

2024

**TE PŪRONGO Ā-TAU
ANNUAL REPORT**

PRESENTED TO THE HOUSE OF REPRESENTATIVES
UNDER S 150(3) OF THE CROWN ENTITIES ACT 2004.

TE MOEMOEĀ VISION

Freedom in broadcasting without harm

TE ARONGA PURPOSE

Our purpose is to prevent harm to New Zealanders, while fairly balancing the broadcasters' right to freedom of expression and reflecting the values of New Zealand's liberal democratic society



KO MĀTOU OUR VALUES

In everything we do, we strive to:



Kia tū motuhake

Tū motuhake ai mātau, a rōpū, a takitahi, noho wātea ai i ngā awenga kē.

Be independent

We are impartial and free from influence, both as an organisation and as individuals within the team.



Mahi i runga i te ngākau pono

He pono, he mārama mātau, whakapono ai ki te tika me te rite o a mātou mahi.

Act with integrity

We are honest and transparent, accountable for our actions, fair and consistent.



Awahi i te rerenga kētanga

He mea nui ki a mātau te rerenga kē o te whakaputa whakaaro, ā, ka whakanuia ngā tirohanga me ngā wheako rerekē.

Embrace diversity

We value creativity, diversity and freedom of expression, and respect different perspectives and experiences.



Ka mahi tahi

Mahitahi ai mātau me te hunga whai pānga, ā, piri pono ana ki te wariu o te mahitahi. Noho tuwhera ai mātau, māmā ki te torotoro atu, mōhio ki te whakatau me te whakarongo.

Work collaboratively

We work in partnership with our stakeholders and value the power of teamwork. We are open, accessible, respectful and we listen.



Kia whakanuia

Pupuri ai mātau ki ngā pae rewa o a mātau mahi me o mātau mātāpono. Mā te tika o te mahi, ka riro ake te whakapono me te aro tūturu.

Earn respect

We hold ourselves to high standards both in our work and ethically. We earn trust and credibility through principled action.



Kia tū kaha

He pakari, he kakama mātau i mua i te aroaro o tēnei ao hurihuri. He pūkenga, he kaikaha mātau i roto i a mātau mahi.

Be dynamic

We are resilient and proactive in the face of a changing environment. We are versatile and progressive in our work.

NGĀ IHIRANGI

CONTENTS

Members	3
Chair's report	5
Our highlights	7

Our Strategic Context	8
Strategic framework	10

Our Performance Story	11
Complaints determination	13
Complaints overview	14
Oversight and development of the broadcasting standards system	25
Education and engagement	31
Measuring our impact	33
Operations	36
Organisational health and capability	38

Accountability Statements	41
Statement of performance	43
Financial statements	52
Independent auditor's report	64

Appendices	67
Appendix 1: Complaints received and decisions issued	68
Appendix 2: Decision details	74

NGĀ MEMA O TE POARI MEMBERS



Susie Staley MNZM – Chair

Susie is a partner at Staley Cardoza Lawyers in Dunedin and is an experienced director across a broad range of entities. She is currently the Chair of Save the Children NZ, retirement village operator Chatsford Management Ltd and Police Health Plan Ltd and is a Director at Retirement Income Group Limited. Susie has previously been the Chair of Maritime New Zealand and ID Dunedin Fashion Inc and has been a board member of PGG Wrightson, Tower Ltd and Dunedin International Airport.

She was appointed as a Member of the New Zealand Order of Merit in December 2014 for services to governance and business.

Susie joined the BSA in October 2018.



Pulotu Tupe Solomon-Tanoa'i

Pulotu Tupe is Chief Philanthropic Officer of the Michael and Suzanne Borrin Foundation, the Deputy Chair of Philanthropy New Zealand, and a trustee of the Asia New Zealand Foundation. In addition to her professional and governance roles, the Samoan/Fijian Kiwi is the co-founder of Poporazzi Productions – which tells Pacific stories through video content and music.

Pulotu Tupe was recognised in 2020 as one of the University of Auckland's 40 under 40 and was the winner of the diversity category in the New Zealand Women of Influence Awards. In 2021, she was named as one of New Zealand's most Influential Lawyers by *NZ Lawyer* in the category of Human Rights, Advocacy and Criminal Justice.

In January 2024, Tupe was bestowed the chiefly title of Pulotu by her father's village, Malaemalu, Falealili, in a traditional Samoan 'saofa'i' – a ceremony that marks the formal acceptance into the circle of chiefs and orators of new matai (chiefs).

Pulotu Tupe joined the BSA in December 2021.



John Gillespie

John is an Auckland-based communications professional. He is the former Head of News and Current Affairs at Television New Zealand. During a long and successful tenure at the state broadcaster he produced a number of award-winning news and current affairs shows. After graduating with a communications degree in Australia he began his career back home in New Zealand as a journalist in regional television.

John joined the BSA in December 2021.



Aroha Beck

Aroha is a Wairarapa-based lawyer and consultant, specialising in public law and regulatory systems. Her career has included senior legal roles at the Ministry for Primary Industries, Department of Internal Affairs, the Real Estate Authority, the Environmental Protection Authority, and Te Ohu Kaimoana. She is also a past member of the New Zealand Press Council (now known as the New Zealand Media Council).

He uri ia nō Tapuika.

Aroha joined the BSA in May 2022.



TE PŪRONGO O TE TIAMANA CHAIR'S REPORT

Tēnā koutou e te hunga e whai pānga ki ngā mahi papaoho, ki a koutou hoki e pānui ana i ēnei kōrero, kā nui te mihi ki a koutou, ki a tātau.

The last financial year has been an exceptionally challenging one for broadcasters, with significant cuts and closures announced by several of our largest news providers. News and current affairs generate the majority of our complaints, a signifier of the importance these programmes have in our society. While broadcasters have been adapting and responding to changing audience habits over the last decade or more, we acknowledge the difficulties local media face in competing with massive digital platforms and their global reach.

It is not only news and current affairs that are struggling – the outlook is tough for all creators and providers of local content. It is vital we continue to see and hear stories made by and about our own people – what we see and hear contributes to our sense of national identity, reflecting our society back to us.

The Authority takes seriously its obligations to uphold society's standards and represent the views and interests of Aotearoa New Zealand's diverse communities. This year we commissioned and published several research projects that examine how our broadcasting standards system serves Māori, other ethnic communities, and gender diverse people. Some of the results have been sobering and shine a light on the harm caused by the perpetuation of stereotypes and racial discrimination in the media.

This year we commissioned and published several research projects that examine how our broadcasting standards system serves Māori, other ethnic communities, and gender diverse people.

Others are reassuring, like our litmus testing of decisions concerning reporting on issues of gender identity, which showed the vast majority of New Zealanders consider the Authority is handling these decisions appropriately.

This year the Authority has noticed an increase in complaints raising the standards of accuracy, balance and discrimination and denigration, centred on news and current affairs reporting, where the crux of the complaint is that the complainant thinks the broadcast should have been done differently. We regularly receive complaints – from all sides of the political spectrum – alleging ‘bias’ in media, where the perceived bias is that the broadcast in question presents information the complainant disagrees with.

Freedom of expression is a fundamental human right and has been at the core of the Authority’s purpose for all of its 35-year history. It is the Authority’s role to uphold community standards, and our community includes the voices of people we disagree with, not just people who think and feel the same as us.

The low rate of upheld decisions in recent years indicates to us that the media are generally doing a good job of reporting with objectivity. Having said that, it is not a requirement that news is reported free from bias or subjective opinion – it is not a breach of broadcasting standards to report news in a way that favours one ‘side’ or the other. Audiences have the choice as to where they receive their news and are free to switch off – or switch to another source – if they do not want to hear stories of a particular persuasion.

It is of concern that public trust in the media and public institutions appears to be falling, according to research from a range of sources. The drivers behind this lack of trust are complex, but do reflect in part a divisiveness

and decline in social cohesion in recent years. A free and independent media is a cornerstone of democracy – journalists are the eyes and ears on what is happening in this country, not only in the halls of Parliament but in councils, private businesses and in our own backyards.

Some of the complaints we have dismissed this year include complaints that:

- ▶ certain events or topics were not covered by news programmes
- ▶ news presenters used terms the complainant disagreed with (eg referring to Hamas ‘fighters’ rather than ‘terrorists’)
- ▶ news stories did not present angles the complainant felt should have been included
- ▶ news stories contained opinion when they should have been limited to objective facts.

These are all matters of editorial discretion and generally not considered to be a breach of broadcasting standards. There are times when the exclusion of certain angles from a story may breach the balance standard but these are rare – for the most part, it is up to broadcasters to decide the content of their programming. It would be inappropriate for the Authority to dictate how a story should be covered.

We continue to receive complaints from people who do not like hearing te reo Māori spoken on television or radio. In response, we have maintained our position that it is not a breach of broadcasting standards to use a national language. Latest census data shows a third of young people living in Aotearoa are of Māori descent or ethnicity, and recent research indicates that, far from being a source of division, young people in particular see Te Tiriti o Waitangi as a powerful symbol promoting mutual understanding and reconciliation.

It is our hope that in the next financial year we will see some progress towards the regulatory reform which has been growing increasingly urgent for the last 15 years. Legislative change is necessary to ensure the right to freedom of expression can continue to be effectively balanced against harm caused by breaches of the standards expected by New Zealand communities.

*Ehara taku toa i te toa takitahi, he toa takitini.
My strength is not as an individual, but as a collective.*



Susie Staley MNZM
Chair

Ō MĀTOU MAHI HIRAHIRA OUR HIGHLIGHTS



1. 'Complaints received' is the number of complaints referred to the BSA within the year (130). Because of the timeframes under the Broadcasting Act, and the time the BSA takes to make a determination and issue a decision, this figure differs from the number of complaints responded to under 'Decisions issued' (120).

TŌ MĀTOU HOROPAKI RAUTAKI

OUR STRATEGIC CONTEXT

TŌ MĀTOU HOROPAKI RAUTAKI

OUR STRATEGIC CONTEXT

The BSA is an independent Crown entity and quasi-judicial tribunal established by the Broadcasting Act 1989. We provide the public with a free and independent complaints service about whether broadcast content has breached standards.

We are governed by a four-person board, which is supported and advised by a small team of eight staff.

We are committed to reflecting the role Te Tiriti o Waitangi plays in shaping Aotearoa New Zealand. We seek cultural advice to inform decisions affecting Māori or involving questions of tikanga; we provide staff with the opportunity to learn more about te reo and te ao Māori; and we have a long-term plan to increase the cultural capability of staff, Authority members and the organisation.

We serve a country with a multicultural and changing demographic makeup, and we need to be accessible and responsive to the needs of our diverse communities.

This year we commissioned research on how harm in broadcasting affects different ethnic communities in New Zealand. This research revealed some sobering insights into how discrimination, negative stereotypes and inaccuracies can cause harm and lead to people avoiding public media. We also published independent research on the use and representation of mātauranga Māori in the media and shared the findings with broadcasters. We hope this will contribute to broadcasters' knowledge and capability in this area and will use what we've learned to inform the Authority's work and our engagement with the communities we serve.

We are aware that we hear from some sections of the community more than others, and these important research projects support us to serve those we hear from less frequently. This year we have also put a particular focus in our engagement activities on groups who are statistically less likely to complain to us – through engagement with broadcasters who serve diverse audiences, as well as community groups, and by continuing to offer our key resources in several languages.

This year marked 35 years since the Broadcasting Act 1989 commenced. We continue to wait for reform of our increasingly outdated legislation, which came into existence when traditional broadcasting was the dominant mode of

media consumption – alongside printed newspapers. The conclusion of the Department of Internal Affairs' Safer Online Services and Media Platforms consultation – with no substantive regulatory outcomes – was disappointing, but we look forward to supporting further review of the Broadcasting Act by the Minister of Media and Communications.

The Fair Digital News Bargaining Bill, introduced to Parliament in late 2023, is expected to be passed in late 2024. If appointed the responsible regulator, preparing for the introduction and implementation of this new framework to support sustainability of the media sector will be a priority for us in the coming year.

While supporting these legislative and policy processes, we will continue to adapt within our existing legislation, operating as efficiently and effectively as we can in the ever-changing media environment. We have a focus in the coming year on improving the accessibility of our complaints process, removing any barriers and making it easy for people to use our services.

This year we have put a particular focus on our engagement activities with groups who are statistically less likely to complain to us – through engagement with broadcasters who serve diverse audiences, as well as community groups, and by continuing to offer our key resources in several languages.

TE ANGA RAUTAKI STRATEGIC FRAMEWORK

Figure 1 – Our strategic framework



TŌ MĀTOU PŪRĀKAU WHAKAATURANGA

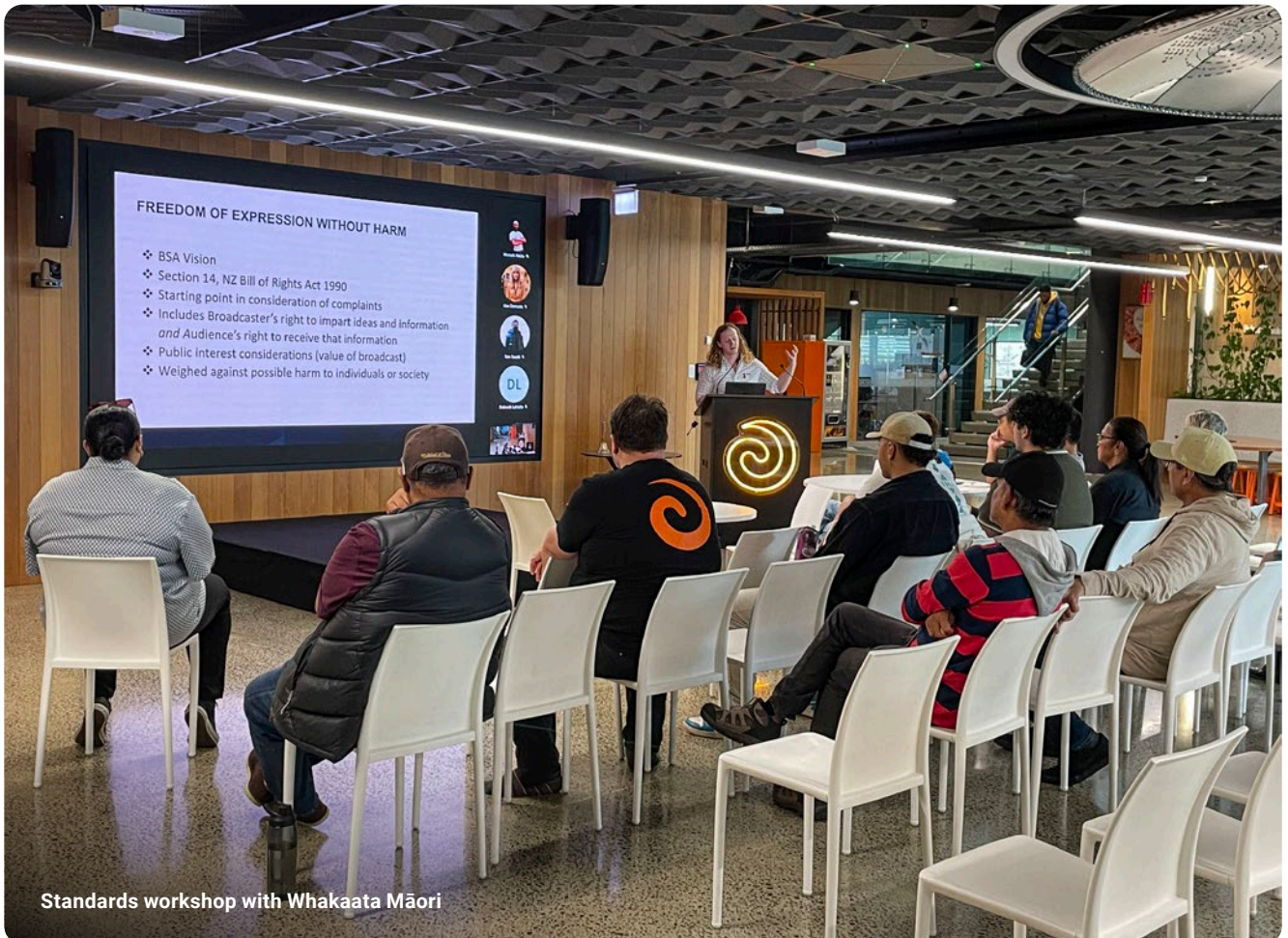
OUR PERFORMANCE STORY

Tō Mātou Pūrākau Whakaaturanga

TŌ MĀTOU PŪRĀKAU WHAKAATURANGA OUR PERFORMANCE STORY

In this section we set out our achievements against the objectives in our strategic framework (Figure 1) and demonstrate how we have delivered against the impacts we are seeking to achieve through our three core activities: complaints determination, oversight and development of the broadcasting standards system, and engagement and education.

The next section reports on the measures we have set and how we know we are succeeding. The final section sets out our achievements against the performance measures and budget set out in our Statement of Performance Expectations for the period ended 30 June 2024.



TE WHAKATAUNGA O NGĀ KŌAMUAMU COMPLAINTS DETERMINATION

Impacts



An efficient, accessible, agile and modern complaints service



Fair, clear, robust and timely decisions on complaints, that reflect the changing media environment, and culture, attitudes and values of our diverse communities



Public make informed decisions and safely manage broadcast content in their homes

Dealing with complaints that broadcasters have breached broadcasting standards is at the heart of our work. Most complaints go to the broadcaster first, and may be referred to the Authority if the complainant is not satisfied with the broadcaster's decision.

We have impact through ensuring our decisions are of a high quality and are fair, clear, robust and timely, as summarised in our strategic framework (Figure 1). Decisions must reflect appropriate boundaries between freedom of expression and harm, in the context of a changing media environment. They serve as a source of guidance to broadcasters and the public about how the standards apply and should reflect the culture, attitudes and values of our diverse communities.

Through our decisions we aim to maintain a high level of trust and confidence in the broadcasting standards system and empower New Zealanders to make safe choices when watching or listening to media.

Overview

We received 130 formal complaints this year, down from 169 in 2022/23 and 184 in 2021/22. The distinct spike in complaints we saw during the early years of the COVID-19 pandemic has subsided, with complaint numbers now back to around the levels we saw before 2020.

The Authority issued 106 decisions on 120 complaints, of which five (4.7%) were upheld, comparable to last year's 5.8%.

With complaints numbers continuing to track down from the near-record highs of 2021/22, we are able to meet target complaints timeframes and ensure the process is as efficient as possible. We acknowledge our broadcasters receive many more complaints than the number escalated to the Authority, and wish to recognise the work that goes into responding to these.

Complaint themes

Consistent with recent years, news and current affairs generated the most complaints – 90 of the complaints determined this year related to this genre. All upheld decisions related to news and factual programming.

The standards cited in complaints continued to follow trends set in previous years, with accuracy, balance and fairness being the top three most-often cited. This is consistent with the focus of content in news and current affairs programming, and viewers' expectation of truth and honesty in the content they consume on television and radio. Discrimination and denigration, followed by offensive and disturbing content, round out the top five most-cited standards.

A detailed breakdown is provided in appendices 1 and 2 and the infographics on pages 14–18.

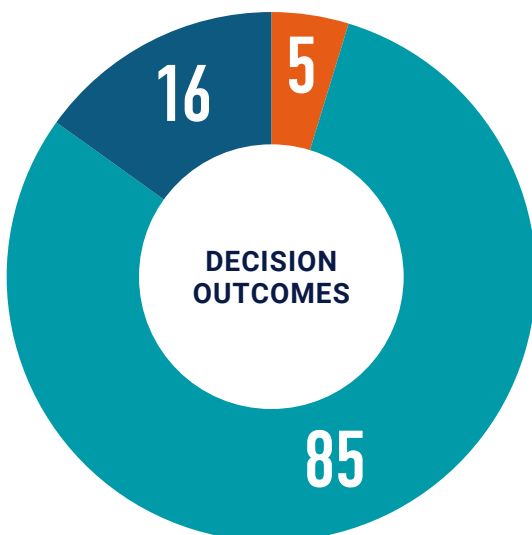
With complaints numbers continuing to track down from the near-record highs of 2021/22, we are able to meet target complaints timeframes.

