyne	95.5
Kandos	96.3
Kempsey	684
Lightning Ridge	92.1
Lithgow	1395
Manning River	95.5
Menindee	97.3
Merriwa	101.9
Mudgee	99.5
Murrumbidgee Irrigation Area	100.5
Murrurundi	96.9
Murwillumbah	720
Muswellbrook	1044
Newcastle	1233
Nyngan	95.1

ABC Radio	
Area Served	Frequency
Port Stephens	95.9
Portland/ Wallerawang	94.1
Richmond/ Tweed	94.5
SW Slopes/E Riverina	89.9
Sydney	702
Tamworth	648
Taree	756
Tenterfield	88.9
Thredbo	88.9
Tottenham	99.3
Tumut	97.9
Upper Hunter	105.7
Upper Namoi	99.1
Wagga Wagga	102.7
Walcha	88.5
Walgett	105.9
Wilcannia	1584
Young	96.3
NT	
Adelaide River	98.9
Alice Springs	783
Bathurst Island	91.3
Borrooloola	106.1
Daly River	106.1
Darwin	105.7
Galiwinku	105.9
Groote Eylandt	106.1
Jabiru	747
Katherine	106.1
Mataranka	106.1
Newcastle Waters	106.1
Nhulunbuy	990
Pine Creek	106.1
Tennant Creek	106.1
QLD	
Airlie Beach	89.9
Alpha	105.7
Atherton	720
Babinda	95.7
Bedourie	106.1
Biloela	94.9
Birdsville	106.1
Boulia	106.1
Brisbane	612
Cairns (AM)	801

ABC Radio	
Area Served	Frequency
Cairns	106.7
Cairns North	95.5
Camooweal	106.1
Charleville	603
Coen	105.9
Collinsville	106.1
Cooktown	105.7
Croydon	105.9
Cunnamulla	106.1
Dimbulah	91.7
Dysart	91.7
Eidsvold	855
Emerald	1548
Georgetown	106.1
Gladstone	99.1
Glenden	92.5
Gold Coast	91.7
Goondiwindi	92.7
Greenvale	105.9
Gympie	95.3
Gympie	1566
Hughenden	1485
Injune	105.9
Julia Creek	567
Karumba	106.1
Lakeland	106.1
Laura	106.1
Longreach	540
Mackay	101.1
Middlemount	106.1
Miriam Vale	88.3
Mission Beach	89.3
Mitchell	106.1
Moranbah	104.9
Mossman	639
Mount Garnet	95.7
Mount Isa	106.5
Mount Molloy	95.7
Moura	96.1
Nambour	90.3
Normanton	105.7
Pentland	106.1
Pialba- Dundowran (Wide Bay)	855
Quilpie	106.1
Rockhampton	837
Roma	105.7

ABC Radio		ABC Radio		ABC Radio	
Area Served	Frequency	Area Served	Frequency	Area Served	Frequency
Roma/St George	711	Weldborough	97.3	Kununurra	819
Southern Downs	104.9	VIC		Laverton	106.1
Tambo	105.9	Alexandra	102.9	Leonora	105.7
Taroom	106.1	Apollo Bay	89.5	Manjimup	738
Theodore	105.9	Ballarat	107.9	Marble Bar	105.9
Thursday Island (Torres Strait)	1062	Bendigo	91.1	Meekatharra	106.3
Toowoomba	747	Bright	89.7	Menzies	106.1
Townsville	630	Cann River	106.1	Mount Magnet	105.7
Tully	95.5	Corryong	99.7	Nannup	98.1
Wandoan	98.1	Eildon	98.1	Newman	567
Weipa	1044	Goulburn Valley	97.7	Norseman	105.7
Wide Bay	100.1	Horsham	594	Northam	1215
SA		Latrobe Valley	100.7	Pannawonica	567
Adelaide	891	Mallacoota	104.9	Paraburdoo	567
Andamooka	105.9	Mansfield	103.7	Perth	720
Cooper Pedy	106.1	Melbourne	774	Port Hedland	603
Leigh Creek	1602	Mildura/ Sunraysia	104.3	Ravensthorpe	105.9
South		Murray Valley	102.1	Southern Cross	106.3
Marree	105.7	Myrtleford	91.7	Tom Price	567
Mount Gambier	1476	Omeo	720	Wagin	558
Naracoorte	1161	Orbost	97.1	Wyndham	1017
Port Lincoln	1485	Portland	96.9	Yalgoo	106.1
Port Pirie	639	Sale	828		
Renmark/Loxton	1062	Upper Murray, Albury/Wodonga	106.5		
Roxby Downs	102.7	Warrnambool	1602		
Streaky Bay	693	Western Victoria	94.1		
Woomera	1584	WA			
TAS		Albany	630		
Bicheno	89.7	Argyle	105.9		
Burnie	102.5	Augusta	98.3		
East Devonport	100.5	Bridgetown	1044		
Fingal	1161	Broome	675		
Hobart	936	Bunbury (Busselton)	684		
King Island	88.5	Carnarvon	846		
Launceston City	102.7	Cue	106.1		
Lileah	91.3	Dalwallinu	531		
NE Tasmania	91.7	Derby	873		
Orford	90.5	Esperance	837		
Queenstown/ Zeehan	90.5	Exmouth	1188		
Rosebery	106.3	Fitzroy Crossing	106.1		
Savage River/ Waratah	104.1	Geraldton	828		
St Helens	1584	Halls Creek	106.1		
St Marys	102.7	Hopetoun	105.3		
Strahan	107.5	Kalbarri	106.1		
Swansea	106.1	Kalgoorlie	648		
Waratah	103.3	Karratha	702		

