



**reading
radio
4rph**

VOLUNTEER HANDBOOK

2020

WELCOME BACK to Reading Radio 4RPH

We are excited that you have continued to choose Reading Radio 4RPH as a place to volunteer and donate your time. Empowerment through Information is our motto, and we hope our passion for the mission is equally matched by you. Afterall, that is why Reading Radio 4RPH exists.

This Volunteer Handbook is intended to provide you with in-house protocols, procedures, and expectations of your time at Reading Radio 4RPH. This handbook also complements our other key documents (1-6). This is an organic and ever evolving document. When changes or new procedures are made, they will be conveyed to you in the Volunteer Newsletter and a link to the updated document will be provided to you for your convenience.

This Volunteer Handbook includes the following:

1. General Information & Guidelines
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GENERAL INFORMATION

BUSINESS HOURS:

Reading Radio 4RPH official business hours are 9:00 am-5:00 pm. In some cases, staff may be at the Radio Station outside of these business hours.

We ask that you arrive at your designated time for your assigned Live On-Air, Pre-recorded shift, Front Desk, or Journalist roles. If the doors are locked wait until Staff or designated volunteers (with keys) arrive to let you into the premises. If you have waited 15 minutes or more past your designated shift starting time, please call the following numbers:

Reading Radio Office: 07 3831 1296

Reading Radio Mobile: 0406 149 356

PARKING & GARAGE USAGE:

We encourage people to catch public transport, when and where possible, as parking is extremely limited. We only have two available spots. One of those is dedicated to the Station Manager. The limited spots can cause a backlog between shifts. Keep this in mind when arriving for your shift. If you come too early, you may have to wait for the prior shift to wrap things up. Every shift has a half hour gap, therefore be patient.

The garage can only be accessed by having a physical key, remote control, or the **code** – which is provided to you. If you are given these, you are not to use the garage for personal usage outside of your scheduled shift or outside of business hours.

It is advised that if you are planning to utilise Reading Radio 4RPH parking for your scheduled shift, that you call ahead to ensure there's an available spot, otherwise you will need to find alternative parking (see below).

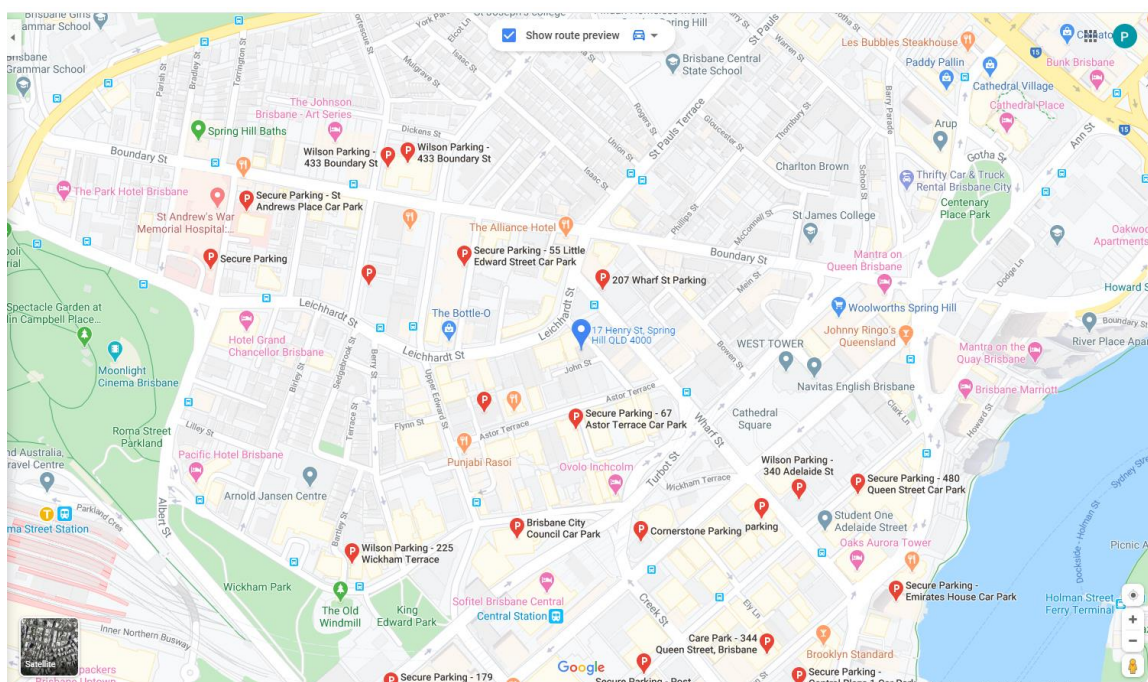
Disclaimer - to ensure that no parking fines are received, anyone who uses the below information still needs to double check the street signs to ensure there has been no change to the 2-hour parking in the Brisbane CBD.