TIROHANGA WHĀNUI KI NGĀ AMUAMU

COMPLAINTS OVERVIEW

We determined 120 complaints
and issued 106 decisions

		2024	2023
Total enquiries	↑ 3.5%	614	593
Formal complaints received ²	↓ 23.1%	130	169
Decisions issued	↓ 12.4%	106	121
Complaints determined	↓ 22.1%	120	154

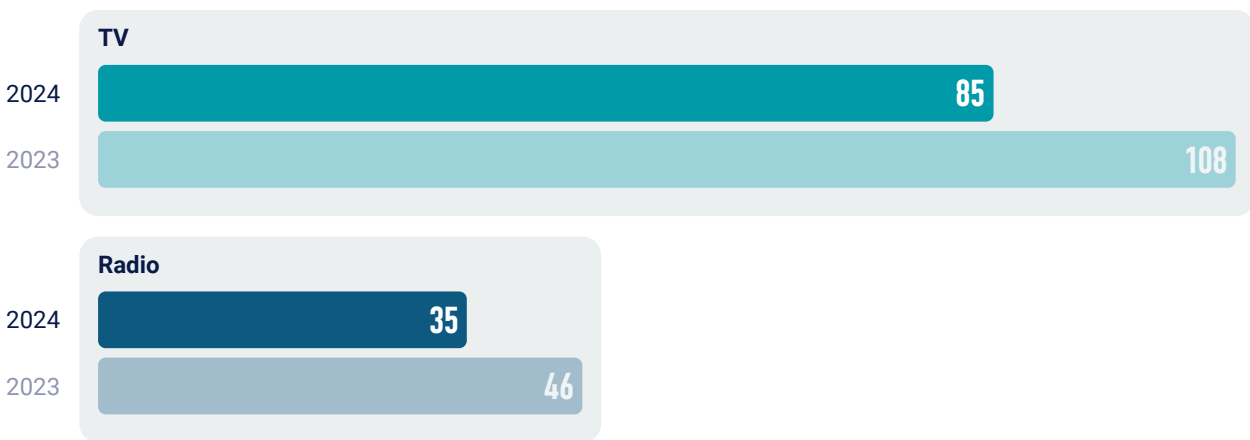


Upheld	5	4.7%
Not upheld	85	80.2%
Declined to determine	16	15.1%

2. 'Formal complaints received' is the number of complaints referred to the BSA within the year (130). Because of the timeframes under the Broadcasting Act, and the time the BSA takes to make a determination and issue a decision, this figure differs from the below 'Complaints determined' figure (120)

MOST COMPLAINED ABOUT BROADCASTER TYPE

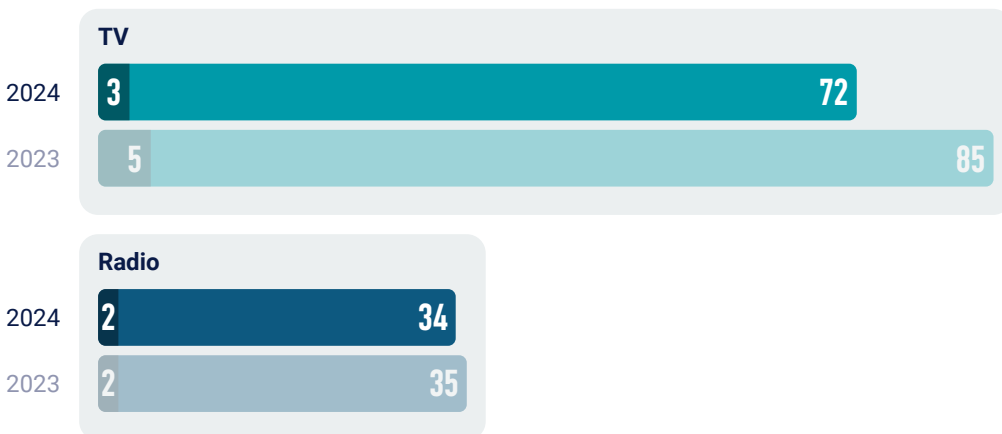
By number of complaints determined in 2023/24



COMPLAINT OUTCOME BY BROADCASTER TYPE

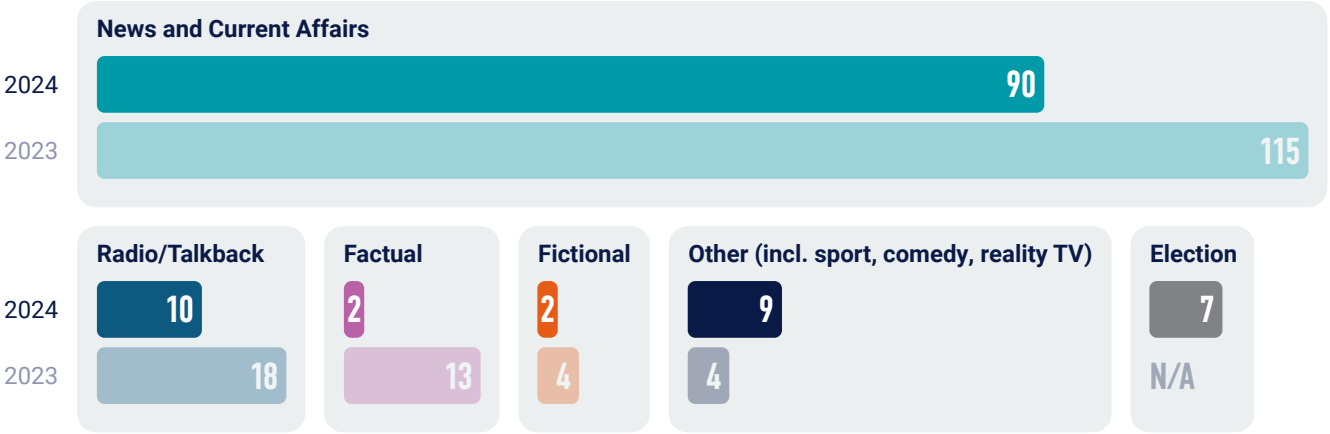
By number of decisions finding a breach of standards in 2023/24

Upheld



MOST COMPLAINED ABOUT PROGRAMME GENRE

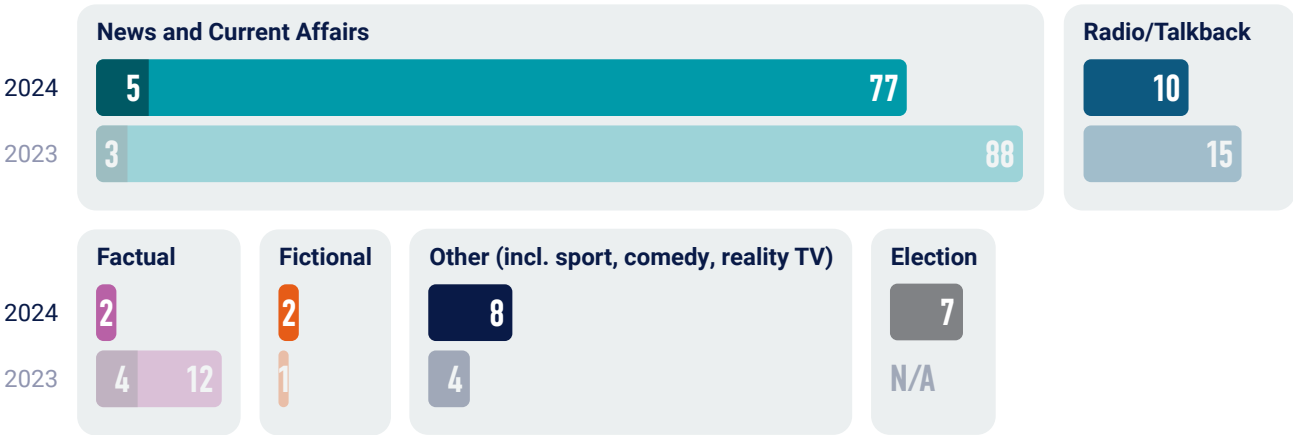
By number of complaints determined in 2023/24



COMPLAINT OUTCOME BY PROGRAMME GENRE

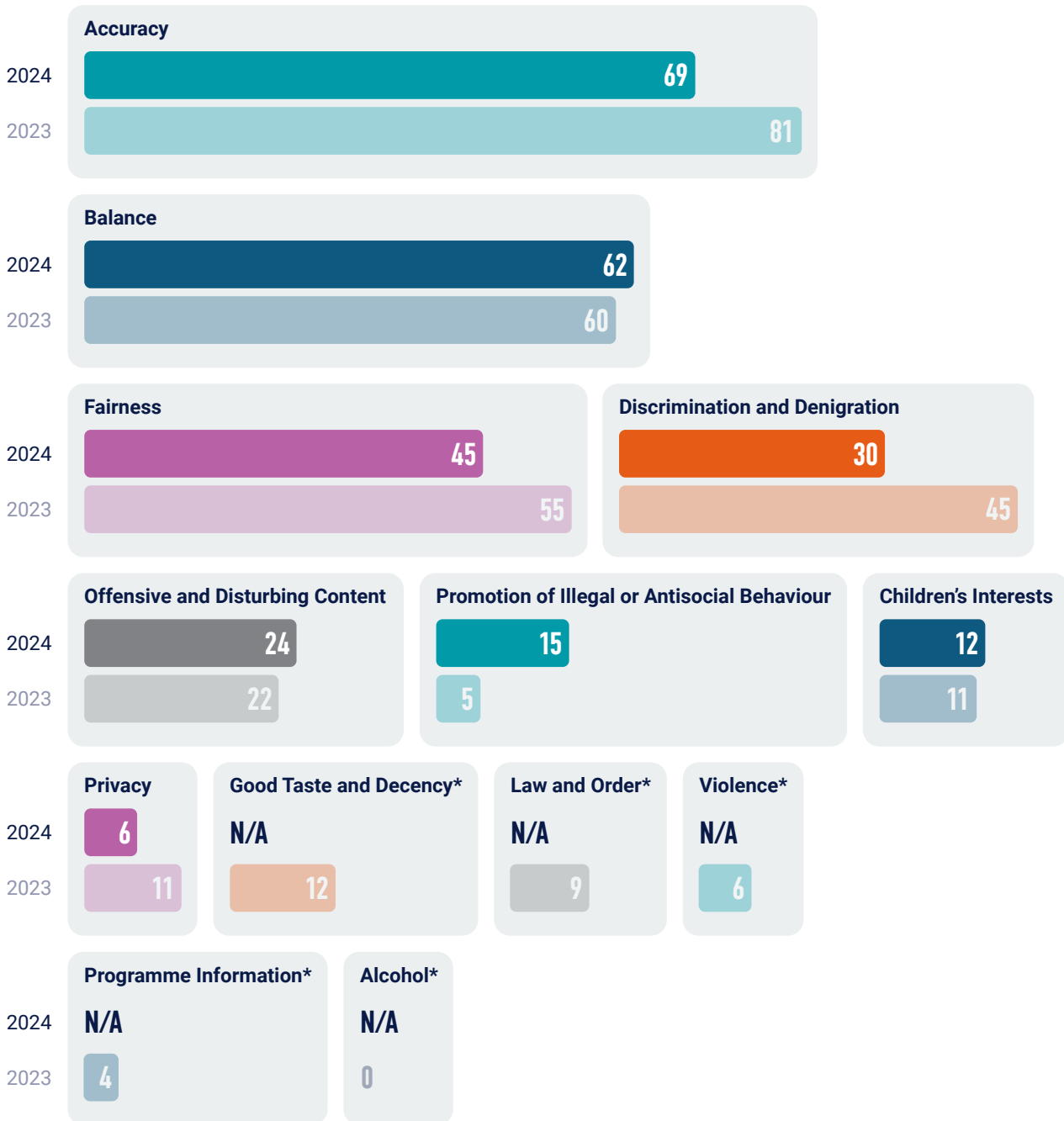
By number of decisions finding a breach of standards in 2023/24

Upheld



MOST COMPLAINED ABOUT STANDARD³

By number of complaints determined in 2023/24



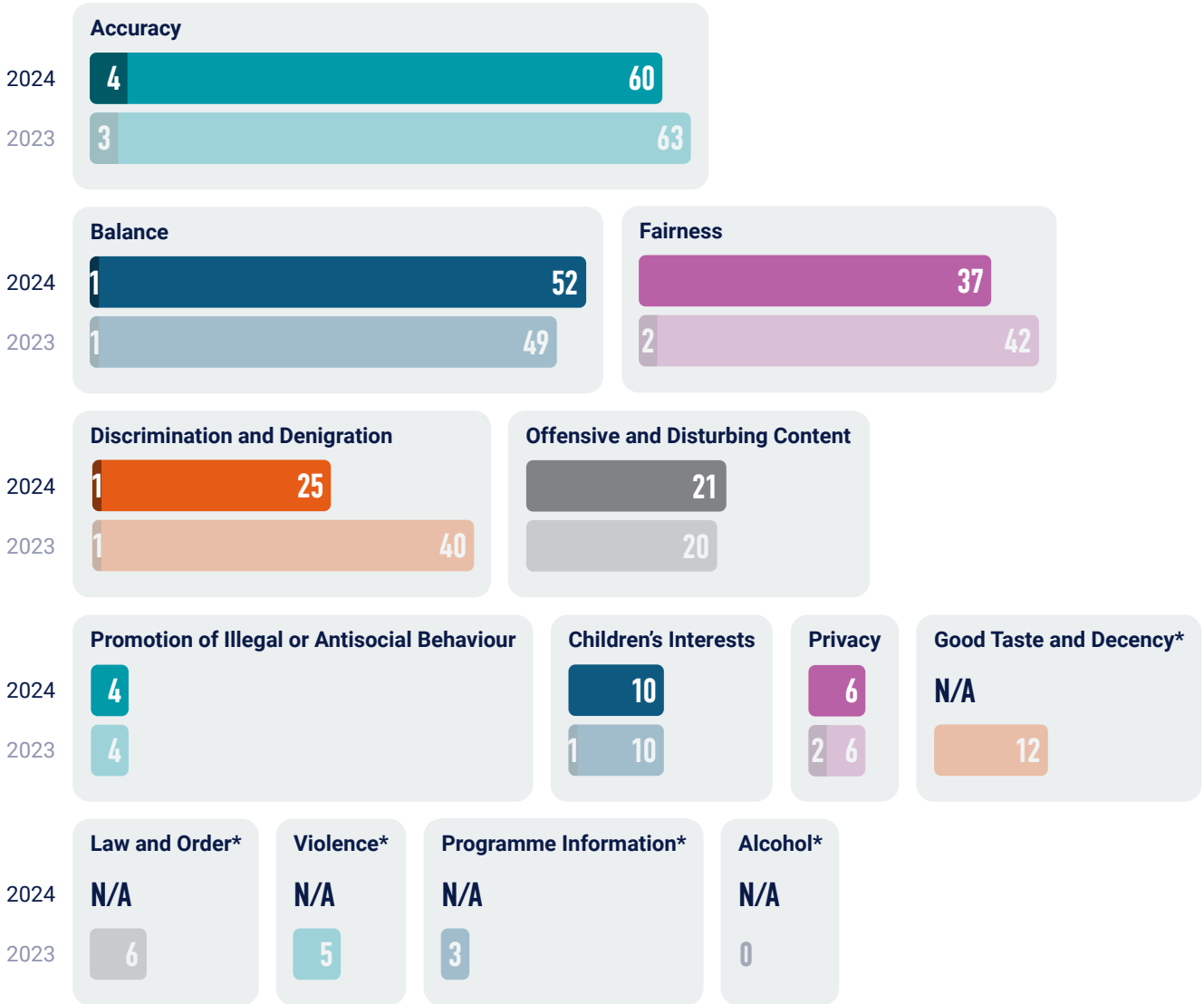
* Standards from previous Codebook. Complaints under the former Good Taste and Decency and Programme Information standards are now captured under the Offensive and Disturbing Content standard. Those under the former Law and Order, and Alcohol, standards are captured under the Promotion of Illegal or Antisocial Behaviour standard. Complaints under the former Violence standard are captured under the Offensive and Disturbing Content or Promotion of Illegal or Antisocial Behaviour standards.

3. Not including election code standards raised

COMPLAINT OUTCOME BY STANDARD⁴

Number of decisions finding a breach of the standard in 2023/24

Upheld



* Standards from previous Codebook. Complaints under the former Good Taste and Decency and Programme Information standards are now captured under the Offensive and Disturbing Content standard. Those under the former Law and Order, and Alcohol, standards are captured under the Promotion of Illegal or Antisocial Behaviour standard. Complaints under the former Violence standard are captured under the Offensive and Disturbing Content or Promotion of Illegal or Antisocial Behaviour standards.

4. Not including election code standards raised

DECISIONS REFLECTING OUR CHANGING MEDIA ENVIRONMENT AND CULTURE, VALUES AND ATTITUDES OF DIVERSE COMMUNITIES

In this section we review the complexity of some of the major issues and themes the BSA has tackled this year.

Accuracy in news

Year on year, accuracy in news programmes is a dominant theme in complaints and what concerns the public. This year:

- ▶ Accuracy was the most complained about standard (69 complaints).
- ▶ News and current affairs was the most complained about programme genre (90 complaints).
- ▶ Four out of five upheld decisions concerned accuracy breaches, and all five concerned news and current affairs (two radio broadcasts; three television).

Broadcasters are generally doing a great job of reporting accurately

However, this represents an uphold rate of only 7% of accuracy cases (four of 60 decisions), and 5% of decisions on news and current affairs (four of 76). Despite research suggesting public trust in the media appears to be falling, these low uphold rates indicate broadcasters are mostly doing a great job of reporting accurately and take their obligations under this standard seriously – making reasonable efforts to ensure programmes are accurate on material points of fact, and do not mislead.

In almost all cases, the Authority did not find actual or potential harm justifying regulatory intervention or restricting broadcasters' freedom of expression. Alleged political inaccuracy or bias was a strong theme in not-upheld complaints, in both New Zealand and international contexts (eg reporting on the Russia-Ukraine and Israel-Hamas conflicts). We also saw rising complaints about immaterial inaccuracies (technical or other points unlikely to significantly affect the audience's understanding of the broadcast overall). Cases included:

- ▶ *Newshub's* political editor stating the Government announced it was 'scrapping' cultural reports in sentencing (versus removing legal aid funding for the reports). The Authority wasn't convinced this

was inaccurate given the practical effect of removing funding, but found anyway it was not material to viewers' understanding of the broadcast. (*Flanagan and Discovery NZ Ltd*, 2024-020)

- ▶ A statement the new government planned to repeal Smokefree legislation 'to fund tax cuts' – other content in the broadcast and interviews with National Party members beforehand meant audience members were unlikely to be misled. (*Hart and Radio New Zealand Ltd*, 2024-002)
- ▶ A *1News* item that described land in central Auckland as being 'gifted' by Ngāti Whātua to the Crown in 1840. The BSA found this was not materially inaccurate in the context of an item on Ngāti Whātua's call to change Auckland Anniversary Day; and any harm caused by not including a detailed explanation of the land transfer did not outweigh freedom of expression. (*Grieve and Ryburn and Television New Zealand Ltd*, 2023-104)
- ▶ A complaint a *Newshub* item inaccurately suggested Labour's Affordable Water Reform policy encompassed controls over all freshwater. The Authority found references to freshwater were inaccurate but not material, in the context of a story about the Auckland Mayor's concerns for ratepayers and call to action for National. (*Huriwai-Seger and Discovery NZ Ltd*, 2023-105)
- ▶ A complaint it was inaccurate for a news item to include footage from Gaza which allegedly featured a 'crisis actor'. The BSA found, whether or not the footage was propaganda as alleged, its inclusion would not have materially affected the audience's understanding of the item. (*Bennett and SKY Network Television Ltd*, 2023-111)

Freedom to express strong opinions – so long as they're not misleading

The requirement for factual accuracy does not apply to statements that are clearly distinguishable as comment, analysis or opinion – but broadcasters still need to make reasonable efforts to ensure opinions are not materially misleading in relation to any facts referred to or relied on.

Three upheld cases this year involved balancing the freedom to express strong opinions on important topics, with ensuring the way those opinions were expressed did not mislead the public.

Two concerned morning talk radio – a forum consistently recognised by the BSA for its value in generating discussion and public discourse on legitimate issues, through hosts offering strong or provocative opinions.

However, in *Wilson and NZME Radio Ltd* (2023-085), the Authority found that value was undermined when *Early Edition*'s former host Kate Hawkesby made misleading comments about the new equity adjustor score in the Auckland region (which uses five categories to determine patient waitlist priority). Hawkesby stated, in effect, it meant Māori and Pacific Peoples were being 'moved to the top of surgery waitlists'. The BSA recognised the value and public interest in scrutinising government health policies. But, given the potential harm, it wasn't satisfied Hawkesby's approach was justified.

'...many of Hawkesby's comments were significantly misleading as to the nature and impact of the Score, and we consider this misleading impression served to promote negative stereotypes about, and encourage hostility towards, Māori and Pacific Peoples. We therefore concluded that upholding the complaint would place a reasonable and justified limit on freedom of expression.'

Considering another morning talk radio discussion, the Authority found Mike Hosking misled listeners when stating unequivocally teachers were on full pay during strike action, and paid by unions (*Appleyard and NZME Radio Ltd*, 2023-071).

'Recognising that Hosking is in a privileged and influential position as a well-known national broadcaster, we are satisfied that upholding the accuracy complaint in this case does not unreasonably limit the broadcaster's free speech or prevent Hosking from expressing his views. Rather, it reasonably requires Hosking to express his views in a way that does not propagate misleading information that may affect listeners' understanding of issues discussed.'

Freedom of expression was also at the fore in a split decision finding a comment by rainbow community activist Shaneel Lal breached the accuracy standard (*Hickson and Television New Zealand Ltd*, 2023-044). In a *Marae* segment discussing freedom of expression in the wake of Posie Parker's 'Let Women Speak' events, Lal said Parker had told her followers that 'due to the transgender agenda, cisgender women are being kidnapped, blended and put into meat for human consumption'. A majority of the Authority found this was potentially misleading given Parker had not stated the 'transgender agenda' was responsible for the relevant crime – notwithstanding the high value in the programme overall.

'The misleading characterisation of Parker's statement... strayed into the realm of personal attack. It detracted from, rather than contributing to, viewers' understanding of the issues being discussed – an unfortunate outcome in a broadcast considering such important, topical and contentious issues.'

The minority agreed but did not feel it met the threshold for an uphold on accuracy – noting the value, and that the misleading comment was one aspect of a broader discussion.

Complaints relating to the general election

The Authority has a special role to play during election periods (general elections or by-elections for MPs), in regulating the content of broadcast election programmes. As a result, we were a bit busier than usual in the lead-up to the 14 October general election, considering complaints about election programmes (which can be referred to the Authority directly) under our fast-track process.

Regulation of various types of election content is fragmented and confusing for the public, so we worked with the Electoral Commission and others to develop joint guidance, and to ensure complaints were directed to the appropriate body.