RN	
Area Served	Frequency
ACT	
Canberra	846
NSW	
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	104.5
Deniliquin	99.3
Eden	107.9
Emmaville	93.1
Glen Innes	105.1
Gloucester	102.5
Goodooga	100.9
Goulburn	109.8
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	151.2
Nowra	60.3
Port Stephens	98.3
Portland/ Wallerawang	92.5
Richmond/ Tweed	96.9

RN	
Area Served	Frequency
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	148.5
Wollongong	143.1
Young	97.1
NT	
Adelaide River	100.5
Alice Springs	99.7
Bathurst Island	92.9
Borroloola	107.7
Daly River	107.7
Darwin	65.7
Galiwinku	107.5
Groote Eylandt	107.7
Jabiru	107.7
Katherine	63.9
Mataranka	107.7
Newcastle Waters	107.7
Nhulunbuy	107.7
Pine Creek	107.7
Tennant Creek	68.4
QLD	
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	79.2
Cairns	105.1
Cairns North	93.9
Camooweal	107.7

RN	
Area Served	Frequency
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

RN		RN		RN	
Area Served	Frequency	Area Served	Frequency	Area Served	Frequency
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	VIC		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
SA		Mildura/	105.9	Onslow	107.5
Adelaide	729	Sunraysia		Pannawonica	107.7
Andamooka	107.5	Nhill	95.7	Paraburdoo	107.7
Ceduna/Smoky	107.7	Omeo	99.7	Perth	810
Bay		Orbost	98.7	Port Hedland	95.7
Cooper Pedy	107.7	Portland	98.5	Ravensthorpe	107.5
Hawker	107.5	Swifts Creek	103.5	Roebourne	107.5
Keith	96.9	Wangaratta	756	Salmon Gums	100.7
Leigh Creek	106.1	Warrnambool	101.7	Southern	96.9
South		Western Victoria	92.5	Agricultural	
Marree	107.3	WA		Southern Cross	107.9
Mount Gambier	103.3	Argyle	107.5	Tom Price	107.3
Quorn	107.9	Augusta	99.1	Wagin	1296
Renmark/Loxton	1305	Broome	107.7	Wyndham	107.7
Roxby Downs	101.9	Bunbury	1269	Yalgoo	107.7
Spencer Gulf	106.7	(Busselton)			
North		Carnarvon	107.7		
Streaky Bay	100.9	Cue	107.7		
Tumby Bay	101.9	Dalwallinu	612		
Wirrulla	107.3	Dampier	107.9		
Woomera	105.7	Denham	107.5		
Wudinna	107.7	Derby	107.5		
TAS		Eneabba	107.7		
Bicheno	91.3	Esperance	106.3		
Hobart	585	Exmouth	107.7		
Lileah	89.7				

ABC Classic

Area Served	Frequency (MHz)
ACT	
Canberra	102.3
Tuggeranong	99.1
NSW	
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
NT	
Alice Springs	97.9
Darwin	107.3