In Brisbane city, on unsigned streets, there is a **maximum** of two-hour parking, unless there are parking meters or signs showing otherwise.

There is an area about a 5-10 min walk from Reading Radio 4RPH where there are no meters and/or no signs advising it is metered parking or no signs or yellow lines advising no parking. Therefore, no payment required but this is restricted to two hours only (7am to 6pm/Mon to Fri).

- 115 to 85 Berry Street - on the left-hand side only - there are approx. four parks.
- 88 to 66 Berry Street - on the right-hand side only - there are approx. ten parks.
- McNally Street - approx. three or four parks.
- At the end of Sedgebrook Street (just before the corner with Leichhardt St) - three parks.

Repeat: disclaimer - to ensure that no parking fines are received, anyone who uses the above information still needs to double check the street signs and that there has been no change to the 2-hour parking in the Brisbane CBD. Below is a rough map indicating the area with stars indicating locations.



READING RADIO KEYS:

Reading Radio 4RPH puts trust in our volunteers who have been provided a set of keys to the building. Keys are generally given to Announcers for Shift 1, Drive Time Shift, and Weekend Shifts. Each key has a registered number on it – this will be used to track who has custody of the keys. If you discontinue your volunteer role with us, you will be required to return the keys to us.

Reading Radio 4RPH can request the return of the keys at any time.

If you are unable to return the keys, we will send an invoice with a fee charge for replacement keys.

OH & SAFETY:

The safety and well-being of volunteers are considered critical at Reading Radio 4RPH. This will require us to maintain all health and safety protocols. We expect you to adhere to any changes we institute.

[COVID-19 Adjustment: Our aim is to reduce in-person contact between volunteers as well as staff, while mitigating any potential for transmission. We continue to establish a safe environment by providing an adequate supply of hand sanitiser, Glen 20, wipes, and masks. Hygiene and safety are of utmost importance.

You are responsible for cleaning protocols:

- Please arrive at your designated time - this will allow for set-up and cleaning protocol
- We have brand new devices for you to read from as a replacement for newspapers. **DO NOT BRING IN YOUR OWN NEWSPAPERS or DEVICES** - this is for everyone's health and safety and to reduce contamination.
- Hygiene is of great importance:
 - Please ensure your personal hygiene is high and you are presentable for your shift
- Wipe down all surfaces prior to shift including headphones
- Wipe down devices pre/post usage

- Remove mic sock after your shift and place in "dirty" bin
- Wipe down the mic (after removal of sock) with wipes
- Wipe down all surfaces after your shift
- Prior to leaving spray Glen 20 in room (not directly on mics)
- If anyone exhibits any signs of sickness (even hay fever) you will be asked to leave
- There are no amenities provided to you. Kitchen is CLOSED. Bring your own tea/coffee/mug/water bottle. Take them home with you. Do not leave them behind. Anything left behind will be tossed.]

On Site Attendance:

For liability purposes – you must have a prior commitment/engagement with Reading Radio 4RPH and be on the schedule (as a Pre-Recorded Reader, Live On-Air Reader, Announcer, Journalist, or Admin & Greeter role) to be at the Radio Station. Additionally, volunteers must sign-in and sign-out for their volunteer shift. This is part of our Fire Escape Protocol. The sign-in book/tablet can be found at the front desk.