Despite research suggesting public trust in the media appears to be falling, low uphold rates indicate broadcasters are mostly doing a great job of reporting accurately and take their obligations under this standard seriously – making reasonable efforts to ensure programmes are accurate on material points of fact, and do not mislead.

The right to political speech is crucial in a free and democratic society and particularly in the lead-up to a general election... Accordingly, there is a high threshold for finding political speech breached broadcasting standards and caused harm at a level that justifies limiting freedom of speech.

Broadcasters are responsible for ensuring election programmes comply with the Authority's Election Programmes Code of Broadcasting Practice. Election programmes typically appear as short promotional/campaign clips or advertisements broadcast on television or radio, for political parties or constituency candidates. Other programmes about election matters (such as news, comment, current affairs, entertainment or documentaries) are not subject to the Election Programmes Code. However, these must comply with other relevant broadcasting standards and complaints can be referred to us via the normal process (ie complaining to the broadcaster in the first instance).

The right to political speech is crucial in a free and democratic society and particularly in the lead-up to a general election, when audiences have a heightened interest in political party policy to inform their voting choices. Accordingly, there is a high threshold for finding political speech breached broadcasting standards and caused harm at a level that justifies limiting freedom of speech.

The Election Programmes Code contains several election programme-specific standards including:

- ▶ **Election Programme Advocacy** – Distinguishing Factual Information from Opinion and Advocacy – An election programme may include debate, advocacy and opinion, but factual information should be clearly distinguishable from opinion or advocacy. Factual information must be able to be substantiated.
- ▶ **Denigration** – While an election programme may oppose a political party, or candidate, it may not include material which denigrates a political party or candidate.
- ▶ **Misleading programmes** – An election programme may not imitate an existing programme, format or identifiable personality in a manner which is likely to mislead.

Election programmes are also subject to the general standards set out in the Code of Broadcasting Standards in New Zealand, except for the balance standard.

In the lead-up to last year's general election, the Authority released a number of fast-tracked decisions relating to election programmes. 'Fast-tracked' means they were dealt with urgently, with decisions released within five working days of the broadcast. This recognises the potential of election programmes to influence votes, and that election programmes which breach standards (eg offer misleading information) can cause significant harm.

The majority of complaints we received were focused on issues of accuracy – that political parties either misled audiences as to what they would deliver, or what another political party would deliver. These included *Payne and Television New Zealand Ltd* (2023-093), *East and NZME Radio Ltd* (2023-088), *Evans and Sky Network Television Ltd* (2023-091), *Fidoe and Television New Zealand Ltd* (2023-094) and *Whitbread and Sky Network Television Ltd* (2023-099).

In the *East* case, an election programme by the National Party was alleged to have misled the public by giving the impression the party's policies would support public services, which was in 'direct contradiction to their proposed policies'. The Authority considered listeners would have understood the programme as a typical advertisement for the party, encouraging the public to vote for National. By their nature, such programmes are not factual and are often hyperbolic vehicles for advocacy.

Further, it is not the Authority's role to analyse the likely implications of any party's policies (which are not quantified promises, guarantees, or statements of fact), and listeners are able to form their own views about any given policy with reference to the broad range of available media coverage and other publicly available information.

Similarly, the *Evans* and *Fidoe* cases concerned allegations that a Labour Party election programme was misleading on the basis it gave an inaccurate and overstated impression of possible funding cuts a National-led government might make. The Authority found the statements made were clearly advocacy promoting the Labour Party, rather than statements of fact, and that viewers were unlikely to be misled.

One complaint alleged a political party's election programme to be discriminatory – *Statham and Television New Zealand Ltd* (2023-100). The complaint concerned an election programme by the New Conservative Party, advertising their policy to remove 'gender ideology' from schools. The complainant argued this policy amounted to discrimination against the transgender community.

While acknowledging some may consider the policy to be discriminatory and offensive, the Authority found the party's statement highlighting its policy did not reach the high threshold necessary for a finding of discrimination against the transgender community in the context of an election programme. In making its finding, the Authority took into account the significant public interest in election programmes in informing voters of party policies, and the robust political environment in the lead-up to a general election.

Balance in reporting on the Israel-Hamas war

This year, the Authority received 15 complaints relating to coverage of the ongoing conflict between Israel and Hamas. These evidenced a high level of interest in the conflict, and illustrated the polarised opinions domestically and internationally.

Complaints were made under multiple standards, including offensive and disturbing content, children's interests, promotion of illegal or antisocial behaviour, discrimination and denigration, balance, accuracy, and fairness. The balance standard was one of the most frequently relied on, as complainants from both sides of the spectrum were often concerned to see both sides' perspectives presented. In all cases, the Authority found broadcasters had complied with the requirements of the standards regime.

Broadcasts presented from a single perspective

Some of the decisions, dealing with interviews regarding the conflict, demonstrated the principle that balancing content will not generally be required where a broadcast is clearly signalled as being presented from a particular perspective. The free-and-frank expression of opinions is a hallmark of the right to freedom of expression.

For example, in *Zaky and Radio New Zealand Ltd* (2024-004), the Authority did not uphold a balance complaint about an interview with a Kiwi-Israeli soldier serving in the Israel

Defense Forces. The complainant submitted the interview allowed the soldier to broadcast propaganda without any challenge. The Authority found the broadcast had not purported to be a balanced examination of perspectives on the conflict, and that it had clearly been signalled as providing the soldier's viewpoint.

Similarly, in *New Zealand Jewish Council and Radio New Zealand Ltd* (2024-005), the Authority did not uphold a balance complaint about an interview with Te Pāti Māori co-leader Debbie Ngarewa-Packer, in which she discussed the Israel-Hamas conflict and her perspectives on New Zealand's response. The complainant argued there was no alternative perspective to balance Ngarewa-Packer's comments, which included indicating that Israel's actions in Palestine amounted to 'genocide'. The Authority found the broadcast was clearly framed as approaching the issues from the perspective of Ngarewa-Packer and Te Pāti Māori, and listeners would not have expected additional perspectives in that context. It also found that the host's questioning and challenging of Ngarewa-Packer's statements would alert viewers to the existence of other views.

Assessing balance in a practical way

The balance standard requires a practical approach when assessing the need for additional perspectives in a programme.

For example, the Authority has recognised that requiring every perspective to be allotted the same time and number of speakers within a single broadcast would be an unreasonable restriction on freedom of expression.

In *Lafraie and Discovery NZ Ltd* (2023-114) the BSA did not uphold a complaint about a broadcast including an interview with an Israel Defense Forces spokesperson. The complainant submitted the broadcast was unbalanced for not including an equivalent interview with a Hamas or Palestinian spokesperson. The Authority noted the item presented a number of perspectives on the issue, including that of a United Nations Relief and Works Agency spokesperson, a Palestinian student and the Vice-Chancellor of Bethlehem University in Palestine. It noted the focus of the balance standard is 'not on the nature or number of interviewees but on the different perspectives shared'.

Another aspect of the practical approach to balance is the standard's recognition that broadcasters need not provide further balancing material where 'the audience can reasonably be expected to be aware of significant viewpoints from other media coverage'. This often applies to events such as the Israel-Hamas conflict, which are extensively covered across a multitude of media and from multiple perspectives. This factor featured, for example, in each of the *Lafraie*, *Zaky* and *New Zealand Jewish Council* decisions.



Broadcasting standards workshop with NZME

Complaints where the balance standard does not apply

The purpose of the balance standard is to ensure competing viewpoints about significant issues are available, to allow the audience to arrive at informed opinions. It only applies to 'news, current affairs and factual programmes' which discuss a 'controversial issue of public importance'. Among the Israel-Hamas-related complaints received this year were a number which offered opportunities to clarify the limits of the balance standard's application (though all were able to be considered under other standards raised):

- ▶ *Alderston and NZME Radio* (2023-110) concerned a discussion about the Israel-Hamas conflict during a talkback radio programme. The complainant submitted it was important to present balanced perspectives on sensitive topics, including this conflict. The BSA recognised the balance standard only applies to news, current affairs and factual programming and did not apply to the talkback discussion in question.
- ▶ *Hart and Radio New Zealand Ltd* (2024-003): the complainant submitted the use of the term 'carpet-bombing' to describe Israel's assault on the Gaza Strip during a news bulletin was unbalanced. The Authority held the bulletin, which focussed on the recent bombing

of a school run by the United Nations Relief and Works Agency for Palestinian Refugees in the Near East, did not constitute a 'discussion of a controversial issue of public importance' for the purposes of the balance standard and the complainant's concerns were more appropriately addressed under the accuracy standard.

- ▶ *Muir & Knight and Radio New Zealand Ltd* (2024-008) concerned a news bulletin which the broadcaster accepted had inaccurately described the provisional decision in the International Court of Justice case against Israel as finding Israel 'not guilty of genocide'. The complainant had also submitted the broadcast was unbalanced. However, the BSA held the bulletin did not constitute a 'discussion' for the purposes of the standard since it was 'a brief, straightforward news report and not an in-depth examination of the findings'.
- ▶ *Waisbrod and Television New Zealand Ltd* (2024-012): the complainant submitted a 1News report was unbalanced because it referred to 'Hamas fighters' and not to 'Hamas terrorists'. The Authority did not uphold the complaint. It noted the complainant's concern related to the accuracy of a word choice rather than the broadcast's wider treatment of an issue in a one-sided manner, and the complainant's concerns were more appropriately addressed under the accuracy standard.

Litmus testing – decisions relating to gender identity

The Authority's job isn't to apply its own standards to broadcasting – it is to reflect the standards expected by the diverse communities it represents.

Our regular litmus testing research helps ensure the Authority is getting it right. This year's research explored public attitudes towards discrimination and denigration, and fairness, on TV and radio as addressed in recent BSA decisions involving gender identity issues. It showed overwhelmingly that the public agrees with how the Authority has applied the standards in these decisions. The decisions tested related to:

- ▶ a news item on trans men and non-binary people missing out on cervical screening (*Morning Report*)
- ▶ a Kim Hill interview in which Kae Tempest was 'deadnamed' and 'misgendered' (*Saturday Morning*)
- ▶ an interview between Kim Hill and gender-critical philosopher Dr Kathleen Stock (*Saturday Morning*)
- ▶ a policy to remove 'gender ideology' from schools (New Conservative Party election ad)
- ▶ a report on Kellie-Jay Keen Minshull, aka Posie Parker (*1News*).

An average of 91% of survey participants agreed with these decisions.

The research found people see significant public interest in airing diverse views about gender but are concerned about potential harm. Concern over potential harm versus the right to freedom of expression differs markedly according to people's comfort levels with gender diversity.

Those with higher comfort levels believe it's important for broadcasts to be respectful and inclusive, avoiding negative stereotypes, and that discriminatory views about gender-diverse people with malicious intent have no place being broadcast.

Those less comfortable place high value on ensuring diverse perspectives can be shared. They have a strong sense the discourse on TV and radio lacks balance, often favouring more 'liberal' perspectives.

Regardless of their view prior to reading BSA decisions, most people accept the reasoning, even when they don't agree with the outcome.

To see the specific deliverables and targets relevant to this activity, refer to 'Output: Complaints Determination' on page 44.



TE WHAKAHAERE ME TE WHANAKETANGA O TE PŪNAHA WHANONGA PĀPĀHO

OVERSIGHT AND DEVELOPMENT OF THE BROADCASTING STANDARDS SYSTEM

Impacts

- 

Broadcasting standards are fit for purpose in the modern media environment
- 

Broadcasters understand and meet their standards obligations
- 

Public make informed decisions, safely manage broadcast content at home and can access the complaints system
- 

Regulatory sector reform reduces risks of harm, protects free speech and makes sense to audiences

Part of our role in overseeing the standards regime is to ensure standards remain relevant to Aotearoa New Zealand’s diverse communities.

The Authority’s role is not to impose its own standards but to ensure the community’s expectations are reflected in how standards are written and applied. We undertake regular research and, where appropriate, provide guidance and other resources to help broadcasters understand their obligations. We work co-operatively and openly with other regulators and provide advice to policy officials on reform issues.

As well as enabling us to understand the changing attitudes and expectations of our diverse communities, our research also assesses public awareness of the BSA, the standards and the complaints system so we can ensure the public are aware of their rights in this area.

This year we published research and guidance on the use of mātauranga Māori in the media. We also commissioned research on how diverse ethnic communities in New Zealand experience harm in broadcasting. This research yielded some sobering insights into the effects of negative stereotypes, inaccurate reporting, and other discriminatory content, on Māori, Pacific peoples, Asian and Muslim New Zealanders.

In the coming year we will use these insights to inform our engagement strategy and drive improvements in how we serve the public, including through our complaints service and the resources we make available.

Refer to the ‘Output: Oversight and Development’ section on page 46 to see the specific deliverables and targets relevant to this activity.

The Authority’s role is not to impose its own standards but to ensure the community’s expectations are reflected in how standards are written and applied.

Case study: Playing an active part in the regulatory reform process

The state of media regulation in New Zealand is both our biggest challenge and our greatest opportunity. As a trusted media regulator with 35 years' experience, we use our expertise to collaborate with others, working to influence legislative change, including reform of the outdated Broadcasting Act 1989.

In July 2023 we made a formal submission on the Safer Online Services and Media Platforms (SOSMP) consultation led by the Department of Internal Affairs. Our submission was informed by our consultation with broadcasters and other stakeholders in the previous financial year, and broadly supported the proposals set out in the discussion document, while identifying areas needing further development. The SOSMP project was concluded in 2024 following the release of a summary of submissions. However, we have continued to work with policy officials from the Ministry for Culture and Heritage towards a separate review of the Broadcasting Act 1989.

We have also been active in supporting MCH work on the Fair Digital News Bargaining Bill, which is intended to act as a legislative backstop in negotiations between domestic news providers and large digital platforms. The Authority submitted to the Select Committee in support of the Bill, and potential amendments that we considered could improve its efficacy.

We engaged with both our long-standing broadcasting stakeholders and news media outside the broadcasting realm who would be affected by the Bill, to understand their concerns and priorities, which we reflected in our submission. While the Bill will not be a silver bullet for the challenges facing media, we were pleased to hear the Government's announcement in early July 2024 that it will support the Bill's progression, with amendments to align it closer to Australia's digital bargaining code.

Complainants' satisfaction survey

Our complaints service is at the core of the Authority's public-facing role and it's important to us that the complaints process is straightforward and easy to understand. We survey complainants every two years to help us understand their experience and seek continuous improvement based on their feedback.

Our 2023/24 survey of complainants identified that satisfaction levels average 69% across the following aspects of people's dealings with the BSA:

Based on survey feedback, we have reinforced our focus on making sure the complaint process, forms, guidance and decisions are clear and simple, and ensuring our service is accessible to diverse communities and is seen to be impartial.

77%

are satisfied with BSA's staff professionalism

66%

are satisfied with BSA's written correspondence

65%

are satisfied with BSA's telephone contact



Infographic summarising our research on Freedom of expression and harms to diverse communities

Research: Freedom of expression and harms to diverse communities

Harm in broadcasting doesn't affect everyone in the same ways. We know from past research that people from ethnically diverse communities are less likely to complain to the Authority, but that doesn't mean they are not experiencing harm.

This year we commissioned research exploring the views and experiences of New Zealand's Māori, Pacific peoples, Asian and Muslim communities, to find out the impacts of different forms of expression, and how well the standards regime serves these communities.

The research, which involved a quantitative survey as well as deeper, qualitative research with groups from each community, yielded some valuable – and concerning – insights:

- ▶ Only a minority of participants feel New Zealand has the right balance between freedom of expression and potential harm. A majority believe freedom of expression needs to be tempered by the need to respect the views of others.
- ▶ A large majority feel exposure to offensive, discriminatory or controversial views is a problem, with around half saying they avoid public broadcasts based on the perceived amount of misinformation and inappropriate content.

- ▶ Social media is the most cited platform for seeing this content (and considered the most harmful), followed by free-to-air TV and online news sites. Conveying such views on mainstream media is seen as helping to legitimise them.
- ▶ Participants outline wide-ranging impacts across generations, including normalisation of bad behaviour and stereotypes, damage to communities' aspirations, feelings of being unsafe or 'not fitting in', and harm to people's confidence, mental health and self-esteem.
- ▶ There were also significant proportions of each group that felt 'people should be able to say what they want, as you can always turn off the programme or choose not to listen'.
- ▶ The most common response to experiencing offensive viewpoints is talking to family and friends, followed by making a complaint to the broadcaster, comment online and a complaint to a government body. The Human Rights Commission is the first port of call for most, followed by the BSA.
- ▶ Personal impacts (including potential violence or harm to their families) are key motivators for making a complaint.

We will use the findings to inform future decisions and to improve the way we serve diverse communities.

Case study: Complaints unlikely to be upheld

Our *Complaints that are unlikely to succeed* guidance (published on our website) was developed at the request of broadcasters as a resource to support the early resolution of complaints. It seeks to save complainants, broadcasters and the BSA from using time and resources dealing with complaints that have little chance of succeeding. Since its original publication in 2021, we have issued updates when we identify straightforward (but commonly arising) issues which we consider might be processed by broadcasters more efficiently if they can direct complainants to simple BSA guidance on the topic.

The accuracy standard regularly features as the most complained-about standard. This year, having addressed a number of accuracy complaints concerning 'immaterial' issues, we updated this guidance to clarify what constitutes a material inaccuracy and what does not. The updates cited decisions (including two from this financial year) to guide the public and broadcasters in determining where the threshold for this type of standards breach lies.

This guide is regularly referenced by broadcasters when dismissing complaints and, given the typical number of accuracy complaints arising, we expect the additions to facilitate further efficiencies for broadcasters.

This year, having addressed a number of accuracy complaints concerning 'immaterial' issues, we updated this guidance to clarify what constitutes a material inaccuracy and what does not.



University of Canterbury communications students at a BSA guest lecture

Case study: Disproportionate submissions

From time to time, broadcasters and the BSA receive excessively long, irrelevant or repeated submissions and correspondence from a complainant. This generates unreasonable delay or workload relative to its value in determining the complaint. This, in turn, absorbs disproportionate levels of broadcaster and BSA resource, affecting the efficiency of busy complaints teams.

In 2023, the Authority introduced a ‘Disproportionate Submissions’ policy to clarify how such matters would be addressed. The first relevant decision after implementation of this policy (*Wakeman and Television New Zealand Ltd, 2023-050*) was issued in August 2023. The complainant, in challenging a particular *1News* broadcast, had initially provided approximately 100 pages of submissions to the broadcaster. As at the date of the decision, a further 170 pages had been provided and the complainant had indicated further submissions would follow.

Given the nature of the issue and the quantity and irrelevance of much of the information provided, the complainant was ordered to resubmit his complaint in an acceptable form – a single submission not exceeding 2,000 words (including the words in any attachments or materials for which links were provided).

This decision establishes an expectation that complainants will engage appropriately in complaints processes and that practices which generate unreasonable delay or work for complaints teams will not be tolerated. The decision has already been relied upon once by a broadcaster in a similar situation.

Tō Mātou Pirākaun Whakaaturanga



Online training session with the team at Radio Samoa

Case study: News, current affairs and factual programming not required to be presented impartially or without bias

Election years will typically see larger numbers of complaints about biased reporting (particularly about reporting on political parties/candidates). This year we dealt with complaints alleging broadcasts demonstrated bias against the Labour Party⁵, against the National Party⁶, against the New Zealand Loyal Party⁷, against those who were not Māori or Pacific peoples⁸, against Russia⁹, against Ukraine¹⁰, against Kellie-Jay Keen-Minshull (aka Posie Parker)¹¹, against Hobson's Pledge¹², against literacy strategies other than those promoted by National¹³, against the Media Council¹⁴ and against a charitable trust¹⁵.

These types of complaints, and the frequency with which they are received, suggest there is some public misconception around the need for impartiality in such programmes. Given the many available media sources from which today's audiences can source their news and information, the standards do not require news and current affairs programming to be presented impartially or without bias. Individual broadcasters are free to cover (or not cover) the stories they choose and, within the limits established by the balance standard, to promote or challenge particular opinions, ideas, philosophies or people (such as politicians). Audience members unhappy with a broadcaster's choices can exercise their right to go elsewhere for news and information.

This year's complaints gave the Authority many opportunities to reinforce this messaging, offering broadcasters a range of precedent decisions which can be relied on to respond to similar complaints. Given the frequency with which such issues are raised, it was not long before we started seeing examples of such decisions being cited by broadcasters in addressing complaints.

Audience members unhappy with a broadcaster's choices can exercise their right to go elsewhere for news and information.

5. *Judge and Radio New Zealand Ltd*, Decision No. 2023-074, *Casley & Stewart and Television New Zealand Ltd*, Decision No. 2023-075, *Solanki and Discovery NZ Ltd*, Decision No. 2023-063
6. *Ellis and Radio New Zealand Ltd*, Decision No. 2023-083, *Hoy and Television New Zealand Ltd*, Decision No. 2023-077, *Carson and Discovery NZ Ltd*, Decision No. 2024-001
7. *Stamilla and Discovery NZ Ltd*, Decision No. 2023-107
8. *Penny and Radio New Zealand Ltd*, Decision No. 2024-006
9. *O'Brien and Television New Zealand Ltd*, Decision No. 2023-059, *Wakeman and Television New Zealand Ltd*, Decision No. 2023-050
10. *Van Der Merwe and Radio New Zealand Ltd*, Decision No. 2023-072
11. *Hickson and Radio New Zealand Ltd*, Decision No. 2023-041, *Smyth & Douglas and Television New Zealand Ltd*, Decision No. 2023-036, *Absalom and MediaWorks Radio Ltd*, Decision No. 2023-030, *Owen & Healing and Television New Zealand Ltd*, Decision No. 2023-037, *Wilson and NZME Radio Ltd*, Decision No. 2023-045
12. *Carter and Television New Zealand Ltd*, Decision No. 2023-113
13. *GS and Discovery NZ Ltd*, Decision No. 2023-090
14. *Rivers and Radio New Zealand Ltd*, Decision No. 2023-082
15. *Visions of a Helping Hand Charitable Trust and Television New Zealand Ltd*, Decision No. 2022-132

NGĀ MAHI PĀHEKOHEKO

EDUCATION AND ENGAGEMENT

Impacts



An efficient, accessible, agile and modern complaints service



Broadcasters understand and meet their standards obligations



Public make informed decisions and safely manage broadcast content in their homes

The broadcasting standards system needs to be effective for all New Zealanders. Therefore, it is important that broadcasters and the public understand the standards and how they apply.

