

Submission for the Captioning Quality Consultation 5/6/2023

On behalf of octogenarian, Charles Ivin c/Cath Ivin (daughter) [admin@forgedale.com.au](mailto:admin@forgedale.com.au)

My father wrote this for the submission. He belongs to Hear With Us in Brisbane which is a not for profit club for those with hearing issues. The convenor alerted us to the captioning quality issue and the possibility of making a submission.

*Certainly;*

*Old 'great shows' such as "Vera" are greatly enjoyed BUT - They Speed their word voices too fast together and not allowing oldies keep up with the pictures. The visibles seem great.... but the words are not shown to be that good at fixing the words and actions exactly. (or possibly, a bit before the visions?).*

*Somehow, there are plenty of the same types of shows but we might get about  $\frac{3}{4}$  of what we should hear and we just cannot keep up with all the words or story.*

*We recently watched up to 3 of these 'Vera shows' close together. Confusion continuing for 'Charles'; -- though Jenny seems always to be able to catch-up with the show.*

*Fingers crossed! On with the band!!*

From discussions with my father I can add:

- Captions are greatly relied on. My husband and I also would not like to be without them in our separate home, and would like all tv and paid tv to have them. This is regardless of whether it is on tv, smart tv, mobile phone, or computer or tablet.
- If captions are slow, they don't correlate with the image causing confusion and loss of plot. Give people a choice about where on the screen the captions appear. The colour and background and size of the captions.
- The accuracy of captions needs to greatly increase to be satisfactory, rather than 'better than nothing'.
- People without hearing use captions, too, if it is a foreign language, or if they are trying to be quiet in their viewing for various reasons.
- I think you need to stop using AI for captions, where the AI is programmed to choose popular rather than actual words for captioning. This is also important for diversity. Perhaps where AI doesn't know the word it could print what is heard phonetically, and leave the listener to decide.
- People who don't use captions and who have no hearing issues, should not be decision makers on this subject.
- Some people may prefer the option of a sign language inner screen. Not for my family though.