[COVID-19 Adjustment: A tablet device will be used to sign in/out. Please clean pre-and-post each use]

Locked Doors:

Keep the doors locked during Shift 1 (5:30am-8:00am), Drive Time Shift (at 4:30pm), and during Weekend Shifts for safety reasons. Keep in mind not to lock yourself out (toilet break) during locked door hours.

Both the front door to the building and the one to the Radio Station need to be unlocked at the half hour mark prior to the beginning of each shift. Prior to leaving (outside business hours), please double check no one is in building before leaving; this includes the toilets. This is the Announcer's responsibility to let in volunteers for their shift and undertaking a sweep prior to leaving.

Emergency & Safety:

We have the following safety systems in place:

1. First Aid Kit – can be found at the reception desk. It is updated and checked on a regular basis to ensure we have all the necessary supplies.
2. Fire Evacuation Plans – can be found on doors and walls throughout the building
3. Fire Blanket – can be found near the reception desk
4. Fire Extinguisher - can be found near the photocopier machine
5. Bringing Guests – If you would like to bring a friend/work colleague in during your shift, please enquire with Staff in advance. They must sign in and out.
6. Reading Radio 4RPH have the right and responsibility to send any volunteer home at any time if we deem them unwell. This is for your individual safety and the safety of other volunteers and staff.

No Smoking Zone:

17 Henry Street is a no smoking (including electronic cigarettes) building and follows Queensland State Law. Smoking is prohibited within 5 metres from the steps of the building.

The building owners have placed 'No Smoking' sign(s) at the entrance of the building. They are clear about their policy around smoking: **no** smoking on property or in front of the building. We rent from them - please adhere to the no smoking policy. We thank you in advance for following this guideline.

HOUSEKEEPING FACILITIES:

As a non-profit organisation we try our very best to make Reading Radio 4RPH a cosy place for our volunteers by providing an environment in which one can enjoy a warm beverage and a biscuit or two (or more!) during your shift. When the mood fits, sometimes we will have additional morning tea opportunities. We love the comradery that takes place and encourage it.

We have a small kitchenette area. Therefore, it is important to keep the space as clean and clutter free as possible. We have a small fridge, microwave, toaster, coffee machine and an urn/kettle. We also have mugs, glasses, plates, and silverware. We provide volunteers with Tea (variety), coffee, and biscuits.

Kitchen Rules:

- **ALWAYS** clean up after yourself.
- Wash (with soap and hot water from urn), dry, and put away your dishes, mugs, glasses, and silverware after every use.
- Do not leave any dishes in the sink, drain rack or countertop – this can (and has been) a **hazard** to our non-sighted staff.
- Wipe down the counter after each use.
- Keep items on counter pushed back to prevent accidents from occurring.
- Recycle by using the bin with dual foot-pedals (LEFT for recycling and RIGHT for rubbish).
- Let us know if we are low on supplies.

[COVID-19 Adjustment: KITCHEN CLOSED - All the amenities we have been providing in the kitchenette have been removed. There will be no coffee/tea or biscuits. All mugs and glasses will not be available for use. It will be a BYO system – bring your own mugs (filled with your own tea/coffee), water, snacks, etc. Please take care and take your belongings with you after each shift. If left behind they will be tossed in the rubbish. No mercy. We need to maintain a clean environment.]

RECYCLING & ENVIRONMENTAL IMPACT:

Reading Radio 4RPH is trying to reduce our environmental impact by recycling. We need your help in doing so. We ask you to keep printing/photocopying down to a minimum, preferably @ ZERO. Use the technology that is provided to you (laptops/tablets). When you do print please do so wisely and then recycle the paper. We have two areas in which we undertake recycling.