We raise awareness of the Authority, standards and the complaints system by engaging with and educating broadcasters and the public through a range of channels. These include our website, media releases, *BSA Pānui*, social media, translated materials, research, seminars, our partners and public consultation processes.

Our aim is that people from diverse cultures, backgrounds and abilities can access the broadcasting standards system and benefit from our vision of freedom of expression without harm.

To achieve this, we are focused on reaching a wider cross section of New Zealanders. This can be challenging given diverse and changing audience habits and our limited scale and resources. We have kept building on previous years' activities to ensure diverse communities can access our services and resources, for example through closer engagement and providing key resources in other languages.

Highlights in the past year include:

- ▶ Focusing communication on important BSA guidance on subjects such as election coverage, accuracy, privacy, children's interests and gender identity issues.

- ▶ Collaborating with organisations including the Human Rights Commission, Privacy Commission, Oranga Tamariki, Save the Children NZ, Deaf Aotearoa and Access Matters Aotearoa to promote awareness of the BSA and make our complaints process, multilingual resources, and decisions accessible to diverse audiences.
- ▶ A campaign with the Electoral Commission, Advertising Standards Authority and Media Council promoting awareness and guidance on complaints relating to the general election, including briefings to media entities and party secretaries. The updated Election Programmes Code (including associated guidance) was published in seven languages.
- ▶ Publicly campaigning for urgent regulatory reform, including via media releases, broadcast interviews and stakeholder pānui.
- ▶ Engaging with broadcasters/media organisations, other regulators and government officials over proposed reform of media content regulation and the BSA's proposed role in a digital bargaining framework. Convening workshops to hear media views on the Fair Digital News Bargaining Bill, then submitting and presenting to the Economic Development, Science and Innovation select committee in support of the legislation.
- ▶ Sharing and explaining key research, such as our litmus testing survey and catering to ongoing interest in our research on language that may offend.
- ▶ Continuing to ensure simple language across our website and that key resources are available in te reo Māori and several other languages; adding te reo and other language translations of updates to our guidance on complaints unlikely to succeed.
- ▶ Promoting awareness of tools parents/caregivers can use to prevent children straying into inappropriate viewing, particularly during holiday periods.
- ▶ Working with Save the Children to produce and promote an educational resource on children's rights and broadcasting, and with Oranga Tamariki and Mana Mokopuna | Children and Young People's Commission to publicise this via their whānau-based channels.

- ▶ An intensive round of in-person engagement enabling board members to hear broadcasters' concerns and ambitions at a time of significant challenge and uncertainty in the industry.
- ▶ Providing broadcasters with guidance on the treatment of mātauranga Māori in the media. This was independently developed by a team led by Prof Ella Henry (AUT) reflecting perspectives from interviews with Māori media experts and practitioners.
- ▶ 12 editions of our *BSA Pānui* and eight media releases.
- ▶ 104 meetings, seminars, workshops and interviews with broadcasters, broadcasting students, stakeholders, officials, community groups and others providing information, insights and guidance on the standards system. These included dedicated training sessions for Whakaata Māori and Radio Samoa, an engagement session and interviews with Radio Waatea, and attending a media sector wānanga aimed at improving equitable representation of Māori and underrepresented communities.

Case study: Communication of decisions/standards guidance

The Authority's decisions only have impact if people know about them. Publishing – and publicising – decisions is one way we communicate to broadcasters and the public about how the Authority has applied broadcasting standards to achieve the appropriate balance between freedom of expression and harm.

Sometimes the Authority's decisions generate significant public discussion.

This year we released a decision in which the Authority determined that a well-known broadcaster's comments suggesting Māori and Pacific patients were being prioritised for surgery due to their ethnicity were misleading and discriminatory (*Wilson and NZME Radio Ltd (2023-085)*). Interest in the outcome was heightened by the high profile of the broadcaster, and the decision provided an opportunity to educate the public and broadcasters about application of the accuracy and discrimination and denigration standards, both of which were found to have been breached.

The BSA harnessed all the major communications channels at its disposal to promote awareness of this decision, including a media release to diverse media, a BSA Pānui/ newsletter to stakeholders and broadcasters, and posts on X/Twitter and LinkedIn. These all linked back to our website enabling people to read the decision in full.

This resulted in significant coverage across national broadcast, online and print media, including key Māori media. It also gained considerable social media attention, with the BSA's X/Twitter post about the decision (11,000 views), plus re-posts of this and related media reports, attracting more than 200,000 views on X alone. The Human Rights Commission posted about the decision to its large Facebook and LinkedIn followings. The Authority's underlying interpretation attracted endorsement by a leading Māori social and community work academic in an opinion piece written for the *New Zealand Herald*.

Refer to the 'Output: Education and Engagement' section on page 48 to see the specific deliverables and targets relevant to this activity.

**The Authority's
decisions only have
impact if people
know about them.**

TE TĀTARI I TŌ TĀTAU WHAI KIKO

MEASURING OUR IMPACT

Our aim is that New Zealanders are protected – and can protect themselves – from harm in broadcasting, while fairly balancing broadcasters’ right to freedom of expression. It is also our job to reflect the values of New Zealand’s liberal democratic society. We seek to achieve these aims by providing an effective and efficient broadcasting standards system. To track our impact over time we have identified six measures.

Impact 1:

The public are aware of the broadcasting standards system

- ▶ 130 complaints and 614 enquiries received gives a positive indication of awareness of the broadcasting standards system among audiences, despite falling consumption of traditional broadcasting.
- ▶ ‘When asked about the BSA, New Zealanders can recall often seeing BSA advertisements on TV.’ (Litmus testing 2024)
- ▶ BSA information/resources are the most common way complainants learn how to make a complaint, with 94% of complainant survey respondents aware of, or using, BSA resources to source information. Some 87% of complainants had visited the BSA website. (Complainants’ satisfaction survey 2024)
- ▶ We issued 12 pānui/newsletters and 8 media releases promoting awareness of the standards system and access to it.
- ▶ Around 41,000 users visited the BSA website for information on complaints, standards, decisions, news, research and reports – a similar volume to the last three years.

Impact 2:

Broadcasters and the public understand the standards

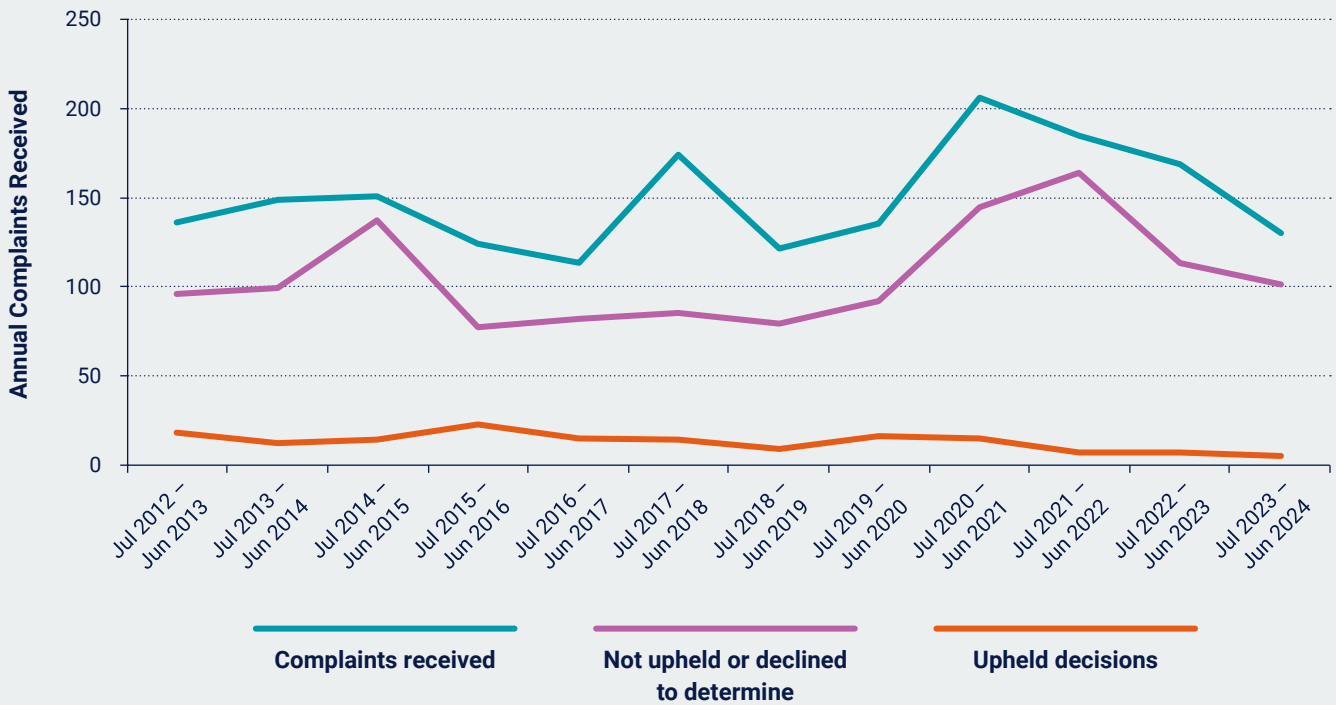
- ▶ Complaints received fell to 130, from 169 and 185 in 2022 and 2023. Complaints upheld fell to five, from seven in each of the previous two years. This gives a positive indication that broadcasters are maintaining standards in their content.
- ▶ Litmus testing of BSA decisions relating to gender identity found on average 91% of the public agree with the five decisions tested. This indicates the decisions reflect community attitudes and provide effective guidance to support broadcaster and community understanding of how the standards apply.
- ▶ We have provided numerous interactive sessions with broadcasters, broadcasting training providers and interested groups to raise awareness of the standards – including with Whakaata Māori, Radio Waatea and Radio Samoa, which are key broadcasters to diverse audiences.
- ▶ We promoted updates to our guidance on complaints unlikely to be upheld and our updated Election Programmes Code, to broadcasters and the public. Our activities sought to help them better understand how we apply standards so broadcasters could meet their obligations and fewer unjustified complaints would arise, particularly in the lead-up to the 2023 general election. Complaints under the fairness and discrimination and denigration standards, for which aspects were flagged as often giving rise to unsuccessful complaints, fell by 18% and 33% respectively this year.

Impact 3:

Broadcasters and the public have a high level of trust and confidence in the standards system

- ▶ None of our decisions were appealed, indicating an acceptance of the standards system and its processes and outcomes.
- ▶ The very high public agreement with BSA decisions in litmus testing shows the decisions reflect community attitudes and provide effective guidance to give broadcasters and the public confidence in the system and its outcomes.

Figure 2 – BSA System performance indicators



- ▶ New Zealanders are pleased the BSA exists and appreciate its important role in regulating what audiences see and hear, according to our litmus testing research, which indicates their understanding of decisions generates trust and confidence in the BSA and its process.
- ▶ Satisfaction levels among complainants surveyed who had had complaints handled by the BSA average 69% across written correspondence, telephone contact and staff professionalism.

Impact 4:

The public are aware of and use the tools available to safely manage broadcast content

- ▶ Information on the tools available to help audiences make appropriate viewing choices on free-to-air and pay TV is available on the BSA website. We also collaborated with Save the Children to create an educational resource on the tools. This was promoted via BSA communications channels and collaborations with organisations such as Oranga Tamariki, Save the Children and Mana Mokopuna | Children and Young People’s Commission, leveraging their communications reach to parents/guardians and educators.

- ▶ 32% of New Zealanders (up from 29% in 2022) use available tools to manage viewing in their household, according to our litmus testing survey. Those using classifications are up by nearly a third since 2022. Research shows respondents with dependent children are more aware of, and more likely to use, available tools.

Impact 5:

Broadcaster conduct, practices, policies and/or procedures are improved following the issue of a decision

- ▶ The percentage of decisions upholding complaints was 4.7%, down from 5.7% last year, consolidating the significant reduction seen since the figure sat at 14% four years ago. This indicates a general improvement over recent years in broadcasters’ compliance with their standards obligations.
- ▶ The case studies included under ‘Oversight and development of the broadcasting system’ in this report demonstrate our impact on the improvement of broadcaster conduct, practices, policies and/or procedures.
- ▶ All our decisions are publicly available and individually searchable, and we promote awareness of key decisions and any learnings or guidance for broadcasters via media releases, pānui, social media and direct communication with broadcasters.

Figure 3 – High Court Appeals



Impact 6:

Our decisions reflect the attitudes and values of our liberal democratic society

- ▶ The case summaries in **Appendix 2** illustrate the broad scope of complaints brought to us this year, reflecting many topics that are top-of-mind for society. This required us to consider issues including reporting on the general election and alleged bias in political reporting, the Israel-Hamas war, and discussion of contentious topics such as gender identity, discrimination and denigration, accuracy in the news, content that may harm children and issues of importance to ethnic communities.
- ▶ An average of 91% of litmus testing participants, reflecting a representative sample of New Zealand society, agreed with BSA decisions and reasoning relating to the polarising issue of gender identity.
- ▶ This and other research, such as our offensive language report (including Māori and Samoan terms and expressions relating to other cultural groups), helps ensure decisions reflect current attitudes.
- ▶ None of the decisions we issued this year were appealed.
- ▶ To assist our decision making, we continue to use translations of broadcasts and to seek out expertise and views from cultural advisors when determining complaints concerning relevant communities.

- ▶ In line with our 2021 guidance, we continued our policy of not accepting complaints about broadcasters’ use of te reo Māori, an official New Zealand language whose use is protected and promoted by law.
- ▶ We make documents such as our Codebook, and guides to the complaints process and choosing a standard, available in several languages to ensure wide access to the standards system.

We continued our policy of not accepting complaints about broadcasters’ use of te reo Māori, an official New Zealand language whose use is protected and promoted by law.

NGĀ MAHI WHAKAHAERE OPERATIONS

Operational overview

This year we report a surplus, after two consecutive years of deficits. This is due to a return of complaint numbers to more average levels (leading to a reduction in staff numbers by one), combined with resilient industry levies and a focus on operational efficiency. We continue to take a conservative approach to forecasting, acknowledging the economic challenges broadcasters are facing, and the government's focus on fiscal discipline.

Revenue and resourcing

With broadcasters committing to 'digital-first' strategies to leverage the migration of audiences to online platforms, we are anticipating significant impacts on traditional broadcasting revenue in coming years, which will ultimately affect our levy revenue. To date, levy returns have proven difficult to forecast and levies have remained more buoyant in the last three years than anticipated. Our deficit last year was softened by the receipt of \$150,000 in cost pressures funding from the government, the first increase to our Crown funding since 2004. This year we received an additional \$100,000 which, with careful cost management and the decision to reduce headcount by one, has seen us return to a surplus of \$73,134 against a forecast deficit of \$330,540.

Conscious of the ongoing risks to our levy income and the uncertainty around regulatory reform, we are careful to retain appropriate reserves. Our reserves policy is reviewed annually to ensure robust decision-making around reserve levels, and to ensure we can continue to provide efficient and high-quality service to the public and broadcasters through this period of seismic change for the media sector.

Operational services and infrastructure

As a small independent Crown entity, we maintain streamlined systems and infrastructure to support our operations. We share offices and associated costs with NZ On Air, and operate on a hybrid model with staff able to work from home two days a week.

With complaints continuing to trend down from the highs of 2020-2022, the team has been sufficiently resourced to deliver efficiently and cost-effectively. We review our policies and processes on a rolling basis to address legislative requirements and new public service model standards. This year we updated our Kia Toipoto – Public Service Pay Gaps Action Plan, and continued to refine our complaints management process to deliver improved experience and outcomes for broadcasters, staff and the public.

These have included a new policy on the use of generative AI tools by BSA staff. AI is increasingly becoming part of everyday life in many ways, but must be treated with caution in a regulatory setting, particularly when dealing with sensitive or confidential information. We have also updated our business continuity and health and safety plans to ensure that, in the event of a disaster, our people are safe and our work is preserved until it is safe to resume.

Our website is maintained with up-to-date information including all recent decisions and reports released by the BSA. This year we have made changes to our complaints form to make it easier to make a complaint, and made additional guidance available for the public and broadcasters.

This year we updated our Kia Toipoto – Public Service Pay Gaps Action Plan, and continued to refine our complaints management process to deliver improved experience and outcomes for broadcasters, staff and the public.

Figure 4 – Overall performance and cost analysis



Risk management and legislative compliance

Managing risk is an important part of our governance and operational management approach. Our risk management framework and schedule is reviewed and updated regularly by our Board and staff. We have clear and robust systems and processes which support our operations and effectiveness.

Key risks continue to include funding decline, uncertainty arising from the reform environment and staff turnover – as an entity with a staff of fewer than 10, retention of staff is key to maintaining continuity of our high standards. The possibility of disestablishment through legislative reform, and the threat of obsolescence if no reform occurs, are both threats to retaining staff. We manage these risks through regular engagement with officials with oversight of the reform agenda and through an ongoing focus on retention, including appropriate salary levels, opportunities for staff development and a positive working environment.

We also undertake regular legislative compliance reviews to manage, monitor and report compliance with key legislation and legislative change affecting our organisation. There were no material legislative compliance issues identified for the reporting period.



BSA presentation to AUT media law students

TE ORANGA ME TE ĀHEINGA O TE TŌPŪTANGA

ORGANISATIONAL HEALTH AND CAPABILITY

The BSA is a small organisation of eight staff, the majority based in our central Wellington office. We are committed to being a good employer and promote equal employment opportunities, to ensure our approach to people capability is in line with these obligations.

Our policies underpin the positive and collaborative environment we foster, which acknowledges individual needs and circumstances with fairness and flexibility. We include staff in the development of new policies and procedures, and review these annually to make sure they still meet our needs.

Workplace profile

Our kaimahi are defined by their specialist expertise, their high standards, and their openness to other perspectives – they are our most critical asset. We continue to attract capable staff who are dedicated to their work. With a focus on retention, we work hard to provide training and development opportunities and an excellent working environment, while ensuring pay remains competitive in an inflationary environment.

Our culture is collaborative, with the Board and team enjoying a unique relationship. Our staff profile is set out in the table below.

Pay gap information

Remuneration is based on ability and role size without any bias, including based on gender or ethnicity. Our small size means we do not meet the threshold to produce meaningful gender or ethnic pay gap statistics. Changes in our staffing – even small changes – can impact significantly on our pay gap statistics and make our figures volatile. However, we are mindful of the effect bias can have on salary decision-making.

As part of our commitment to meeting the requirements of Kia Toipoto, the Public Service Pay Gaps Action Plan 2021-24, we have:

- ▶ amended our policies to minimise the risk of bias being a factor in starting salaries, and
- ▶ undertaken a review of salaries for the same or similar roles against bias-free criteria to ensure bias is not a factor.

Our Kia Toipoto Action Plan, including plans and targets to support equitable gender and ethnic representation on our team, is available on our website.