ABC Classic

Area Served	Frequency (MHz)
QLD	
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
SA	
Adelaide	103.9
Adelaide Foothills	97.5
Mount Gambier	104.1
Renmark/Loxton	105.1
Roxby Downs	103.5
Spencer Gulf North	104.3
TAS	
Hobart	93.9
NE Tasmania	93.3
VIC	
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
WA	
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)
ACT	
Canberra	101.5
Tuggeranong	95.9
NSW	
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
NT	
Alice Springs	94.9
Darwin	103.3

triple j

Area Served	Frequency (MHz)
QLD	
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
SA	
Adelaide	105.5
Adelaide Foothills	95.9
Mount Gambier	102.5
Renmark/Loxton	101.9
Spencer Gulf North	103.5
TAS	
Hobart	92.9
NE Tasmania	90.9
VIC	
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
WA	
Bunbury	94.1
Central Agricultural	98.1
Geraldton	98.9
Kalgoorlie	98.7
Perth	99.3
Southern Agricultural	92.9

ABC NEWS on radio		ABC NEWS on radio		ABC NEWS on radio	
Area Served	Frequency	Area Served	Frequency	Area Served	Frequency
ACT		NT		VIC	
Canberra	103.9	Alice Springs	104.1	Bairnsdale	107.9
Tuggeranong	99.9	Darwin	102.5	Ballarat	94.3
NSW		Katherine	105.3	Bendigo	89.5
Armidale	102.7	QLD		Colac	104.7
Batemans Bay/ Moruya	100.5	Airlie Beach	93.9	Goulburn Valley	107.7
Bathurst	98.3	Bowen	96.7	Horsham	89.3
Bega/Cooma	89.7	Brisbane	936	Latrobe Valley	95.1
Broken Hill	104.5	Cairns	101.1	Melbourne	1026
Central	91.9	Cairns North	96.3	Mildura/ Sunraysia	100.3
Tablelands		Emerald	89.1	Murray Valley	95.9
Central Western Slopes	106.3	Gladstone	96.7	Portland	97.7
Deniliquin	100.9	Gold Coast	95.7	Upper Murray	100.9
Gosford	98.1	Gympie	94.5	Warrnambool	91.3
Goulburn	99.9	Mackay	104.3	Western Victoria	91.7
Grafton/ Kempsey	90.7	Mount Isa	104.9	WA	
Illawarra	90.9	Rockhampton	105.5	Broome	106.9
Inverell	93.5	Sunshine Coast	94.5	Bunbury (Busselton)	1152
Lithgow	91.3	Toowoomba	96.7	Carnarvon	106.1
Manning River	94.7	Townsville	94.3	Central	99.7
Mudgee	101.1	Townsville North	93.5	Agricultural	
Murrumbidgee Irrigation Area	98.1	Warwick	96.3	Esperance	103.1
Newcastle	1458	Wide Bay	97.7	Geraldton	101.3
Port Stephens	95.1	SA		Kalgoorlie	100.3
Richmond/ Tweed	98.5	Adelaide	972	Karratha	104.1
SW Slopes/E Riverina	91.5	Mount Gambier	105.7	Perth	585
Sydney	630	Renmark/Loxton	93.9	Port Hedland	94.9
Tamworth	91.7	Spencer Gulf North	102.7	Southern Agricultural	92.1
Upper Hunter	104.9	Tumby Bay	91.5	Wagin	96.3
Upper Namoi	101.5	TAS			
Wagga Wagga	105.1	Burnie	90.5		
		East Devonport	102.1		
		Hobart	747		
		NE Tasmania	92.5		

Radio Transmitter Statistics as at 30 June 2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
ABC 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 FM	2	19	2	18	6	2	11	8	68
ABC triple j	2	18	2	13	5	2	10	6	58
ABC NEWS on radio	2	26	3	18	5	4	14	12	84
Total Radio	10	181	39	206	48	42	85	120	731

Appendix 13 – Radio Australia and ABC Australia distribution and transmission

Radio Australia Frequencies

ABC Radio Australia – 24 hours transmission		
Tonga	Nuku'alofa	103 FM
Fiji	Nadi	106.6 FM
	Suva	106.6 FM
Vanuatu	Port Vila*	103 FM
Solomon Islands	Honiara	107 FM
	Port Moresby	101.9 FM
	Lae	101.9 FM
	Goroka	101.9 FM
	Mt Hagan	101.9 FM
Papua New Guinea	Arawa	101.9 FM
	Apia	102 FM
East Timor	Dili†	106.5FM

ABC Radio Australia – Part-rebroadcast		
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

* Service in Port Vila disrupted due to intermittent distribution equipment failure. Logistical issues, including shipping replacement part due to COVID-19 prevented timely restoration of service.