1). *Outside of Studio 1:*

Use the **black bucket** - the only items that go in there are:

- Newspapers & Inserts from newspapers
- White paper – eg: photocopies made, the daily rundown sheet or any copies of newspaper (for tv guide and horoscopes copy)
- **NO tissues, coffee cups, or plastic bottles**

2). *Kitchenette area:*

We have a dual bin with two foot-pedals (LEFT side is for recycling and RIGHT side is for rubbish). Ask staff if you have any questions about recycling or bin.

- The left side of the bin is for recyclables only (and right side for food/scraps/rubbish).
- Items that can be recycled and accepted by Brisbane City Council:
 - Plastic milk bottles, plastic water bottle, plastic soft drink bottles

- Glass bottles
- Cans
- Cardboard (no pizza boxes)
- Paper
- **NO** Tissues!
- *Please note:* In managing hygiene and odour, please give bottles and any food containers a rinse before placing them in the recycle bin. This will also help with critter control eg: cockroaches.
- All plastic lids need to be removed from bottles.

[COVID-19 Adjustment: Physical newspapers have been discontinued during and post COVID-19 lockdown and we are taking the opportunity to go paper free. This will reduce potential contamination and aligns with our efforts in reducing waste and need for recycling.]

VOLUNTEER REPRESENTATIVE:

Reading Radio 4RPH wants to make sure that the needs and concerns of volunteers are attended to. As such, a Volunteer Representative (VR) will be elected to be the volunteer spokesperson. Please see the Volunteer Policy for further information regarding this opportunity.

[COVID-19 Adjustment: This opportunity is currently on-hold. An announcement will be made when Reading Radio 4RPH resumes to 100% capacity.]

READING RADIO 4RPH MEMBERSHIP:

As a volunteer you have the option to become a Reading Radio 4RPH Member. Not only would you be financially contributing to the organisation and its programmatic efforts, but in return, you will: receive monthly e-Newsletters and invites to our Members only events, get discounts on official merchandise, and most importantly, you are also entitled to participate and vote at our Annual General Meeting (AGM).

To become a member please use this link: <https://www.4rph.org.au/become-a-member/>

DIGITAL ENGAGEMENT & SOCIAL MEDIA:

Endorsing Reading Radio 4RPH through social media is always encouraged. Exposure will help not only engage our current audience and listeners but also expand them. Please “Like” Reading Radio 4RPH and *SolutionWire* on Facebook and Instagram and help us get the word out there.

Below are some additional suggestions for connecting with our Reading Radio 4RPH audience, particularly if you’re active on social media:

- Like and share our posts – commenting is always great too
- Live On-Air Readers are welcome to share and tag "Reading Radio 4RPH" whilst on-air and while checking in at the Radio Station.
- Pre-Recorded readers are encouraged to create their own *Show Pages* and attach them to the Reading Radio RPH page on Facebook. This will assist in promoting your own program and the Radio Station.

We provide frequent workshops throughout the year that cover social media basics and “how-to’s” on getting your shows’ social media pages up and running. Email announcements will be made.

Stay connected:

Via social media and “Like” us on Facebook: <https://www.facebook.com/ReadingRadioQLD/>

Check out our App!

You can keep up-to-date with our Livestream via our App (available on Android and Apple):
<http://cms.konnectapp.co.nz/promo/radio4rp>

We have added HOURS of on-demand content, including over eight hours of our original guided Mindfulness program to help de-stress.

[COVID-19 Adjustment: There is also a #COVID19 update page with the latest videos and links to all the State and Federal Government information.]

VOLUNTEER EXPECTATIONS & GUIDELINES

We must keep in mind that Reading Radio 4RPH continues to be on the air waves because of our audience. They are the end users and we want them to have the best experience while listening to our programs. We are not reading for reading sake, we are reading to communicate information, current news, and the many stories that are on paper. And we do it with passion!

We want our volunteers to represent Reading Radio 4RPH with professionalism while On-Air (Live and Pre-Recorded), on Social Media, and at any outreach events we engage in.

We encourage a collaborative environment – please engage and greet new or unfamiliar faces with professionalism and compassion. Be kind to each other!