Health and safety

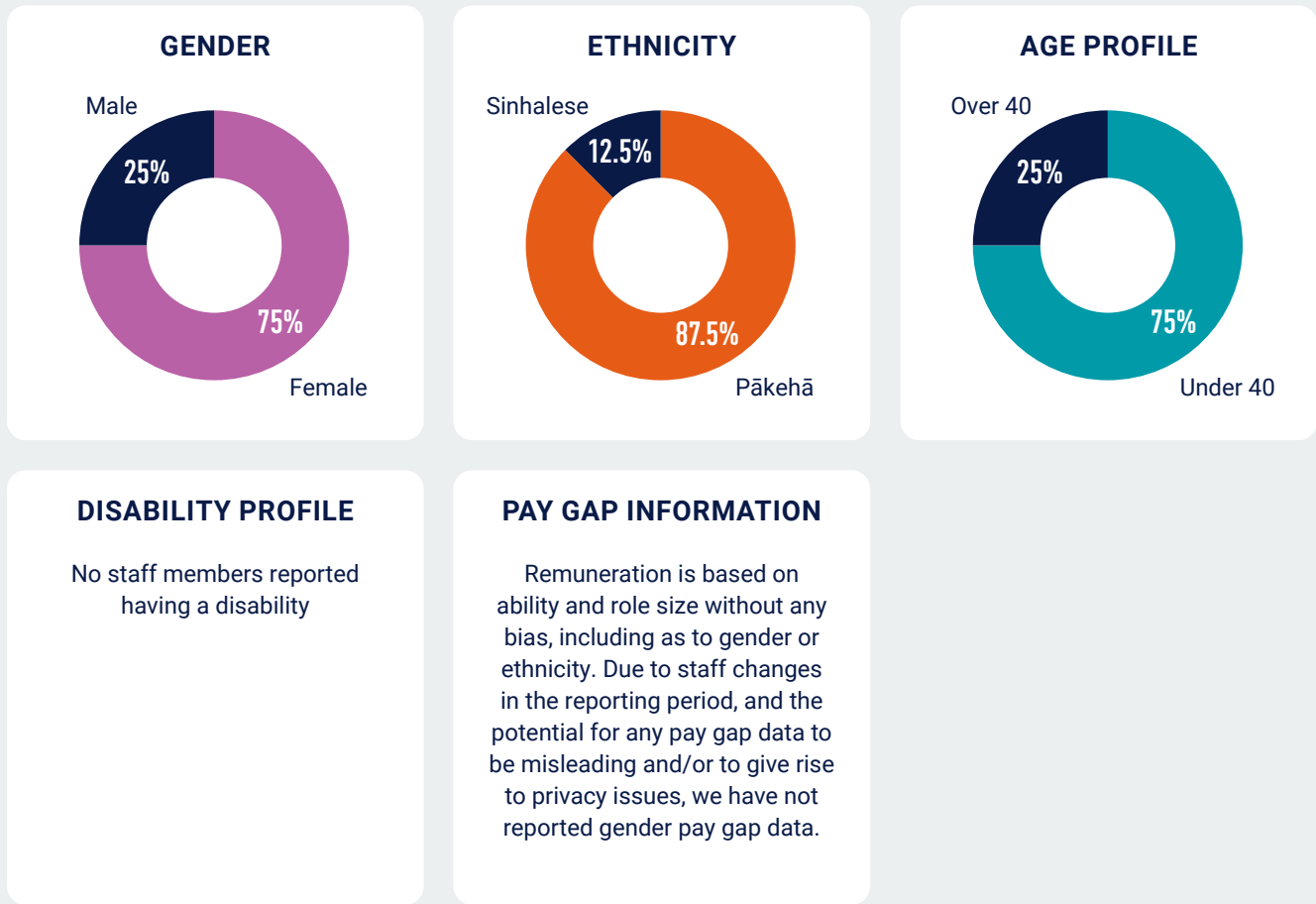
We take a proactive approach to health and safety and are committed to providing a healthy working environment for our staff. Our office building is well-maintained and has a good seismic rating. We regularly test our evacuation procedures and earthquake drills. We revise our health and safety risk register regularly to include new risks we have discovered. A work resumption team is led by the Chief Executive in the event of a catastrophic emergency.

At a general level, we have regular health and safety meetings with our co-tenant NZ On Air and work together to prevent accidents and illnesses. This information is communicated to staff. We provide Employee Assistance Programme (EAP) counselling sessions on a confidential basis and encourage staff to use this service when needed. As we are a complaints entity, we provide preventative health and safety training to assist staff in dealing with external threats. There were no minor or major incidents to report on for the reporting period.

Cultural capability

We are committed to continue building our cultural capability, reflecting our commitment to te ao Māori, the principles of Te Tiriti o Waitangi and the Maihi Karauna.

With advice from Te Arawhiti, we have an established Whāinga Amorangi plan building on the Te Arawhiti Māori Crown Relations Capability Framework. We have an implementation plan with an identified list of actions required to achieve agreed capability objectives for staff, the Board and the organisation over a three-year period, which will be refreshed and renewed in the coming year.



Tō Mātou Pirākau Whakaaturanga

This plan has seen staff and Board members engage in te reo Māori lessons, as well as training and presentation sessions focused on New Zealand history and Te Tiriti o Waitangi, te ao Māori, tikanga/kawa and te reo Māori.

Being a good employer

We are focused on being a good employer, developing our team’s capabilities, and providing a high-performing, supportive work environment. Our main aim is to develop and retain talent, integrate work practices that promote or enhance work/life balance among our employees and encourage professional development and a wide range of experiences within the scope of our activities.

Employee remuneration

During the 12-month period ended 30 June 2024, four employees (2023: 3) and former employees received remuneration (excluding superannuation benefits) in excess of \$100,000 per annum.

	2024 Actual \$	2023 Actual \$
Total employee remuneration paid or payable		
100,000 – 109,999	-	1
110,000 – 119,999	1	1
120,000 – 129,999	1	-
130,000 – 139,999	-	-
140,000 – 149,999	-	-
160,000 – 169,999	1	-
170,000 – 179,999	1	1
Total number of employees	4	3

Health and capability performance measures

Goal	Measure	Actual
Our people are skilled and professional	Individual staff training needs are assessed and a range of options developed.	Achieved
	Staff are offered lessons in te reo Māori.	Achieved
	Staff feedback is regularly sought using a range of tools.	Achieved
	Equal employment opportunity principles are incorporated in staff selection and management, to achieve as diverse a workforce as possible within the limits of our small size.	Achieved
We maintain, seek and develop ongoing opportunities for collaboration and engagement	Work with agencies which also have a role in the oversight of content standards to increase understanding, share ideas and reduce cost and complication.	Achieved
	Maintain regular contact with broadcasters and stakeholder groups.	Achieved
Our infrastructure is fit for purpose and helps us work efficiently	New ways of working are explored and implemented where appropriate.	Achieved
	We have the right mix of flexible technology to help this happen.	Achieved
	Where possible we share resources, for example through our relationship with NZ On Air.	Achieved

NGĀ TAUĀKĪ NOHONGA HAEPAPA

ACCOUNTABILITY STATEMENTS

Statement of Responsibility

Pursuant to the Crown Entities Act 2004, the Board accepts responsibility for:

- ▶ The preparation of the Financial Statements and the Statement of Performance and for the judgements used therein;
- ▶ The establishment and maintenance of a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial and non-financial reporting.

Pursuant to section 19A of the Public Finance Act 1989, the Board accepts responsibility for any end-of-year performance information provided by the BSA.

In the opinion of the Board, the Financial Statements and Statement of Performance for the year ended 30 June 2024 fairly reflect the financial position and operations of the BSA.



Susie Staley

Chair

15 October 2024



Pulotu Tupe Solomon-Tanoa'i

Member

15 October 2024

TE TAUĀKĪ MŌ TE HUA O TE MAHI TAE ATU KI 30 PIPIRI 2024

STATEMENT OF PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2024

The statements in this section provide detailed results against targets, budgets and performance measures for the year ended 30 June 2024 as set out in our Statement of Performance Expectations for the year ended 30 June 2024. There are three activities: complaints determination, oversight and development of the broadcasting standards system, and education and engagement.

	Budget Income \$	Actual Income \$	Budget Expenditure \$	Actual Expenditure \$
Complaints determination	895,520	1,004,380	1,087,233	961,962
Oversight and development of broadcasting standards system	277,920	294,387	337,417	281,955
Education and engagement	370,560	432,923	449,890	414,639
Total	1,544,000	1,731,690	1,874,540	1,658,556

OUTPUT: COMPLAINTS DETERMINATION

Description

One of our core activities is the determination of complaints alleging breach of relevant broadcasting standards. Our complaints service (which is generally only available once complaints have first gone to the broadcaster) is free, independent and accessible to the public. We strive to issue high quality, fair, clear, robust, soundly reasoned, timely decisions that reflect current community attitudes and an appropriate boundary between freedom of expression and harm. Decisions can be appealed to the High Court. Our performance against our measures is reported here.

Impact over time

- ▶ An efficient, accessible, agile and modern complaints service
- ▶ Fair, clear, robust and timely decisions on complaints, that reflect the changing media environment, and culture, attitudes and values of our diverse communities
- ▶ Public make informed decisions and safely manage broadcast content in their homes

Impact measures

- ▶ Understanding of standards by broadcasters and the public is improved
- ▶ Our decisions reflect the attitudes and values of our diverse liberal democratic society
- ▶ A high level of trust and confidence in the system is maintained

COST	Actual 2023/24	Budget 2023/24	Actual 2022/23	Actual 2021/22	Actual 2020/21	Actual 2019/20
Total cost	961,962	1,087,233	948,233	871,689	875,742	771,113
% of total cost	58%	58%	57%	55%	66%	53%

Key deliverables	Performance measures	2023/24 Target	2023/24 Actual	2022/23 Actual	2021/22 Actual
1.1 Complaints Management	Number of complaints and enquiries received	An estimated 150-180 formal complaints 800-950 enquiries	Achieved ¹⁶ 130 formal complaints 614 enquiries	Achieved: 169 formal complaints 593 enquiries	Achieved: 185 formal complaints 849 enquiries
1.2 Complaints Management	Timeliness	(a) 95% of complaints acknowledged within 3 working days	(a) Achieved – 99%	(a) Achieved – 100%	(a) Achieved – 100%
		(b) 90% of decisions issued within 20 working days of the board meeting at which the final decision is made	(b) Achieved – 100%	(b) Achieved – 99%	(b) Achieved – 100%

Key deliverables	Performance measures	2023/24 Target	2023/24 Actual	2022/23 Actual	2021/22 Actual
1.3 ¹⁷ Decisions are soundly reasoned	Quality	(b) High Court judgments on appeals taken against BSA decisions are analysed and applied in subsequent decisions to enable improvements to the BSA's reasoning and process	(b) Achieved (no appeal decisions in reporting period)	Achieved One appeal upheld – decision analysed to enable improvements to the BSA's reasoning and process in future similar cases	Achieved One appeal determined – dismissed in part with some specific issues referred back to the Authority in light of new evidence (resulting in amended decision) A second appeal (which is ongoing) notified to the BSA in July 2021
1.4 Level of Service	Quality	70% of complainants are satisfied with the BSA's service, processes and working relationships including telephone contact, written correspondence and staff professionalism. Will take place biennially	Not achieved Average of: 65% rated BSA's telephone contact as good or very good ¹⁸ 77% rated BSA's staff professionalism as good or very good ¹⁹ 66% rated BSA's written correspondence as good or very good ²⁰	N/A (biennial measure)	Achieved Average of: 86% rated BSA's telephone contact as good or very good 87% rated BSA's staff professionalism as good or very good 81% rated BSA's written correspondence as good or very good
1.5 BSA decisions reflect community standards and are understood by the public	Quality	75% of a diverse group we litmus test decisions on relating to a particular standard, rank them as acceptable, good or very good on a 5-point scale in terms of how well they understand the reasoning and support the complaint outcome. Will take place biennially	Achieved – 91% 5 decisions tested relating to gender identity issues under the fairness or discrimination and denigration standards	N/A (biennial measure)	Achieved – 83% 5 decisions relating to accuracy tested

16. As identified in our Statement of Performance Expectations for the year ending 30 June 2024, as the BSA cannot control the number of complaints and enquiries it receives, this target is being used as a measure to monitor workload and the resourcing needed to match it over time.

17. Note: Deliverable 1.3(a) is not applicable to this financial year as it is conducted biennially.

18. Average of ratings across five aspects of telephone contact where respondents were asked the extent to which they agreed (on a 5-point scale) with statements including: *Answered my questions about the complaints process well*; and *Returned my calls or got in contact with me within an acceptable timeframe*. Percentage reflects number of answers at the top of the scale (ie respondents agreed or strongly agreed).

19. Average of ratings across two measures where respondents were asked the extent to which they agreed (on a 5-point scale) that: *BSA written correspondence (letters and emails) were professional*; and *BSA phone contact was professional*. Percentage reflects number of answers at the top of the scale (ie respondents agreed or strongly agreed).

20. Average of ratings across six aspects of written correspondence where respondents were asked the extent to which they agreed (on a 5-point scale) with statements including: *BSA's written correspondence (letters and emails) were clear and easy to understand*; and *BSA's written correspondence (letters and emails) arrived within an acceptable timeframe*. Percentage reflects number of answers at the top of the scale (ie respondents agreed or strongly agreed).

OUTPUT: OVERSIGHT AND DEVELOPMENT OF THE BROADCASTING STANDARDS SYSTEM

Description

We oversee the broadcasting standards regime, work with broadcasters and others to set clear broadcasting standards and review codes so they reflect the modern media environment to which they apply. We undertake research relevant to broadcasting standards and community attitudes, and issue guidance to support broadcasters to understand and meet their obligations. We work co-operatively with other content standards regulators and provide advice, when required, to policy officials on issues about the content standards system and reform. Our performance against our measures is reported here.

Impacts over time

- ▶ Broadcasting standards are fit for purpose in the modern media environment
- ▶ Broadcasters understand and meet their standards obligations
- ▶ Public make informed decisions, safely manage broadcast content at home and can access the complaints system
- ▶ Regulatory sector reform reduces risks of harm, protects free speech and makes sense to audiences

Impact measures

- ▶ Public awareness of the broadcasting standards system is maintained
- ▶ Broadcaster conduct, practices, policies and/or procedures are improved following the issue of a decision
- ▶ A high level of trust and confidence in the standards system is maintained

COST	Actual 2023/24	Budget 2023/24	Actual 2022/23	Actual 2021/22	Actual 2020/21	Actual 2019/20
Total cost	281,955	337,417	316,078	396,222	280,447	509,227
% of total cost	17%	18%	19%	25%	21%	35%

Key deliverables	Performance measures	2023/24 Target	2023/24 Actual	2022/23 Actual	2021/22 Actual
2.1 Codes remain relevant to the media environment to which they apply	Quality	Any issues raised in relation to the new Broadcasting Code are analysed and any issues for future improvement identified	Achieved No issues raised by external parties Issues identified internally analysed and any issues for future improvement identified	Achieved ▶ 57% of broadcasters surveyed rated the new Code as better, or much better ▶ Only 4% rated it as worse ▶ The balance considered it 'the same' or ticked 'don't know/not applicable'	Achieved Final version of new Code released in June to take effect 1 July 2022

Key deliverables	Performance measures	2023/24 Target	2023/24 Actual	2022/23 Actual	2021/22 Actual
<p>2.2 Research is commissioned that is relevant to ensuring the standards are contemporary and community expectations are understood</p>	Quality	One research and/or public consultation project is undertaken to explore community expectations and/or broadcasting standards requirements relevant to supporting a diverse media system	Achieved Research project undertaken on freedom of expression and harm to diverse communities. Report findings will inform decision-making on relevant complaints, offer content that will contribute to a future regulatory system, and assist us to better serve these communities	Achieved in part Research project undertaken in collaboration with Manatū Taonga (Ministry of Culture and Heritage) and Te Puni Kōkiri relating to use of Mātauranga Māori in the media. Report findings inform decisions regarding standards requirements in this area and offer content that will contribute to a future regulatory system Work underway to prepare summary material for the guidance of stakeholders (following which feedback will be derived)	Achieved Language that may offend in broadcasting report published in March 2022 Annual broadcaster survey indicates that 94% of the (18) broadcasters who reported having read the report found it valuable or very valuable
<p>2.5²¹ Broadcasters understand the standards and meet their obligations</p>	Impact	Broadcaster conduct, practices, and/or procedures are improved following issue of a decision or new guidelines. Assessed via three case studies	Achieved 3 case studies detailed in Annual Report, section: Oversight and Development of the Broadcasting Standards System	Achieved 3 case studies detailed in Annual Report, section: Oversight and Development of the Broadcasting Standards System	Achieved 3 case studies detailed in Annual Report, section: Oversight and Development of the Broadcasting Standards System
<p>2.6 An agent for change in relation to the regulatory sector</p>	Impact	Advice on regulatory sector reform is provided to and considered by officials. Evidence of collaborative work with others in the sector. Assessed via case study	Achieved Case study detailed in Annual Report, section: Oversight and Development of the Broadcasting Standards System	Achieved Case studies detailed in Annual Report, section: Oversight and Development of the Broadcasting Standards System	Achieved Case studies detailed in Annual Report, section: Oversight and Development of the Broadcasting Standards System

21. Note: Deliverables 2.3 and 2.4 are not applicable to this financial year as they are conducted biennially.

OUTPUT: EDUCATION AND ENGAGEMENT

Description

We provide clear, user-friendly information about broadcasting standards, the complaints system and processes, and our decisions to broadcasters and the public through a variety of channels. We raise awareness and educate broadcasters and the public about the BSA, broadcasting standards and the complaints system, with the aim to prevent harm, and to assist broadcasters to meet the standards. Effective engagement and education helps New Zealanders understand their media environment and how the standards apply to the right to freedom of expression. Our performance against our measures is reported here.

Impacts over time

- ▶ An efficient, accessible, agile and modern complaints service
- ▶ Broadcasters understand and meet their standards obligations
- ▶ Public make informed decisions and safely manage broadcast content in their homes

Impact measures

- ▶ Public awareness of the broadcasting standards system is maintained
- ▶ Understanding of standards by broadcasters and the public is improved
- ▶ A high level of trust and confidence in the system is maintained
- ▶ Public awareness and use of the tools available to safely manage broadcast content is increased

COST	Actual 2023/24	Budget 2023/24	Actual 2022/23	Actual 2021/22	Actual 2020/21	Actual 2019/20
Total cost	414,639	449,890	399,256	316,978	165,007	174,592
% of total cost	25%	24%	24%	20%	13%	12%

Key deliverables	Performance measures	2023/24 Target	2023/24 Actual	2022/23 Actual	2021/22 Actual
3.1 Success of Communication and Engagement	Impact	Decisions and issues of high public interest or that provide particular guidance on the application of the standards are communicated effectively – whether via feedback to broadcasters; media releases; newsletters or social media. Assessed via a case study	Achieved Case study detailed in Annual Report, section: Education and Engagement	Achieved Case study detailed in Annual Report, section: Education and Engagement	Achieved Case study detailed in Annual Report, section: Education and Engagement

Key deliverables	Performance measures	2023/24 Target	2023/24 Actual	2022/23 Actual	2021/22 Actual
3.2 Broadcasters understand the standards and meet their obligations	Quality	The BSA meets with, provides workshops and/or seminars 15 times annually to broadcasters or training institutions on issues relating to broadcasting standards so they understand them and meet their obligations	Achieved 20 meetings with broadcasters 5 seminars provided to broadcasters 4 seminars provided to training institutions	Achieved 15 meetings with broadcasters 8 seminars provided to broadcasters 4 seminars provided to training institutions	Achieved 53 meetings with broadcasters 12 seminars provided to broadcasters 4 seminars provided to training institutions
3.4²² Diverse New Zealand communities are encouraged and supported to participate in the broadcasting standards regime and engage safely with broadcast content	Impact	BSA provides 10 meetings, workshops or translated written guidance to Māori, Asian and/or Pacific peoples groups	Achieved 9 meetings/ workshops with Māori, Asian and/or Pacific peoples groups The following guidance released in multiple languages: <ul style="list-style-type: none"> ▶ Election Programmes Code (including associated guidance) ▶ Updated Complaints Unlikely to succeed guidance ▶ Guidance on reporting on gender identity issues ▶ Te reo translation of updated guide to broadcaster publicity notices 	Achieved 9 meetings/ workshops with 12 Māori, Asian and/or Pacific peoples groups The following guidance released in multiple languages: <ul style="list-style-type: none"> ▶ Broadcasting Standards Codebook ▶ Broadcaster publicity notice template ▶ Guide to choosing a standard ▶ Guide to the complaints process ▶ 2023 Election Programmes Code 	Achieved 19 meetings/ workshops with Māori, Asian and/or Pacific peoples groups Codebook in Te Reo Māori available in June 2022 The following guidance released in multiple languages: <ul style="list-style-type: none"> ▶ Complaints Unlikely to Succeed guidance ▶ Media release on Language that May Offend in Broadcasting Survey ▶ Classifications and timebands guide
3.5 Complainants and broadcasters indicate high satisfaction with the usability and clarity of the website	Quality	At least 70% of broadcasters or complainants surveyed rate the BSA website as good or very good on a 5-point scale. Broadcasters and complainants will be surveyed in alternate years	Not Achieved 57% – Complainants	Achieved 84% – Broadcasters	Achieved 84% – Broadcasters 74% – Complainants

22. Note: Deliverable 3.3 is not applicable to this financial year as it is conducted biennially.

DISCLOSURE OF JUDGEMENTS

Our performance against most of the above targets is able to be assessed as a matter of fact (eg based on data in our systems, formal survey/research reports and/or matters identified in relevant case studies set out in this report). However, where determining performance information has involved areas of judgement, relevant judgements applied are outlined below. Where possible, we have sought to maintain a consistent approach to calculating achievement against specified objectives.

2023/24 Target	Significant judgements involved in the measurement, aggregation and presentation of results
Output: Complaints Determination	
<p>1.1 An estimated 150-180 formal complaints, 800-950 enquiries</p>	<p>'Formal complaint' is a formal complaint as described in s6 of the Broadcasting Act 1989.</p> <p>'Enquiry' is any external enquiry (not constituting a formal complaint or intended for a particular member of staff or role) which is received via our main phone lines or public email addresses info@bsa.govt.nz, media@bsa.govt.nz or complaints@bsa.govt.nz and logged in our Compass customer records management system.</p>
<p>1.2 (a) 95% of complaints acknowledged within 3 working days (b) 90% of decisions issued within 20 working days of the board meeting at which the final decision is made</p>	<p>'Working days' are calculated based on the definition of that term in the Broadcasting Act 1989</p>
<p>1.4 70% of complainants are satisfied with the BSA's service, processes and working relationships including telephone contact, written correspondence and staff professionalism. Will take place biennially</p>	<p>The rating is calculated from complainant satisfaction survey results where our ratings for written correspondence, telephone contact and staff professionalism are calculated as follows:</p> <p>BSA's written correspondence: rating is the average of our ratings for the following areas:</p> <ul style="list-style-type: none"> ▶ adequately explained the next steps of the process ▶ were professional ▶ were clear and easy to understand ▶ arrived within an acceptable timeframe ▶ answered my questions about the formal complaints process well ▶ were impartial in the advice and assistance provided. <p>BSA's telephone contact: rating is the average of our ratings for the following areas:</p> <ul style="list-style-type: none"> ▶ professional ▶ made me feel like I was being listened to ▶ answered my questions about the formal complaints process well ▶ returned my calls or got in contact with me within an acceptable timeframe ▶ were impartial in the advice and assistance they gave me. <p>BSA staff professionalism: rating is the average of our ratings for the following areas:</p> <ul style="list-style-type: none"> ▶ professionalism in written contact ▶ professionalism in telephone contact.