† Service in Dili temporarily disrupted due to transmitter failure in May 2021. Logistical issues shipping replacement part due to COVID-19 prevented timely restoration of service.

Languages other than English – rebroadcast partner stations

Tok Pisin		
Papua New Guinea	FM100 Network	
	Madang	100.8 FM
	Lae	100.3 FM
	Kimbe	100.8 FM
	Kavieng	100.3 FM
	Goroka	100.2 FM
	Buka	100.8 FM
	Boregoro	107.7 FM
	Dimodimo	107.1 FM

NBC Provincial Stations

Bougainville	
Central	
East New Britain	
East Sepic	
Eastern Highlands	
Enga	
Gulf	
Madang	
Manus	
Milne Bay	
Marobe	
New Island	
Northern	
Simbu	
Southern Highlands	
West New Britain	
West Sepik	
Western	
Western Highlands	
Solomon Islands	Honiara 1035 AM

Satellite distribution – 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 90 rebroadcasters in this region, across 37 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 2021

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
Talkback: 1300 681 666
Editor, ABC Canberra:
Julie Doyle

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
Talkback: 1300 222 702
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
Talkback: 1300 810 222
(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
Talkback: 1300 222 923
(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
Talkback: 1300 221 071
(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
Talkback: 1300 925 222
(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
Talkback: 1300 659 994
(Local Radio station:
ABC North Coast)
Chief of Staff: Justine Frazier

Muswellbrook

36A Brook Street
Muswellbrook NSW 2333
Phone (02) 6542 2811
SMS 0487 991 233
Talkback: 1300 331 233
(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
Talkback: 1300 331 233
(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
Talkback: 1300 549 222
(Local Radio station:
ABC Central West NSW)
Chief of Staff:
Tim Fookes (Acting)

Port Macquarie

51 Lord Street
(PO Box 42)
Port Macquarie NSW 2444
Phone (02) 6588 1211
SMS 0467 922 684
Talkback: 1300 662 279
(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
Talkback: 1300 648 222
(Local Radio station:
ABC New England North West)
Chief of Staff: Caitlin Furlong

Wagga Wagga

100 Fitzmaurice Street
Wagga Wagga NSW 2650
Phone (02) 6923 4811
SMS 0467 922 684
Talkback: 1300 221 027
(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
Talkback: 1300 973 300
(Local Radio station:
ABC Illawarra)
Chief of Staff:
Rory Macdonald (Acting)

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
Talkback: 1300 057 222
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
Talkback: 1300 019 783
(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) 8943 3222
SMS 0487 991 057
Talkback: 1300 057 222
(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
Talkback: 1300 222 612
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
Talkback: 1300 221 001
(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
Talkback: 1300 801 222
(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
Talkback: 1300 903 917
(Local Radio station:
ABC Gold Coast)
Chief of Staff: Andrew Arthur

Longreach

Duck Street
(PO Box 318)
Longreach QLD 4730
Phone (07) 4658 4011
SMS: 0487 993 222
Talkback: 1300 540 222
(Local Radio station:
ABC Western Queensland)
Chief of Staff:
Craig Fitzsimmons

Mackay

2 Wellington Street
(PO Box 127)
Mackay QLD 4740
Phone (07) 4957 1111
SMS 0487 993 222
Talkback: 1300 101 222
(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
Talkback: 1300 221 065
(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
Talkback: 1300 837 222
(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
Talkback: 1300 903 222
(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
Talkback: 1300 747 2232
(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
Talkback: 1300 630 222
(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
Talkback: 1300 222 891
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
Talkback: (08) 8082 4000
(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
Talkback: (08) 8724 1000
(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
Talkback: (08) 8683 2600
(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
 Talkback: 1300 160 222
 (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
 Talkback: (08) 8586 1300
 (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
 Talkback: 1300 222 936
 Manager ABC Radio Hobart:
 Samantha Stayner

