Glossary  
*Use and experience of captioning: Consumer research to support the ACMA’s Captioning Quality Standard review*

**App**

An application or program that can be downloaded on to a mobile phone or other device.

**Closed captioning**

Captions placed over *pre-recorded* content. Closed captions are a pre-prepared transcription of spoken content on pre-recorded video content, such as a movie or documentary.

**Co-design workshop**

The SRC conducted a co-design workshop as part of the qualitative research program in November 2022. The workshop informed the administration of the online community.

**Deaf or hard-of-hearing respondents**

Participants who identified as experiencing hearing loss, such as tinnitus, Meniere’s Disease or total or partial deafness.

**Free-to-air catch-up TV**

Such as ABC iview, 7Plus or 9Now.

**Free-to-air commercial TV**

Channel 7, Channel 9 or Channel 10.

**Hearing loss**

For the quantitative research program, the question initially asked by SRC as a method to screen adults into the deaf or hard-of-hearing sample was based on the Australian Bureau of Statistics’ National Health Survey. The question was: ‘Do you have any hearing impairment or hearing loss that has lasted, or is expected to last, for 6 months or more?’ For those who responded ‘yes’, a follow-up question about the type of hearing loss was asked.

**Live captioning**

Captions placed over *live* content. Live captions are a real-time transcription of spoken language in live video content (for example, live news, live sport)

**Online community**

A virtual forum where participants in the qualitative research program participated in activities and discussions about captioning. The SRC used the online tool called ‘Recollective’ for this project.

**Paid subscription streaming service**

Such as Netflix, Stan, Binge.

**Pay TV**

Subscription TV services such as Foxtel.

**Public TV**

The Australian national broadcasters, ABC and SBS.

**Respondents without hearing loss**

Participants who identified as not experiencing hearing loss or being hard-of-hearing.

**Smart device**

Appliance or gadget that can be connected to the internet. Excludes computers, tablets and mobile phones.

**Social media website/app**

Websites and applications that enable users to create, share and consume content online and enable people to communicate and participate in social networking.

**Social Research Centre (SRC)**

The consultant engaged by the ACMA to complete the consumer research into captioning.