2023/24 Target	Significant judgements involved in the measurement, aggregation and presentation of results
<p>1.5 75% of a diverse group we litmus test decisions on relating to a particular standard, rank them as acceptable, good or very good on a 5-point scale in terms of how well they understand the reasoning and support the complaint outcome. Will take place biennially</p>	<p>The rating is calculated from our Litmus Testing research. For each of the 5 decisions tested, the research identifies the percentage of participants which ranked it as 'acceptable, good or very good' on a five-point scale. The overall result is the average of these percentages.</p>
<p>Output: Oversight and Development of the Broadcasting Standards System</p>	
<p>2.1 Any issues raised in relation to the new Broadcasting Code are analysed and any issues for future improvement identified</p>	<p>Evidence (ie board paper) is available to demonstrate analysis and determination regarding issue identified.</p>
<p>Output: Education and Engagement</p>	
<p>3.5 At least 70% of broadcasters or complainants surveyed rate the BSA website as good or very good on a 5-point scale. Broadcasters and complainants will be surveyed in alternate years</p>	<p>The rating is calculated from complainant satisfaction survey results with the overall rating reflecting the average of our ratings for the website:</p> <ul style="list-style-type: none"> ▶ being easy to use ▶ being a valuable resource ▶ content being clear and easy to understand.

NGĀ TAUĀKĪ PŪTEA FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 Actual \$	2024 Budget \$	2023 Actual \$
Revenue				
Revenue from the Crown	2	859,000	859,000	759,000
Other revenue from the Crown		-	-	73,139
Broadcasting levies		751,396	650,000	715,613
Interest income		121,294	35,000	73,530
Other revenue		-	-	208
Total Revenue		1,731,690	1,544,000	1,621,490
Less Expenditure				
Personnel costs	3	1,171,123	1,292,120	1,087,428
Other expenses	4	459,231	558,420	550,749
Depreciation and amortisation	8 & 9	28,202	24,000	25,390
Total Expenditure		1,658,556	1,874,540	1,663,567
SURPLUS/(DEFICIT)		73,134	(330,540)	(42,077)

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2024

	2024 Actual \$	2024 Budget \$	2023 Actual \$
Public equity as at 1 July	2,145,995	2,058,529	2,188,072
Refund of equity to the Crown ²³	-	-	-
Surplus/(deficit) for the year ended 30 June	73,134	(330,540)	(42,077)
PUBLIC EQUITY AS AT 30 JUNE	2,219,129	1,727,989	2,145,995

23. Each year the BSA considers the appropriate amount that ought to be refunded to the Crown pursuant to s165 of the Crown Entities Act.

Explanations of major variances against budgets are provided in Note 16.
The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2024

	Note	2024 Actual \$	2024 Budget \$	2023 Actual \$
Assets				
Current assets				
Bank accounts and cash	5	646,416	297,148	425,628
Investments	6	1,700,000	1,500,000	1,850,000
Debtors and prepayments	7	55,641	39,500	64,603
GST		16,690	30,000	21,492
Total current assets		2,418,747	1,866,648	2,361,723
Non-current assets				
Property, plant and equipment	8	18,655	22,237	24,025
Intangible assets	9	10,792	1,500	22,904
Total non-current assets		29,447	23,737	46,929
Total assets		2,448,194	1,890,385	2,408,652
Liabilities				
Current liabilities				
Creditors and accrued expenses	10	152,624	109,200	198,318
Employee entitlements	11	76,441	53,196	64,339
Total liabilities		229,065	162,396	262,657
Total assets less total liabilities		2,219,129	1,727,989	2,145,995
REPRESENTED BY PUBLIC EQUITY		2,219,129	1,727,989	2,145,995

Explanations of major variances against budgets are provided in Note 16.
The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 Actual \$	2024 Budget \$	2023 Actual \$
Cash Flows from Operating Activities				
Revenue from the Crown		859,000	859,000	759,000
Other revenue from the Crown		-	-	73,139
Broadcasting levies		748,108	650,000	715,285
Interest received		131,026	35,000	60,014
GST (net)		4,802	(15,000)	(9,702)
Payments to employees & board members		(1,158,150)	(1,294,074)	(1,075,377)
Payments to suppliers & other operating expenses		(503,278)	(554,220)	(494,031)
Net Cash Flow from Operating Activities		81,508	(319,294)	28,328
Cash Flows from Investing Activities				
Purchase of property, plant and equipment		(5,860)	(12,500)	(16,309)
Purchase of intangible assets		(4,860)	2,500	-
Proceeds from disposal of intangible assets		-	-	-
Acquisition of investments		-	-	-
Proceeds from investments		150,000	400,000	205,404
Net Cash Flow from Investing Activities		139,280	390,000	189,095
Net Increase/(decrease) in cash held		220,788	70,706	217,423
Opening bank accounts and cash		425,628	226,442	208,205
CLOSING BANK ACCOUNTS AND CASH	5	646,416	297,148	425,628

Explanations of major variances against budgets are provided in Note 16.
The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

1. Statement of accounting policies

Reporting entity

The Broadcasting Standards Authority (BSA) is a Crown Entity as defined by the Crown Entities Act 2004 and is domiciled in New Zealand. As such, the BSA's ultimate parent is the New Zealand Crown.

BSA's primary objective is to provide public services to the New Zealand public, as opposed to that of making a financial return. Accordingly, the BSA has designated itself as a public benefit entity (PBE) for the purposes of financial reporting.

The financial statements for the BSA are for the year ended 30 June 2024, and were approved by the board on 15 October 2024.

Basis of preparation

Statement of Compliance

The financial statements for the BSA have been prepared in accordance with the Crown Entities Act 2004, which includes the requirement to comply with generally accepted accounting practice in New Zealand ("NZ GAAP"). The financial statements have been prepared on the basis that the BSA is a going concern.

The BSA has total expenditure less than \$5 million and is, therefore, eligible to report in accordance with Tier 3 PBE accounting standards. Accordingly, these financial statements have been prepared in accordance with Tier 3 PBE accounting standards, using the criteria set out in *Public Benefit Entity Simple Format Reporting – Accrual (Public Sector)* (PBE SFR-A (PS)).

Measurement base

The financial statements have been prepared on a historical cost basis.

Functional and presentation currency

The financial statements are presented in New Zealand dollars and are rounded to the nearest dollar (\$). The functional currency of the BSA is New Zealand dollars (NZ\$).

Changes in accounting policies

There have been no changes in accounting policies during the financial year.

Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

Revenue

Revenue is measured at the fair value of consideration received or receivable.

Revenue from the Crown

This revenue is restricted in use for the purpose of BSA meeting its objectives specified in the Broadcasting Act 1989 and the scope of the relevant appropriation of the Crown. BSA considers there are no conditions attached to the funding and it is recognised as revenue at the point of entitlement.

Other revenue from the Crown includes revenue received from the Ministry for Culture and Heritage and Te Puni Kōkiri to collaborate on a research project. BSA considers there are no conditions attached to the revenue received to date and it is recognised at the point of entitlement.

Broadcasting levy

Broadcasting levies are recognised on the occurrence of a recognition event, being the earlier of receipt of payment or receipt of levy return. Levies are paid by broadcasters in accordance with the Broadcasting Act 1989 and are based on broadcaster revenue for the qualifying period. The amount of levies collected each year is influenced by timing of receipt of payment or the levy return and changes in broadcaster revenue on which the levy is based. Consequently there may be variances on the total amount collected as revenue each year.

Interest

Interest income is recognised as it accrues on bank account balances, on-call bank deposits and investments.

Other income

Other income is recognised at the time the services are rendered.

Leases

Operating leases

Leases that do not transfer substantially all the risks and rewards incidental to ownership of an asset to the BSA are classified as operating leases. Lease payments under an operating lease are recognised as an expense on a straight-line basis over the term of the lease in the Statement of Financial Performance.

Bank accounts and cash

Bank accounts and cash held by the BSA include bank balances and on-call bank deposits. Bank accounts and cash are measured at the amount held.

Debtors and prepayments

Debtors and prepayments are initially recorded at the amount owed. When it is likely the amount owed (or some portion) will not be collected, a provision for impairment is recorded and the loss is recognised as a bad debt expense. Impairment of a receivable is established when there is objective evidence that the BSA will not be able to collect amounts due according to the original terms of the receivable. Significant financial difficulties of the debtor, probability that the debtor will enter into bankruptcy, and default in payment are all considered indicators that the debtor is impaired.

Investments in bank deposits

Investments comprise investments in term deposits with banks.

Deposits with banks are initially recorded at the amount paid. If it appears that the carrying amount of the investment will not be recovered, it is written down to the expected recoverable amount. Significant financial difficulties of the bank, probability that the bank will enter into bankruptcy, and default in payment are all considered indicators that the deposit is not recoverable.

Property, plant and equipment

Property, plant and equipment asset classes consist of office equipment, furniture and fittings, leasehold improvements, computer equipment and artworks.

Property, plant and equipment are shown at cost or valuation, less any accumulated depreciation and impairment losses.

Additions

The cost of an item of property, plant and equipment is recognised as an asset only when it is probable that future economic benefits or service potential associated with the item will flow to the BSA, and the cost of the item can be measured reliably.

Where an asset is acquired at no cost, or for a nominal cost, it is recognised at fair value when control over the asset is obtained.

Disposals

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the assets. Gains and losses on disposals are included in the Statement of Financial Performance.

Subsequent costs

Costs incurred subsequent to initial acquisition are capitalised only when it is probable that future economic benefits or service potential associated with the item will flow to the BSA, and the cost of the item can be measured reliably.

The costs of day-to-day servicing of property, plant and equipment are recognised in the Statement of Financial Performance as they are incurred.

Depreciation

Depreciation is provided on either a straight-line or diminishing value basis on all fixed assets at a rate which will write off the cost of the assets to their estimated residual value over their useful lives.

The associated depreciation rates of major classes of assets have been estimated as follows:

	SL	DV
Office equipment	20% – 33.3%	-
Furniture and fittings	10.5% – 20%	16%
Leasehold improvements	20% – 50%	-
Computer equipment	33% – 33.3%	33%

Leasehold improvements are depreciated over the unexpired period of the lease or the estimated remaining useful lives of the improvements, whichever is the shorter.

Artworks are fully depreciated in the year of purchase.

Intangible assets

Software acquisition

Computer software licenses of more than one year will be capitalised on the basis of the costs incurred to acquire and use the specific software. Computer software licenses of less than one year will be recognised as an expense when incurred.

Amortisation

The carrying value of an intangible asset with a finite life is amortised on a straight-line basis over its useful life. Amortisation begins when the asset is available for use and ceases at the date the asset is either fully amortised or no longer used. The amortisation charge for each period is recognised in the Statement of Financial Performance.

The associated amortisation rates of major classes of intangible assets have been estimated as follows:

Computer software	33% – 33.3%
Copyright	33.3%

Impairment of property, plant and equipment and intangible assets

Property, plant and equipment and intangible assets that have a finite life are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. The total impairment loss is recognised in the Statement of Financial Performance, as is any subsequent reversal of an impairment loss.

Value in use is depreciated replacement cost for an asset where the future economic benefits or service potential of an asset are not primarily dependent on the asset's ability to generate net cash inflows and where the BSA would, if deprived of the asset, replace its remaining future economic benefits or service potential.

Creditors and accrued expenses

Creditors and accrued expenses are reflected at the amount owed.

Employee entitlements

These include salaries and wages accrued up to balance date and annual leave earned but not yet taken at balance date. A liability and an expense is recognised for bonuses where there is a contractual obligation or where there is a past practice that has created a constructive obligation or when the employee is notified that the bonus has been granted. No liability is recognised for sick leave.

Provision is made in respect of the BSA's liability for annual leave that is expected to be settled within 12 months of the reporting date. Annual leave is measured at nominal values on an actual entitlement basis at current rates of pay.

Superannuation scheme

Defined contribution scheme

Obligations for contributions to KiwiSaver are accounted for as defined contribution superannuation schemes and are recognised as an expense in the Statement of Financial Performance as incurred.

Goods and services tax (GST)

The BSA is registered for GST. All items in the financial statements are exclusive of GST, with the exception of debtors and creditors, which are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the Inland Revenue Department (IRD) is included as part of receivables or payables in the Statement of Financial Position. The net GST paid to or received from the IRD, including the GST relating to investing and financing activities, is classified as an operating cash flow in the Statement of Cash Flows.

Commitments and contingencies are disclosed exclusive of GST.

Income tax

The BSA is a public authority and consequently is exempt from the payment of income tax. Accordingly, no provision has been made for income tax.

Budget figures

The budget figures are derived from the Statement of Performance Expectations as approved by the board at the beginning of the financial year. The budget figures have been prepared in accordance with Tier 3 PBE framework, using accounting policies that are consistent with those adopted by the board in preparing these financial statements.

Cost allocation

The BSA has determined the cost of outputs in the Statement of Performance using the cost allocation system outlined below.

Direct costs are those costs directly attributed to an output. Indirect costs are those costs that cannot be identified in an economically feasible manner with a specific output.

Direct costs are charged directly to outputs. Indirect costs are charged to outputs based on estimates of related activity or usage information.

There have been no changes to the cost allocation methodology since the date of the last audited financial statements.

Use of judgements, estimates and assumptions

In preparing these financial statements, the BSA has made estimates and assumptions about the future. These estimates and assumptions may differ from subsequent actual results. Estimates and assumptions are regularly evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances and, in particular, when estimating the useful life and residual value of property, plant and equipment.

2. Revenue from the Crown

The BSA has been provided with funding from the Crown for the specific purposes set out in the Broadcasting Act 1989 and the scope of the relevant Crown appropriations. Apart from these restrictions, there are no unfulfilled conditions or contingencies attached to government funding. (2023: Nil).

3. Personnel costs

	2024 Actual \$	2023 Actual \$
Staff salaries	1,002,401	884,443
Board remuneration	139,105	176,624
KiwiSaver employer contributions	29,617	26,361
TOTAL PERSONNEL COSTS	1,171,123	1,087,428

The increase in salaries is due to increases in accordance with the BSA's reward and remuneration framework.

4. Other expenses

	2024 Actual \$	2023 Actual \$
Audit fees	28,668	28,509
Consultancy	50,099	57,913
Research	117,640	162,377
Travel, accommodation & training	18,408	40,902
Rent	57,204	54,708
IT	54,999	58,219
Office expenses	132,213	148,121
TOTAL OTHER EXPENSES	459,231	550,749

Consultancy costs decreased from the prior year as a result of the nature of projects completed in this financial year (and lower than anticipated need for consultancy arising).

5. Bank accounts and cash

Bank		
Current accounts	299,251	238,690
Call accounts	347,165	186,938
TOTAL BANK ACCOUNTS AND CASH	646,416	425,628

6. Investments

Term deposits	1,700,000	1,850,000
TOTAL INVESTMENTS	1,700,000	1,850,000

7. Debtors and prepayments

Trade receivables	4,744	1,456
Accrued interest	12,198	21,930
Prepayments	38,699	41,217
TOTAL DEBTORS AND PREPAYMENTS	55,641	64,603

The carrying value of debtors approximates their fair value.

8. Property, plant and equipment

Movements for each class of property, plant and equipment are as follows:

	Artworks \$	Computer equipment \$	Furniture and fittings \$	Leasehold improvements \$	Office equipment \$	Totals \$
Cost or valuation						
Balance at 1 July 2022	9,082	92,403	67,372	124,755	14,258	307,870
Additions	-	10,183	4,352	1,774	-	16,309
Disposals	-	(2,525)	(1,290)	-	-	(3,815)
Balance at 30 June 2023	9,082	100,061	70,434	126,529	14,258	320,364
Accumulated depreciation						
Balance at 1 July 2022	9,082	82,082	61,079	124,755	14,258	291,256
Depreciation expense	-	6,622	2,010	266	-	8,898
Eliminate on disposal / reclassification	-	(2,525)	(1,290)	-	-	(3,815)
Balance at 30 June 2024	9,082	86,179	61,799	125,021	14,258	296,339
CARRYING AMOUNT AT 30 JUNE 2023	-	13,882	8,635	1,508	-	24,025
Cost or valuation						
Balance at 1 July 2023	9,082	100,061	70,434	126,529	14,258	320,364
Additions	-	360	-	5,500	-	5,860
Disposals	-	-	-	-	-	-
Balance at 30 June 2024	9,082	100,421	70,434	132,029	14,258	326,224
Accumulated depreciation						
Balance at 30 June 2024	9,082	86,179	61,799	125,021	14,258	296,339
Depreciation expense	-	6,260	2,095	2,875	-	11,230
Eliminate on disposal / reclassification	-	-	-	-	-	-
Balance at 1 July 2023	9,082	92,439	63,894	127,896	14,258	307,569
CARRYING AMOUNT AT 30 JUNE 2024	-	7,982	6,540	4,133	-	18,655

9. Intangible assets

Movements for intangible asset is as follows:

	Copyright and software \$
Cost	
Balance at 1 July 2022	121,658
Additions	-
Balance at 30 June 2023	121,658
Accumulated amortisation	
Balance at 1 July 2022	82,262
Amortisation expense	16,492
Balance at 30 June 2023	98,754
CARRYING AMOUNT AT 30 JUNE 2023	22,904
Cost	
Balance at 1 July 2023	121,658
Additions	4,860
Balance at 30 June 2024	126,518
Accumulated amortisation	
Balance at 1 July 2023	98,754
Amortisation expense	16,972
Balance at 30 June 2024	115,726
CARRYING AMOUNT AT 30 JUNE 2024	10,792

10. Creditors and accrued expenses

	2024 Actual \$	2023 Actual \$
Creditors	60,220	80,316
Accrued expenses	82,775	109,244
Kiwisaver employees contribution payable to IRD	887	700
PAYE, including deductions payable to IRD	8,742	8,058
TOTAL CREDITORS AND ACCRUED EXPENSES	152,624	198,318

Creditors and accrued expenses are non-interest bearing and are normally settled on 30-day terms, therefore, the carrying value of creditors and accrued expenses approximates their fair value.

11. Employee entitlements

	2024 Actual \$	2023 Actual \$
Accrued salaries and wages	20,551	21,211
Annual leave	55,890	43,128
TOTAL EMPLOYEE ENTITLEMENTS	76,441	64,339

12. Commitments

Commitments are represented by:		
Not later than one year	57,204	48,425
Later than one year and not later than two years	4,767	48,425
Later than two years and not later than five years	-	4,035
TOTAL NON-CANCELLABLE OPERATING LEASE	61,971	100,885

The operating lease is for the rental of premises on Level 2, 119 Ghuznee Street, occupied from 26 July 2013. The lease was renewed in July 2022 for a further three year term. The current monthly repayment, per the operating lease terms, is \$4,767.04.

13. Contingent assets and liabilities

Contingent assets

As at 30 June 2024 the BSA had no contingent assets. (2023:Nil)

Contingent liabilities

As at 30 June 2024 the BSA had no contingent liabilities. (2023:Nil)

14. Related party transactions & key management personnel

In conducting its activities, the BSA is required to pay various taxes and levies (such as GST, PAYE and ACC levies) to the Crown and entities related to the Crown. The payment of these taxes and levies, other than income tax, is based on the standard terms and conditions that apply to all tax and levy payers. The BSA is exempt from paying income tax.

The BSA purchases goods and services from entities controlled, significantly influenced or jointly controlled by the Crown. Purchases from these government-related entities are entered into on an arms-length basis.

The BSA receives levy payments pursuant to the Broadcasting Act 1989, from government-related broadcasters.

	2024 Actual \$	2023 Actual \$
Key management personnel compensation		
Salaries and other short-term benefits	358,828	341,416
TOTAL KEY MANAGEMENT PERSONNEL COMPENSATION	358,828	341,416

Key management personnel includes all board members and the Chief Executive. The BSA had no related party transactions. (2023: Nil)

Board member remuneration

The total value of remuneration paid or payable to each board member during the year was:

	2024 Actual \$	2023 Actual \$
A Beck appointed in May 2022	34,875	52,445
J Gillespie appointed in December 2021	25,813	33,500
T Solomon-Tanoa'I appointed in December 2021	26,063	35,704
S Staley (Chair)	52,355	54,975
TOTAL BOARD MEMBER REMUNERATION	139,105	176,624

15. Events after balance date

There were no significant events after the balance date.

16. Explanations of significant variations against budget

Explanations for significant variations from the BSA's budgeted figures in the Statement of Performance Expectations are as follows:

Statement of Financial Performance

Revenue

Revenue was above budget this year due to a higher amount of broadcasting levies received than expected. In addition to this, interest rates were higher than anticipated resulting in increased interest income.

Expenditure

Personnel costs were below budget for the year due to time taken to recruit vacant positions and a decrease in expected variable hours.

Other expenses were below budget due to lower than anticipated consultancy support required and external legal support.

Statement of Financial Position

Bank accounts and cash/investments

Bank accounts and cash and investments were higher than budgeted due to an increase in investments sought. This was driven from an increase in broadcasting levies and timing of expenditure incurred.

Intangible assets

Intangible assets were higher than budgeted due to necessary enhancements made to the website.

Creditors and accrued expenses

Creditors and accrued expenses were higher than budgeted due to the timing of expenditure incurred during the year falling closer to the end of the financial year than initially anticipated.

