



ARTS ACCESS VICTORIA

♪ Not much longer
would you be mine.
Not much longer
would you be mine.
Don't you know that I heard it.
Yes, I heard it.



GET THE FACTS: CAPTIONING

People who are Deaf or hard of hearing participate in the arts as artists, employees, producers and audience members. Providing services that enable full participation for everyone is a creative and business imperative. Ensure your meeting, film, theatre performance, opera, education program, or workshop includes the one in six Australians who are Deaf or hard of hearing.

CAPTIONING

Captions are on-screen text descriptions. They display words (dialogue), tell us who the speakers are, and describe sounds. Captions fit with the images or action taking place on stage, on the screen, or in lectures. This means that the people watching who are Deaf or hard of hearing can understand the speech and other sounds.

Captioning benefits everyone

Apart from people who are Deaf or hard of hearing, captioning makes a big difference to every older person as they experience age related hearing loss. Captioning is a way of keeping up with what is happening.



Captions can be Open or Closed



Open captions are always in view and cannot be turned off.



Closed captions can be turned on and off by the viewer. They are mostly used on TV, video and film.

Some theatre companies and venues such as the Melbourne Theatre Company and Bell Shakespeare offer regular captioned performances. The major cinema chains provide captions at some sessions.


Live Remote Captioning

Live Remote Captioning means that people who are Deaf or hard of hearing, or who have difficulty understanding English, can be involved in events or shows as they happen in real time. Words on the screen (captions) describe everything that is being said or important sounds. Live Remote Captioning is used at forums, meetings, lectures and some performances.

The person who is Deaf or hard of hearing views the captioning on a laptop or on a big screen as it is happening, ensuring their instant and full participation. Live Remote Captioning can be sent out to any part of the world. At the viewer's end, phone and internet access is all that is needed.

How to arrange captions for your event

- Include captioning costs in your budget from the planning stages.
- To organise captioning contact any of the suppliers listed in **Useful Links (pg 4)**.
- Outline your requirements and request a quote.
- Make sure you have the necessary phone and internet links. You also need a suitable screen or other viewing platform.
- Promote your event through targeted promotional channels such as Deaf Arts Network, Arts Access Victoria, VicDeaf, Better Hearing Australia, disability arts networks and disability service organisations, as well as your regular channels.
- Always display the open captions or closed captions icon with your promotion information whether online or printed.

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- Promote your event on social media. Many people who are Deaf or hard of hearing use Facebook and other social media.
 - Plan your seating. If you are using a public screen, make sure you set aside dedicated seating that provides clear sight lines. Get expert advice on the best 'sightlines' for viewing.
 - Widely promote that captions are provided. In your booking process, make it clear that seating is set aside for people who would like to see the captioning.
 - Ensure your online booking site is clear and easy to use and indicates the best seats for audience members using captions.
 - Include an email address and an SMS number for enquiries.
 - Train staff to provide a high level of customer service. Staff should know how captions work.
 - Many people who are Deaf or hard of hearing rely on the National Relay Service to make phone calls. Ensure staff who take telephone bookings and enquiries are trained in the use of the National Relay Service (NRS).

Go Theatrical! smartphone app

The Go Theatrical! smartphone app was developed by The Captioning Studio, one of Australia's leading innovators and service providers.

How do you use it?

Go Theatrical! can be downloaded as an app to a smartphone. Some venues provide an iPad at the front desk for patrons to use. The app makes it easy for people to have captions on their mobile phone, tablet device or iPad. Go Theatrical! is made for use in theatre lighting conditions. This means other audience members aren't distracted by its use during a performance.

How can I get it?

Download the app to your device. Search for Go Theatrical!, install and open the app as usual and follow the instructions. Go Theatrical! is also available for Android. It is only available from the Go Theatrical website.



Some useful links

- The Captioning Studio. A well-regarded and innovative supplier of captioning.
<http://captioningstudio.com/live-captioning>
- Ericsson. A supplier of captioning.
www.ericsson.com/broadbandmedia/what-we-do/access-services
- Go Theatrical! captions (and audio description) in the arts.
<http://theatrecaptioning.com.au/>
- Go Theatrical! captions app.
<http://theatrecaptioning.com.au/download-gotheatrical-app>
- VicDeaf
www.vicdeaf.com.au
- The National Relay Service
<http://relay.service.gov.au>
- Media Access Australia. A list of captioning suppliers and their details.
www.mediaaccess.org.au/about/captioning-audio-description-and-transcription-suppliers
- Media Access Australia. TV captioning.
<https://mediaaccess.org.au/tv-video/captions-on-tv>
- Self-help for Hard of Hearing People Australia.
www.shhhaust.org/special-offers
- Better Hearing Australia
www.betterhearing.org.au

Image: *The Sapphires* captioned performance by Company B Belvoir and Black Swan State Theatre Company at FAC. Image supplied by Frankston Arts Centre.

CONTACT AAV FOR MORE INFO