Burnie

81 Mount Street
 (PO Box 533)
 Burnie TAS 7320
 Phone (03) 6430 1211
 SMS 0467 922 917
 Talkback: 1300 361 688
 (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
 Talkback: 1300 361 688
 (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
 Talkback: 1300 222 774
 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
 Talkback: 1300 303 468
 (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
 Talkback: 1300 813 911
 (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
 Talkback: 1300 594 222
 (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
 Talkback: 1300 043 222
 (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
 Talkback: 1300 295 222
 (Local Radio station:
 ABC Gippsland)
 Chief of Staff: Jarrod Whittaker

Shepparton

50A Wyndham Street
 (PO Box 1922)
 Shepparton VIC 3630
 Phone (03) 5820 4011
 SMS 0467 842 722
 Talkback: 1300 977 222
 (Local Radio Station:
 ABC Shepparton)
 Chief of Staff: Gaye Pattison

Warrnambool

166B Koroit Street
(PO Box 310)
Warrnambool VIC 3280
Phone (03) 5560 3111
SMS 0467 842 722
Talkback: 1300 001 602
(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
Talkback: 1300 147 222
(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
Talkback: 1300 222 720
Manager ABC Radio Perth:
Sarah Knight

Albany

2 St Emilie Way
Albany WA 6330
Phone (08) 9842 4011
SMS 0448 922 604
Talkback: 1300 560 222
(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
Talkback: 1300 242 675
(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
Talkback: 1300 545 222
(Local Radio station:
ABC South West WA)
Chief of Staff: Kate Stephens &
Sarah Cawdell (Acting)

Esperance

80b Windich Street
(PO Box 230)
Esperance WA 6450
Phone (08) 9083 2011
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ABC Goldfields)
Chief of Staff: Ivo da Silva

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Kalgoorlie WA 6430
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In addition: the ABC has home-based reporters in **Bangkok** (Thailand), **Jerusalem** (Israel), **Beirut** (Lebanon), **New Delhi** (India) and a temporary post in **Seoul** (South Korea).

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Play School Science Time presenter Michelle Lim Davidson.
Image: James Gourley.

Compliance Index

ABC Annual Report 2021

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 2020-21
s.80(da)	Codes of practice developed under subsection 8(1)	See Appendix 4 (pp. 191-201)
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 2020-21 See Appendix 2 (pp. 187-189)
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 (pp. 108-112)
s.80(j)	Activities under subsection 25A	See Financial Statements, Note 12 (pp. 172-173)
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 (pp. 172-173)
s.80(l)	Particulars of significant changes of transmission coverage and quality	See (pp. 126-128)

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 2021, pp. 135-136
s.43(4)	Financial Statements	See Financial Statements (pp. 137-182)

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 (pp. 202-203)
s.17BE(q)	Judicial decisions and reviews by Outside Bodies	Matters referred to the Australian Communications and Media Authority for review, see (p. 116). No other judicial decisions or decision of administrative tribunals were made in 2020-21 which had, or may have, a significant effect on the ABC's operations
s.17BE(t)	Indemnities and insurance premiums for Officers	See Risk (p. 113)
s.17BE(ta)	Information about executive remuneration in accordance with Subdivision C	See Appendix 6 (pp. 204-208)
s.17BE(taa)	Details of audit committee	See Appendix 2 (pp. 187-189)
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 (p. 106)
s.17BE(b)(i)	Summary of the objects and functions of the entity	See Purpose and Vision (p. 10) and Appendix L (pp. 186-189)
s.17BE(b)(ii)	Purposes of the entity as included in the <i>ABC Corporate Plan 2017-18</i>	The Annual Performance Statements (pp. 117-129)
s.17BE(c)	The responsible Minister	See Responsible Minister (p. 106)
s.17BE(d)	Ministerial directions	Nil
s.17BE(e)	Government policy orders	Nil
s.17BE(g)	Annual Performance Statements	See Annual Performance Statements (pp. 117-129)
s.17BE(h)	Statement regarding significant non-compliance	See Compliance reporting (p. 107)
s.17BE(j)	Information about members of the accountable authority	See The Board (pp. 4-9)
s.17BE(k)	Outline of organisational structure	See Appendix 3 (p. 190)
s.17BE(l)	Outline of location of major activities or facilities	See Where We Are (p. 12) and Appendix 14 (pp. 231-236)
s.17BE(m)	Information in relation to the main corporate governance practices	See 'Governance and management processes' (p. 106)
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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Son and father. Image: Kristin Walsh Photography



The Weekly with Charlie Pickering host Charlie Pickering.



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