TE PŪRONGO A TE ŌTITA MOTUHAKÉ

INDEPENDENT AUDITOR'S REPORT

To the readers of Broadcasting Standards Authority's financial statements and performance information for the year ended 30 June 2024

The Auditor-General is the auditor of Broadcasting Standards Authority (the Authority). The Auditor-General has appointed me, Grant Taylor, using the staff and resources of Ernst & Young, to carry out the audit of the financial statements and the performance information, of the Authority on his behalf.

Opinion

We have audited:

- ▶ the financial statements of the Authority on pages 52 to 63, that comprise the statement of financial position as at 30 June 2024, the statement of comprehensive revenue and expenses, statement of changes in equity and statement of cash flows for the year ended on that date and the notes to the financial statements including a summary of significant accounting policies and other explanatory information; and
- ▶ the performance information which reports against the Authority's statement of performance expectations for the year ended 30 June 2024 on pages 43 to 51.

In our opinion:

- ▶ the financial statements of the Authority:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2024; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards; and
- ▶ the Authority's performance information for the year ended 30 June 2024:
 - presents fairly, in all material respects, for each class of reportable outputs:
 - its standards of delivery performance achieved as

compared with forecasts included in the statement of performance expectations for the financial year; and

- its actual revenue and output expenses as compared with the forecasts included in the statement of performance expectations for the financial year; and

- complies with generally accepted accounting practice in New Zealand.

Our audit was completed on 15 October 2024. This is the date at which our opinion is expressed.

The basis for our opinion is explained below. In addition, we outline the responsibilities of the Board and our responsibilities relating to the financial statements and the performance information, we comment on other information, and we explain our independence.

Basis for our opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of the Board for the financial statements and the performance information

The Board is responsible on behalf of the Authority for preparing financial statements and performance information that are fairly presented and comply with generally accepted accounting practice in New Zealand. The Board is responsible for such internal control as it determines is necessary to enable it to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board is responsible on behalf of the Authority for assessing the Authority's ability to continue as a going concern. The Board is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless there is an intention to merge or to terminate the activities of the Authority, or there is no realistic alternative but to do so.

The Board's responsibilities arise from the Crown Entities Act 2004 and the Public Finance Act 1989.

Responsibilities of the auditor for the audit of the financial statements and the performance information

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance information, as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

For the budget information reported in the financial statements and the performance information, our procedures were limited to checking that the information agreed to the Authority's statement of performance expectations.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- ▶ We identify and assess the risks of material misstatement of the financial statements and the performance information, 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 our 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.

- ▶ We 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 Authority's internal control.
- ▶ We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- ▶ We evaluate the appropriateness of the performance information which reports against the Authority's statement of performance expectations.
- ▶ We conclude on the appropriateness of the use of the going concern basis of accounting by the Board and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance information or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Authority to cease to continue as a going concern.
- ▶ We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

Other information

The Board is responsible for the other information. The other information comprises the information included on pages 1 to 42 and 67 to 84, but does not include the financial statements and the performance information, and our auditor's report thereon.

Our opinion on the financial statements and the performance information does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements and the performance information, our responsibility is to read

the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance information or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independence

We are independent of the Authority in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: *International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand) (PES 1)* issued by the New Zealand Auditing and Assurance Standards Board.

Other than in our capacity as auditor, we have no relationship with, or interests, in the Authority.



Grant Taylor

Ernst & Young

Chartered Accountants

On behalf of the Auditor-General
Wellington, New Zealand

TĀPIRITANGA APPENDICES

TĀPIRITANGA 1: NGĀ KŌAMUAMU ME NGĀ WHAKATAU APPENDIX 1: COMPLAINTS RECEIVED AND DECISIONS ISSUED

Year	Complaints Received	Decisions Issued	Determination			Appealed to High Court	Orders							
			Upheld	Upholds as % of total	Not Upheld		Declined to Determine ²⁴	Other ²⁵	Published Statement	Costs to Crown	Legal Costs	Compensation for Breach of Privacy	Other	
July 2023 – June 2024	130	106 ²⁶	5 (relating to 5 complaints)	4.7%	85 (relating to 98 complaints)	16 (relating to 17 complaints)	0	1	1	0	0			
July 2022 – June 2023	169	121	7	5.7%	100 (relating to 116 complaints)	13 (relating to 25 complaints)	1 (relating to 1 complaint)	3	2	1	1	1 (interlocutory) order accepting jurisdiction of complaint		
July 2021 – June 2022	184	173 (relating to 185 complaints)	7 (relating to 8 complaints)	4.1%	145 (relating to 157 complaints)	19 (relating to 20 complaints)	2 (relating to 2 complaints)	3	4			1 (interlocutory) order regarding submission of evidence and key facts in issue		
July 2020 – June 2021	206	160 (relating to 191 complaints)	15 (relating to 16 complaints)	9.4%	135 (relating to 160 complaints)	9 (relating to 14 complaints)	1 (relating to 1 complaint)	2	6	2	2	1 order for provision of broadcast material		
July 2019 – June 2020	135	111 (relating to 130 complaints)	16 (relating to 22 complaints)	14.4%	84 (relating to 98 complaints)	8 (relating to 8 complaints)	3 (relating to 4 complaints) ²⁷	2	2			2 costs to the broadcaster 2 complaints directed back to the broadcaster		
July 2018 – June 2019	121	90 (relating to 131 complaints)	9 (relating to 11 complaints)	10%	76 (relating to 115 complaints)	3 (relating to 3 complaints)	2 (relating to 2 complaints)	3	4	1	1	1 Online statement 1 Print statement		

24. From 2010 'Declined to Determine' encompasses all non-jurisdiction-related 'declined' findings, including that complaints were frivolous, vexatious or trivial or that in any event, the complaint ought not to be determined by the BSA.

25. From 2010 'Other' relates solely to findings of jurisdiction or no jurisdiction that may have been previously treated as 'Declined to Determine'.

26. As at 30 June 2024, 34 complaints were still to be determined.

27. 2 of the 4 complaints relate to the same matter and were the subject of 1 BSA decision accepting jurisdiction to consider the complaints. The 2 complaints were later upheld in the BSA's substantive decision. Therefore they are recorded under both 'Upheld' and 'Other' in the Determinations section, but counted as 2 complaints (not 4) of the total 130 complaints determined in 111 decisions.

Year	Complaints Received		Decisions Issued		Determination					Orders			
	Complaints Received	Decisions Issued	Upheld	Upholds as % of total	Not Upheld	Declined to Determine ²⁴	Other ²⁵	Appealed to High Court	Published Statement	Costs to Crown	Legal Costs	Compensation for Breach of Privacy	Other
July 2017 – June 2018	174	103 (about 148 complaints)	14 (about 52 complaints)	13.6%	83 (about 89 complaints)	2 (about 2 complaints)	4 (about 5 complaints)	-	5 (including one statement published online)	3	1	3	1 Complaint directed back to the broadcaster
July 2016 – June 2017	113	102 (about 113 complaints)	15 (about 15 complaints)	14.7%	82 (about 93 complaints)	1	4	1	4	4	-	4	1 Complaint directed back to broadcaster to consider
July 2015 – June 2016	124	101	23	22.8%	73	4	1	-	2	5	1	4	-
July 2014 – June 2015	151	143	14	9.8%	120	9	-	-	1	1	1	6	-
July 2013 – June 2014	149	99	12	12.1%	74	13	-	2	2	2	1	1	-
July 2012 – June 2013	136	111	18	16.2%	86	5	2	1	1	-	1	2	1 Complaint directed back to broadcaster to consider
July 2011 – June 2012	195	162	17	10.4%	131	10	4	-	1	3	4	1	-
July 2010 – June 2011	250	236	69	29.2%	146	13	8	5	6	8	4	2	-
July 2009 – June 2010	210	193	45	23.3%	141	7	-	4	11	7	7	-	-
July 2008 – June 2009	162	151	25	16.6%	124	2	-	-	4	3	3	1	-
July 2007 – June 2008	148	139	41	29.5%	94	2	2	4	13	8	3	2	1 Refrain from broadcasting
July 2006 – June 2007	131	125	27	21.6%	94	3	1	2	10	9	7	6	-
July 2005 – June 2006	153	156	19	12.2%	127	10	-	-	6	5	4	-	-
July 2004 – June 2005	184	214	40	18.7%	166	7	1	1	11	4	6	-	1 Publication of apology in newspapers

Year	Complaints Received	Decisions Issued	Determination					Appealed to High Court	Orders					
			Upheld	Upholds as % of total	Not Upheld	Declined to Determine ²⁴	Other ²⁵		Published Statement	Costs to Crown	Legal Costs	Compensation for Breach of Privacy	Other	
July 2003– June 2004	196	187	42	22.5%	133	5	7	3	10	1	3	2	2	2 Publication in newspaper/Referred back to broadcaster to review its policies
July 2002– June 2003	169	160	26	16.3%	116	8	10	1	7	2	2	-	-	-
July 2001– June 2002	186	180	44	24.4%	128	8	-	4	12	8	2	3	3	1 Broadcast of apology
July 2000– June 2001	197	189	41	21.7%	135	13	-	1	13	6	1	2	2	1 Letter of apology
July 1999– June 2000	206	239	71	29.7%	152	16	-	-	12	13	5	2	2	1 Refrain from advertising
July 1998– June 1999	204	184	33	17.9%	132	9	10	1	4	8	2	4	4	-
July 1997– June 1998	174	176	39	22.2%	122	12	3	2	2	10	-	7	7	1 Broadcast of apology
July 1996– June 1997	206	199	40	20.1%	147	10	2	-	5	-	8	1	1	2 Broadcasts of apology
July 1995– June 1996	179	171	50	29.2%	110	10	1	1	11	-	-	4	4	4 Broadcasts of apology
July 1994– June 1995	162	139	48	34.5%	84	4	3	-	7	-	1	-	-	2 Broadcasts of apology
July 1993– June 1994	168	151	53	35.1%	92	6	-	-	6	-	-	2	2	1 Broadcast of apology
July 1992– June 1993	159	144	43	29.9%	97	3	1	-	3	-	1	2	2	-
July 1991– June 1992	106	76	25	32.9%	46	4	1	-	3	-	-	1	1	-
July 1990– June 1991	52	45	19	42.2%	25	-	1	-	7	-	1	-	-	2 Broadcasts of apology/ Refrain from advertising
July 1989– June 1990	43	14	6	42.9%	6	2	-	-	-	-	-	1	1	-

DECISION STATISTICS

In the reporting period we issued 106 decisions in relation to 120 complaints. The tables below provide details of the broadcasters and programmes complained about, the standards raised and outcomes of the complaints determined in the decisions issued in the reporting period.

Most complained about medium by number of decisions (106 decisions issued)

	Total number of decisions	Upheld
Television	72 decisions about 85 complaints (85 decisions about 108 complaints)	3 decisions about 3 complaints (5 decisions about 5 complaints)
Radio	34 decisions about 35 complaints (35 decisions about 46 complaints)	2 decisions about 2 complaints (2 decisions about 8 complaints)

Figures in brackets are from the previous year.

Most complained about broadcaster by number of decisions (106 decisions issued)

	Total decisions	Upheld	Not upheld	Declined to determine	Interlocutory decision	Orders
Television						
TVNZ	45 (50)	2 (2)	35 (43)	8 (5)	- (-)	- (3)
Discovery NZ T/A Warner Bros. Discovery	20 (32)	1 (1)	16 (25)	3 (6)	- (-)	- (-)
SKY TV	7 (1)	- (1)	7 (-)	- (-)	- (-)	- (1)
Te Aratuku Whakaata Irirangi Māori Māori Television	- (2)	- (1)	- (1)	- (-)	- (-)	- (-)
Radio						
RNZ	20 (20)	- (2)	16 (17)	4 (-)	- (1)	- (3)
NZME	10 (15)	2 (-)	8 (13)	- (2)	- (-)	2 (-)
MediaWorks Radio	3 (1)	- (-)	3 (1)	- (-)	- (-)	- (-)
Media Bay of Plenty	1 (-)	- (-)	- (-)	1 (-)	- (-)	- (-)
TOTAL	106 (121)	5 (7)	85 (100)	16 (13)	- (1)	2 (7)

Figures in brackets are from the previous year.

Most complained about programme by number of complaints (total 120 complaints determined in 106 decisions)

	Number of complaints	Upheld	Not upheld/other
1 News	30 (33)	- (-)	30 (33)
Newshub Live at 6pm	12 (21)	1 (1)	11 (20)
Breakfast	6 (5)	- (-)	6 (5)
Morning Report	5 (16)	- (7)	5 (9)
AM	3 (12)	- (-)	3 (12)
Sunday	3 (5)	- (-)	2 (5)
Q+A with Jack Tame	3 (3)	- (-)	3 (3)
Heather du Plessis-Allan Drive	1 (4)	- (-)	1 (4)

Figures in brackets are from the previous year.

Most complained about programme genre by number of decisions (106 decisions issued)

	Number of decisions	Upheld	Not upheld	Declined to determine	Interlocutory decision
News/Current Affairs ²⁸	77 (89)	5 (3)	61 (75)	11 (10)	- (1)
Radio/Talkback ²⁹	10 (15)	- (-)	8 (14)	2 (1)	- (-)
Election ³⁰	7 (-)	- (-)	7 (-)	- (-)	- (-)
Factual Programmes ³¹	2 (12)	- (4)	2 (8)	- (-)	- (-)
Fictional Programmes ³²	2 (1)	- (-)	1 (-)	1 (1)	- (-)
Other ³³	8 (4)	- (-)	6 (3)	2 (1)	- (-)
TOTAL	106 (121)	5 (7)	85 (100)	16 (13)	- (1)

Figures in brackets are from the previous year.

28. **News/Current Affairs:** programmes dedicated to news and current affairs.

29. **Radio/Talkback:** radio shows or talkback programmes that may involve regular phone calls from listeners.

30. **Election:** Usually, 'election programmes' will appear as short promotional / campaign clips for political parties or candidates, broadcast on TV or on radio.

31. **Factual Programmes:** programmes that are non-fiction, contain factual information, and which could be considered in relation to the accuracy and balance standards.

32. **Fictional Programmes:** dramas, sitcoms, cartoon comedies, movies. May include dramatic versions of factual events.

33. **Other:** programmes that do not fit the other categories, including comedy, sport, reality TV, songs or music videos.

Most frequently complained about standard by number of complaints (120 complaints determined)³⁴

	Accuracy	Balance	Fairness	Discrimination and Denigration	Offensive and Disturbing Content	Good Taste and Decency*	Children's Interests	Privacy	Law and Order*	Violence*	Promotion of Illegal or Antisocial Behaviour	Programme Information*	Alcohol*	Action Taken (about any standard)
TOTAL	69 (81)	62 (60)	45 (55)	30 (45)	24 (22)	- (12)	12 (11)	6 (11)	- (9)	- (6)	15 (5)	- (4)	- (-)	7 (3)
Upheld	4 (3)	1 (1)	- (3)	1 (1)	- (-)	- (-)	- (1)	- (7)	- (-)	- (-)	- (0)	- (-)	- (-)	1 (-)
Not Upheld/ Other	65 (78)	61 (59)	45 (52)	29 (44)	24 (22)	- (12)	12 (10)	6 (4)	- (9)	- (6)	15 (5)	- (4)	- (-)	6 (3)

Figures in brackets are from the previous year.

* Standards from previous Codebook. Complaints under the former Good Taste and Decency and Programme Information standards are now captured under the Offensive and Disturbing Content standard. Those under the former Law and Order, and Alcohol, standards are captured under the Promotion of Illegal or Antisocial Behaviour standard. Complaints under the former Violence standard are captured under the Offensive and Disturbing Content or Promotion of Illegal or Antisocial Behaviour standards.

Most upheld standard by decisions issued

- 1. Accuracy:** 4 upheld decisions about 4 complaints
- 2. Balance:** 1 upheld decision about 1 complaint
- 2. Discrimination and Denigration:** 1 upheld decision about 1 complaint

34. This table reflects the number of times a standard has been raised across the 120 complaints addressed in the 106 decisions issued. Action Taken refers to complaints about the action taken by the broadcaster to remedy the breach when a complaint about a standard was upheld in full or in part by the broadcaster.

TĀPIRITANGA 2: NGĀ TAIPITOPIITO MŌ NGĀ WHAKATAU APPENDIX 2: DECISION DETAILS

The following tables contain a breakdown of the 120 complaints that made up the 106 decisions issued by the BSA in the 2023/24 year, by outcome (upheld with order; upheld with no order; not upheld; declined to determine; and jurisdiction considered).

Upheld with order

When a complaint is upheld (the BSA finds a breach of standards), the BSA may only make the orders set out in sections 13 and 16 of the Broadcasting Act 1989. Orders which may be made include: a broadcast or publication of statement; costs to the Crown of up to \$5,000 (may be imposed where the conduct of the broadcaster is serious); a contribution to legal costs reasonably incurred by a successful complainant; and compensation to an individual whose privacy has been breached by a broadcast, of up to \$5,000.

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under	Standards Upheld	Order
2023-085	Wilson, Chris	NZME Radio Ltd	Early Edition with Kate Hawkesby	Host's comments about Māori and Pacific peoples being moved to top of surgical waiting lists were inaccurate and discriminatory	Discrimination and Denigration, Accuracy	Discrimination and Denigration, Accuracy	Section 13(1)(a) broadcast statement; Section 16(4) – \$1,500 costs to the Crown

Upheld with no order

In some cases the Authority may uphold a complaint (find a breach of standards) but may decide not to make any order. This may be because the Authority considers that the seriousness of the breach is low; and/or because the publication of the decision, and any resulting media coverage, will adequately censure the conduct; and/or because it considers the decision gives adequate guidance to broadcasters about maintaining standards.

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under	Standards Upheld
2023-071	Appleyard, Ben	NZME Radio Ltd	Mike Hosking Breakfast	Inaccurate to claim teachers were paid while striking	Accuracy	Accuracy
2023-058	Crossland, Andrew	Television New Zealand Ltd	Sunday	Statements about the dangers from engineered stone allegedly unbalanced, inaccurate and unfair because safety standard different in NZ to Australia	Balance, Accuracy	Balance
2023-044	Hickson, Fern	Television New Zealand Ltd	Marae	Discussion of trans issues (including representation of Posie Parker as anti-trans) allegedly inaccurate and unbalanced, omitting perspectives in favour of free speech	Balance, Accuracy	Accuracy
2023-073	Greyhound Racing New Zealand	Discovery NZ Ltd	Newshub Live at 6pm	Broadcast was inaccurate in discussion of greyhound trainers, pending charges and images used to accompany the story	Accuracy	Accuracy

Not upheld

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-025	Hobbs, David	Television New Zealand Ltd	Q + A with Jack Tame	Manner in which host spoke to and treated the PM in an interview was unfair	Fairness
2023-025B	McNamara, Jan	Television New Zealand Ltd	Q + A with Jack Tame	Host saying to PM Chris Hipkins that he was unlikely to get on cover of Vogue implied Jacinda Ardern's strength was her looks which is misogynist	Discrimination and Denigration
2023-027	Francis, Ben	Discovery NZ Ltd	Married at First Sight Australia	Reality show not modelling positive relationships for children aired at children's viewing times	Children's Interests, Promotion of Illegal or Antisocial Behaviour
2023-030	Absalom, Natalie	MediaWorks Radio Ltd	News bulletin	Description of Posie Parker as an 'anti-trans campaigner' was inaccurate, unbalanced and discriminatory. The slanted media reporting was also likely to, and did, incite violence	Accuracy, Fairness, Discrimination and Denigration, Balance
2023-031	Gaier, Simon	NZME Radio Ltd	Brad & Laura	Comments by hosts allegedly encouraged people to run over persons standing in parking lots	Promotion of Illegal or Antisocial Behaviour

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2022-132	Visions of a Helping Hand Charitable Trust	Television New Zealand Ltd	Sunday	Investigative programme on emergency housing in Rotorua unbalanced, inaccurate, breached privacy and unfair to Visions of a Helping Hand Charitable Trust, Tiger Security Ltd and Tiny Deane	Privacy, Accuracy, Fairness, Balance
2023-022	Kerr, Charles	Television New Zealand Ltd	So dumb it's Criminal	Complaint regarding use of the n-word by Snoop Dogg	Offensive and Disturbing Content, Promotion of Illegal or Antisocial Behaviour, Discrimination and Denigration
2023-028A	Ashton, Craig	Discovery NZ Ltd	Newshub Live at 6pm	Description of Posie Parker as an anti-trans activist, and suggestion of white supremacy signal inaccurate and unfair	Discrimination and Denigration, Balance, Accuracy, Fairness
2023-028B	Hickson, Fern	Discovery NZ Ltd	Newshub Live at 6pm	Discussion of trans issues (including representation of Posie Parker as anti-trans) allegedly inaccurate and unbalanced, omitting perspectives in favour of free speech	Balance, Accuracy, Fairness
2023-028C	Lewy, Suzanne (on behalf of Speak Up for Women)	Discovery NZ Ltd	Newshub Live at 6pm	Broadcast linking Posie Parker to white supremacy and calling Parker a transphobe allegedly inaccurate, unfair and unbalanced	Balance, Accuracy, Fairness
2023-036A	Smyth, Michael	Television New Zealand Ltd	1 News	Item on Posie Parker's protest being 'shut down' allegedly unbalanced	Balance
2023-036B	Douglas, Neil	Television New Zealand Ltd	1 News	Item on Posie Parker protest allegedly biased as, for other reasons, she did not claim she was anti-trans	Balance
2023-037A	Owen, Paul	Television New Zealand Ltd	1 News	Concerns with representation of Posie Parker as an anti-trans activist when she is a women's rights activist	Offensive and Disturbing Content, Discrimination and Denigration, Accuracy, Fairness
2023-037B	Healing, Ronald	Television New Zealand Ltd	1 News	Representation of Posie Parker in item on her proposed visit to NZ unbalanced and unfair	Fairness, Balance
2023-038A	Leitch, Leo	Discovery NZ Ltd	Promo for MILF Manor	Use of the term MILF allegedly offensive	Children's Interests, Offensive and Disturbing Content
2023-038B	Shadbolt, Ritcque	Discovery NZ Ltd	Promo for MILF Manor	Use of the term MILF allegedly offensive	Children's Interests, Offensive and Disturbing Content, Promotion of Illegal or Antisocial Behaviour
2023-039	Girardin, Luigi	Discovery NZ Ltd	AM	Slant of reporting was designed to create a level of hatred towards Posie Parker and her supporters	Accuracy, Fairness, Discrimination and Denigration, Balance, Promotion of Illegal or Antisocial Behaviour

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-042	Ross, Dr Hamish	Television New Zealand Ltd	1 News	News item showed footage of murder occurring	Offensive and Disturbing Content, Children's Interests, Promotion of Illegal or Antisocial Behaviour, Privacy
2023-043	Right to Life NZ Inc	Television New Zealand Ltd	1 News	Item on Posie Parker was unbalanced by not including an opposing viewpoint	Balance
2023-045	Wilson, Robert	NZME Radio Ltd	News Bulletin	Allegedly inaccurate and discriminatory to refer to Posie Parker as an 'anti-trans activist'	Discrimination and Denigration, Balance, Accuracy, Fairness
2023-046	Jameson, Scott	Discovery NZ Ltd	7 Days	Jokes concerning school shooters allegedly inappropriate	Offensive and Disturbing Content
2023-047	Woods, Julie	Radio New Zealand Ltd	StoryTime	Use of ableist (re blind) language in story and subsequent comments	Fairness, Discrimination and Denigration
2023-049	Banks, Geoff	Television New Zealand Ltd	Sunday	Broadcaster used video footage taken on complainant's property without consent	Privacy, Fairness
2023-053A	Harris, Rob	SKY Network Television Ltd	Prime News	Vox pop on public opinion on monarchy not reflected in a balanced manner	Balance
2023-053B	Harris, Rob	SKY Network Television Ltd	Prime News	Reporting of coronation in a jocular manner was inaccurate	Accuracy
2023-054	Peddle, Andrew	Television New Zealand Ltd	1 News	Report on 'slash' from forestry on the east coast inaccurately used footage of forestry from Taupo	Accuracy
2023-040	Hutt, Anthony	Television New Zealand Ltd	The Feed	Discussion of response to Posie Parker visit allegedly so one-sided that it was gender coercion therapy, contained hate speech towards Christians and was aired at a time when young children would be watching	Accuracy, Fairness, Children's Interests, Balance, Offensive and Disturbing Content, Promotion of Illegal or Antisocial Behaviour
2023-041	Hickson, Fern	Radio New Zealand Ltd	Midday Report	Discussion of trans issues (including representation of Posie Parker as anti-trans) allegedly inaccurate and unbalanced, omitting perspectives in favour of free speech	Balance, Accuracy, Fairness
2023-052	Keene, Chris	Radio New Zealand Ltd	Business news bulletin	Allegedly inaccurate to refer to Wikileaks as a 'Hacktivist' group, and this was unfair to the organisation	Accuracy, Fairness
2023-088	East, Lara	NZME Radio Ltd	National party election programme	Misleading to state National will support public services when PSA advice is policies will cut them	Distinguishing Factual Information from Opinion or Advocacy
2023-091	Evans, Todd	SKY Network Television Ltd	Labour Party campaign ad	Labour ad on National's possible cuts inaccurate and misleading	Election Programmes Subject to Other Codes, Misleading Programmes

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-093	Payne, Ross	Television New Zealand Ltd	Labour Party election programme	Labour Party election programme which used the phrase 'it's about by Māori, for Māori' was misleading on the basis the Aotearoa New Zealand Government is allegedly mostly funded by non-Māori taxpayers	Accuracy, Election Programmes Subject to Other Codes, Misleading Programmes
2023-094	Fidoe, Chris	Television New Zealand Ltd	Election programme	Labour inaccurate advert about National policies	Election Programmes Subject to Other Codes
2023-055	Dandy, Troy	SKY Network Television Ltd	UFC 286 Prelims Live	Inappropriate to air combat sports on Sunday morning free-to-air TV	Children's Interests, Offensive and Disturbing Content
2023-056	White, Bryan	Television New Zealand Ltd	1 News	Statement that very wealthy pay less than half tax of average Kiwi allegedly inaccurate (as should be less than half the rate)	Accuracy
2023-059	O'Brien, John	Television New Zealand Ltd	1 News	Item on Kakhovka dam attack allegedly claimed Russia was responsible	Balance, Accuracy, Fairness
2023-060	Greig, Juliet	Television New Zealand Ltd	Jason Bourne	Jason Bourne film allegedly screened too early and contained violence	Children's Interests
2023-062	Blackberry, Hamish	Television New Zealand Ltd	Breakfast	It was inappropriate to interview a Mongrel Mob gang member on TV due to the impact on the victims	Discrimination and Denigration, Balance
2023-065	Brewerton, Lloyd	Television New Zealand Ltd	Seven Sharp	Inappropriate to praise 'streaking' at sports matches during a segment on top 10 picks of the week	Promotion of Illegal or Antisocial Behaviour
2023-097	Gill, Peter	MediaWorks Radio Ltd	National Party election programme	National Party programme stating 'the only way to change the NZ government is to vote National' was inaccurate	Distinguishing Factual Information from Opinion or Advocacy
2023-099	Whitbread, Simon	SKY Network Television Ltd	National party election programme	National Party election programme promising tax relief when independent economists have allegedly proven this will not occur	Accuracy, Election Programmes Subject to Other Codes, Distinguishing Factual Information from Opinion or Advocacy
2023-100	Statham, Asha	Television New Zealand Ltd	New Conservative Party election programme	Party policy of banning 'gender ideology' in schools discriminates against transgender community	Discrimination and Denigration, Election Programmes Subject to Other Codes
2023-063	Solanki, Anjali	Discovery NZ Ltd	AM	Ryan Bridge allegedly unbalanced and unfair in interview with Chris Hipkins, and previous comment 'tits up' allegedly offensive and discriminatory	Offensive and Disturbing Content, Discrimination and Denigration, Balance, Accuracy, Fairness
2023-051A	Oxley, Hilary	Television New Zealand Ltd	Breakfast	Interview with Shanel Lal misleading and defamatory with anti-trans allegations	Discrimination and Denigration, Balance, Accuracy, Fairness
2023-051B	Oxley, Hilary	Television New Zealand Ltd	Breakfast	Programme allegedly misleading and defamatory with anti-trans allegations	Discrimination and Denigration, Balance, Accuracy, Fairness

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-051C	Oxley, Hilary	Television New Zealand Ltd	1 News	Item on Posie Parker's visit allegedly misleading and defamatory	Discrimination and Denigration, Balance, Accuracy, Fairness
2023-057	Hayes, Bob	Radio New Zealand Ltd	Morning Report	Inaccurate to claim Māori have a proprietary interest in water as recognised by the Supreme Court	Accuracy
2023-072	van der Merwe, Kris	Radio New Zealand Ltd	Morning news bulletin	RNZ coverage of Russo-Ukrainian war allegedly unbalanced concerning item of cluster munition use	Balance, Fairness
2023-082	Rivers, Jan	Radio New Zealand Ltd	Mediawatch	Commentary on recent Media Council decision on article re puberty blockers was unbalanced, inaccurate, and unfair to the Media Council	Balance, Accuracy, Fairness
2023-074	Judge, Paul	Radio New Zealand Ltd	News bulletin	Coverage of Kiri Allan's resignation in light of incident allegedly breached standards	Balance, Fairness
2023-070	Stickland, Philip	Television New Zealand Ltd	1 News	1 News showed footage containing Julian Batchelor's number plate	Privacy
2023-066	Wilkinson, Graham	Radio New Zealand Ltd	Nine to Noon	Unfair treatment of interviewee and lack of balance in segment on retirement villages	Balance, Accuracy, Fairness
2023-061	Rodgers, Alison	Television New Zealand Ltd	1 News	Complainant filmed at medical centre, alleged breach of privacy	Privacy
2023-090	Kimpton, Linda	Discovery NZ Ltd	Newshub Live at 6pm	Inaccurate to describe the NZ education system as only containing balanced and structured literacy	Accuracy
2023-079	Spring, Ray	Radio New Zealand Ltd	Morning Report	Interview with person allegedly assaulted at a Groundswell meeting was unbalanced and unfair due to not interviewing Groundswell	Balance, Accuracy, Fairness
2023-083	Ellis, Steve	Radio New Zealand Ltd	Nine to Noon	Guest called attendants at National Party political meetings racists	Discrimination and Denigration, Balance, Accuracy
2023-080	Fenemor, Graeme	Television New Zealand Ltd	1 News	Inaccurate images of EYs on fire used in broadcast	Accuracy
2023-075	Casley, Diane	Television New Zealand Ltd	Breakfast	Alleged presenter bullied Labour MP during interview	Discrimination and Denigration, Fairness
2023-075B	Stewart, Dave	Television New Zealand Ltd	Breakfast	Allegedly unfair treatment of Labour whip during interview	Balance, Fairness
2023-076	Alexander, Sue	Discovery NZ Ltd	Paddy Gower Has Issues TV Series – Feral Cats	Programme on pest eradication, particularly of feral cats allegedly offensive and in breach of standards	Offensive and Disturbing Content, Children's Interests, Promotion of Illegal or Antisocial Behaviour, Balance, Accuracy, Fairness

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-077	Hoy, Carolyn	Television New Zealand Ltd	Q+A with Jack Tame	Jack Tame's interviewing of Luxon about National Party policy allegedly aggressive and in breach of standards	Balance, Accuracy, Fairness
2023-106	Aldridge, Deon	Television New Zealand Ltd	1 News	Statement 'Palestinians have nowhere to go' inaccurate	Accuracy
2023-105	Huriwai-Seger, Samah	Discovery NZ Ltd	Newshub Live At 6pm	Inaccurate to claim Labour's water reforms would affect freshwater	Accuracy
2023-089	Healy, Mike	NZME Radio Ltd	Fletch, Vaughan & Hayley, ZM	Jokes about Aer Lingus name offensive and imitating Irish accent and joke about potatoes discriminatory	Offensive and Disturbing Content, Discrimination and Denigration
2023-098	Kelsey, Elizabeth	Radio New Zealand Ltd	RNZ Midday Rural News	Broadcast concerning a proposed solar farm development in Waipara, North Canterbury, was inaccurate and unbalanced	Balance, Accuracy
2023-110	Alderston, Dan	NZME Radio Ltd	Overnight talk with Tim Beveridge	Host's treatment of caller unfair, and programme offensive, unbalanced and inaccurate in regard to Israel-Hamas conflict	Offensive and Disturbing Content, Discrimination and Denigration, Balance, Accuracy, Fairness
2023-095	Kirkland, John	Sky Network Television Ltd	Prime News	News item gave misleading impression that two men showed up at the Ministry for Pacific Peoples and threatened staff due to controversial comments made by ACT Party Leader David Seymour	Accuracy
2023-092	Ffowcs-Williams, Chad	NZME Radio Ltd	Heather du Plessis-Allan Drive	Action taken by broadcaster in response to upholding complaint about comment 'you would have to be on the spectrum to go out there and vote for them' insufficient	Discrimination and Denigration
2023-114	Lafraie, Najibullah	Discovery NZ Ltd	Newshub Nation	The programme included an extended interview with an Israeli Defence Force Spokesperson with no balance provided by a Palestinian representative	Balance
2023-115	Carapiet, Jon	Discovery NZ Ltd	Paddy Gower Has Issues	Gower's promotion of GE produce was inaccurate and unbalanced	Balance, Accuracy
2023-113	Carter, Fred	Television New Zealand Ltd	1News	Biased coverage of Hobson's Pledge campaign against bilingual road signs	Discrimination and Denigration, Balance, Accuracy
2023-112	Roughan, Damian	Television New Zealand Ltd	1News	Footage on news was produced by Hamas, and news showed dead bodies including children	Promotion of Illegal or Antisocial Behaviour
2023-111	Bennett, Peter	Sky Network Television Ltd	News First at 5.30	Broadcast used allegedly faked footage of Palestinian victims of Israeli-Palestine conflict	Accuracy
2023-107	Stamilla, Natalie	Discovery NZ Ltd	Newshub Live at 6pm	Political editor calling NZ Loyal candidate Liz Gunn a 'conspiracy candidate' was unfair and unbalanced	Balance, Fairness

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-104B	Ryburn, Wayne	Television New Zealand Ltd	1 News	Inaccurate and unbalanced to claim Auckland was gifted to settlers by local iwi when it was sold	Balance, Accuracy
2023-104A	Grieve, Robin	Television New Zealand Ltd	1 News	Inaccurate to state Ngāti Whātua land was gifted when it was sold	Accuracy
2024-007	Carapiet, Jon	Discovery NZ Ltd	AM	Interview on Newshub with Mark Lynas about GMO was inaccurate and unbalanced, and should have included a right of reply	Balance, Accuracy, Fairness
2024-004	Zaky, Muhammad	Radio New Zealand Ltd	Morning Report	Interview with Kiwi-Israeli soldier was inaccurate and unbalanced, as well as breaching other standards	Promotion of Illegal or Antisocial Behaviour, Balance, Accuracy, Fairness
2024-003	Hart, Phillip	Radio New Zealand Ltd	News Bulletin	Description of IDF's military action as 'carpet bombing' inaccurate and unbalanced	Balance, Accuracy
2024-002	Hart, Phillip	Radio New Zealand Ltd	Morning Report	Claim that government was repealing smokefree legislation to fund tax cuts inaccurate and unbalanced	Balance, Accuracy
2023-116	Greyhound Racing New Zealand	Discovery NZ Ltd	Newshub Live at 6pm	Several details included in a report about a dog testing positive for methamphetamine were inaccurate or misleading	Accuracy, Fairness
2024-020	Flanagan, Daniel	Discovery NZ Ltd	Newshub	Inaccurate to say s27 sentencing reports have been scrapped when now ineligible for legal aid funding	Accuracy, Fairness
2024-017	Neal, Geoff	Sky Network Television Ltd	News First	Information presented by Auckland Transport on the benefits of speed limit reductions misleading	Balance, Accuracy
2024-016	Neal, Geoff	Discovery NZ Ltd	Newshub Live at 6pm	Information presented by Auckland Transport on the benefits of speed limit reductions misleading	Balance, Accuracy
2024-018	Neal, Geoff	Television New Zealand Ltd	1News	Incorrect statement that emissions have lessened	Balance, Accuracy
2024-012	Waisbrod, Neville	Television New Zealand Ltd	1 News	Describing Hamas militants as 'fighters' rather than terrorists is a breach of multiple standards	Discrimination and Denigration, Balance, Accuracy, Fairness
2024-008	Muir, Alex	Radio New Zealand Ltd	News bulletin	Action taken in response to upheld complaint about incorrect statement that international court had found Israel not guilty of genocide inadequate	Accuracy
2024-008B	Knight, Anna	Radio New Zealand Ltd	News bulletin	Inaccurate report that the ICJ had found Israel not guilty of genocide breached multiple standards	Offensive and Disturbing Content, Children's Interests, Promotion of Illegal or Antisocial Behaviour, Discrimination and Denigration, Balance, Accuracy, Fairness

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2024-005	New Zealand Jewish Council	Radio New Zealand Ltd	Morning Report	Debbie Ngarewa-Packer's statement that Israel was committing genocide was inaccurate and unbalanced	Balance, Accuracy
2024-024	Tuck, Samantha	NZME Radio Ltd	Fletch, Vaughn and Hayley	Sexually explicit discussion on ZM during school run	Children's Interests
2024-021	Ragg, Andrew	Television New Zealand Ltd	Super Smash Cricket	Use of te reo word 'puta' instead of 'out' offensive as it means 'prostitute' in other languages	Offensive and Disturbing Content
2024-022A	Neal, Geoff	Television New Zealand Ltd	1News	News report on political polling biased and contained inaccurate statements	Balance, Accuracy, Fairness
2024-022B	Mundt, Paul	Television New Zealand Ltd	1News	News report on political polling biased and discriminatory	Balance, Accuracy
2024-023	Neal, Geoff	Television New Zealand Ltd	Breakfast	Coverage of Treaty Principles Bill and interview with Brooke van Velden was inaccurate, unbalanced and unfair	Balance, Accuracy, Fairness
2024-014	Neal, Geoff	Television New Zealand Ltd	1News	Discussion of National's tax cuts was inaccurate and unbalanced, and unfair to the National Party	Balance, Accuracy, Fairness
2024-033	Lane, Richard	NZME Radio Ltd	Mike Hosking Breakfast	Hosking's comments on 'Maorification' of public sector are discriminatory and offensive	Offensive and Disturbing Content, Discrimination and Denigration
2024-030	Neilson, Brynn	Television New Zealand Ltd	1News	Coverage about Government reintroducing referendums for Māori wards in local government unbalanced	Balance
2024-028	Lourdes, Sudesh	MediaWorks Radio Ltd	The Edge Full Noise Workday	Comments about Olivia Rodrigo providing 'plan B' at concerts encouraging young women to sleep around and get abortions	Offensive and Disturbing Content, Promotion of Illegal or Antisocial Behaviour

Declined to determine

Under section 11 of the Broadcasting Act 1989, the BSA may decline to determine a complaint if it considers that: a) the complaint is frivolous, vexatious or trivial; or b) in all the circumstances of the complaint, it should not be determined. If the Authority declines to determine a complaint under section 11(a), the Authority may make an order of costs against the complainant in accordance with the order provisions in section 16(2)(a) of the Act.

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-024	Rolston, Joanne	Discovery NZ Ltd	Newshub Live at 6pm	Climate change report allegedly unbalanced and inaccurate	Accuracy, Balance
2023-029	Monaghan, Annette	Television New Zealand Ltd	Shortland Street	Repetitive use of the word 'Jesus' in a blasphemous way during various episodes	Offensive and Disturbing Content, Discrimination and Denigration

Decision Number	Complainant	Broadcaster	Programme	Nature of Complaint	Standards Complained Under
2023-064	Viti (NZ) Council of Aotearoa	Radio New Zealand Ltd	Nine to Noon	Use of the term itaukei allegedly derogatory	Discrimination and Denigration
2023-078	Duff, Ian	Television New Zealand Ltd	Seven Sharp	Presenter using phrase 'bloody good bugger' was inappropriate	Offensive and Disturbing Content
2023-086	Hector, Martin	Radio New Zealand Ltd	Nine to Noon	Use of the term 'effing' offensive	Offensive and Disturbing Content
2023-068	Judge, Paul	Television New Zealand Ltd	Country Calendar	Depiction of 'extreme violence and cruelty' to animals	Offensive and Disturbing Content
2023-067	Eady, Paul	Television New Zealand Ltd	1 News	Presentation of poll results was inaccurate	Accuracy
2023-050	Wakeman, Peter	Television New Zealand Ltd	1 News	Report on leak of classified documents from Pentagon referred to Russian invasion of Ukraine offensive (as showed victim of butterfly mine) and discriminated against other countries	Offensive and Disturbing Content, Children's Interests, Discrimination and Denigration, Balance, Accuracy, Fairness
2023-102	Short, Jeffrey	Television New Zealand Ltd	1 News	Comment 'Labour is facing election defeat in the face' was 'not news' and therefore not balanced	Balance
2023-087	Kung Purser, Manuela	Media Bay of Plenty Ltd – Radio 1XX	News Bulletin	Disclosing manner of death of murder victim was offensive	Privacy
2023-109	Hunter, Linda	Radio New Zealand Ltd	News Bulletin	Placement of update on Rugby World Cup score ahead of election results and Israel-Hamas war was unbalanced	Balance
2023-069	Benefield, Francine	Discovery NZ Ltd	I am Jazz (Jazz Jennings)	TV3 promoting trans issues breached broadcasting standards	Offensive and Disturbing Content, Children's Interests, Balance, Accuracy
2024-001	Carson, Nigel	Discovery NZ Ltd	Newshub	Reporting on parliamentary debates was 'hit job', only opinion	Balance, Accuracy, Fairness
2024-013	Garbutt, Russell	Television New Zealand Ltd	1 News	Failing to cover Ginny Andersens 'paid to kill' comments about Police Minister	Balance
2024-006	Penny, Christopher	Radio New Zealand Ltd	News bulletin	Reverse racism by not mentioning non-Māori/Pasifika New Years Honourees	Discrimination and Denigration, Fairness
2024-009	Wakeman, Peter	Television New Zealand Ltd	1 News	Coverage of Israel-Gaza conflict breached multiple standards due to not including certain perspectives	Offensive and Disturbing Content, Promotion of Illegal or Antisocial Behaviour, Discrimination and Denigration, Balance, Accuracy, Fairness
2024-009B	Wakeman, Peter	Television New Zealand Ltd	1 News	Biased, unfair, inaccurate coverage of war in Ukraine, failing to provide Russian perspective	Offensive and Disturbing Content, Promotion of Illegal or Antisocial Behaviour, Discrimination and Denigration, Balance, Accuracy, Fairness



Te Mana Whanonga Kaipāho
Broadcasting Standards Authority

Level 2, 119 Ghuznee Street
PO Box 9213, Wellington 6141, New Zealand

T: 04 382 9508 FREEPHONE: 0800 366 996

E: info@bsa.govt.nz

www.bsa.govt.nz