COMMUNICATION WITH VOLUNTEERS:

Reading Radio 4RPH staff will do our very best to communicate our expectations to volunteers while also ensuring that our protocols and procedures are being observed. Most of our communication will be made by email, and when needed, by phone.

SPAM/JUNK E-mail:

We have found that our outgoing (and incoming) emails are hitting spam/junk boxes. We ask you to check your very own spam/junk folder on a regular basis just in case there is something in there that you need to read from us.

VOLUNTEER ATTENDANCE & COMMITMENT:

We are a volunteer-based organisation and rely on wonderful people like yourselves to help us fulfill our mission. Your commitment to your shift is also very important to us. Those who are undertaking Live On-Air shifts have a higher tendency to cancel shifts. We respectfully ask that you be mindful about selecting your shift(s). **Once you have signed up for a shift - do your very best to keep it.** We fully understand that life, other opportunities, and unexpected issues arise, but note that we turn other volunteers away for the same shift you have requested.

If you need to cancel your shift please email and call us.

Holiday and Extended Absences:

If you plan to go on holidays or on an extended absence, please advise the Volunteer Coordinator. **Please provide as much advance notice as possible.** This will allow for finding a replacement and/or coverage during your absence, especially for volunteers who are a regular Announcer and/or Pre-Recorded Reader.

Absenteeism:

If you miss too many shifts in a row, you will not be put back on permanent shift (see Volunteer Policy 5.5) and your volunteer role with us will be reevaluated.

Active & Engaged:

Reading Radio 4RPH performs a regular review of our volunteer analytics. If you fall into the *inactive* category, you will be removed from our database and mailing list.

FEEDBACK METHOD:

Please approach Staff if there are any issues that arise within your volunteer shift. This helps us to understand if there are technical issues arising or if additional communication needs to be undertaken with volunteers, or more generally around protocols and procedures, etc.

The management team reviews recordings (both Pre-Recorded and Live) and general issues raised by staff, Board Members, volunteers, and/or listeners. As a result, sometimes staff may have to provide feedback to volunteers. Any feedback provided may require modifications such as re-training, undertake additional Shadow Shifts, or changing volunteer roles to match volunteer skill set. We will do our best to provide feedback in a way that provides for a constructive dialogue and solutions-based outcomes.

LIVE ON-AIR BROADCAST:

Studio 1 is our Live On-Air studio and is a very small space. It gets warm because of the direct sun streaming through the windows. We do our best to keep the temperature even, but it helps if you close the blinds to reduce the sun coming through. Generally, there can be up to 2-4 people in the studio. It can get cramped in there. Please be considerate when sharing such an intimate space. We ask you to be mindful of your natural body odour, too much perfume and/or aftershave, and residual smoke – if you are a smoker.

[COVID-19 Adjustment: Due to COVID-19 and our limited space in our Studio's we have had to put our Shadow Shifts on a temporary hold. Under WH&S guidelines, we can only accommodate **two** people in the studio at a time due to space distance. We ask that you be patient with us while we continue to move forward with on-going changes. We hope to accommodate you soon.]

[COVID-19 Adjustment: Your hygiene must be high – please shower and wear clean clothes before your shift.]

Live On-Air Shifts:

We have several opportunities in which volunteers can schedule a shift for.

- Shift 1 (arriving 5:30am; On-Air 6:00am-8:00am)
- Shift 2 (arriving 8:30am; On-Air 9:00am-12:00pm)
- Shift 3 (arriving 12:30pm; On-Air 1:00pm-2:00pm)
- Drive Time Shift (arriving 2:30pm; On-Air 3:00pm-6:00pm)
- Weekend Shifts
 - Saturday & Sunday-Morning (arriving 5:30am; On-Air 6:00am-8:00am)
 - Saturday & Sunday-Afternoon (arriving 1:30pm; On-Air 2:00pm-4:00pm)

[COVID-19 Adjustment: These shifts have now been modified and will continue to change over time. As an example, we now have a Zoom Shift 2. More changes will take place over time.]

Live On-Air Volunteers:

Everyday Reading Radio 4RPH broadcasts Live readings of the daily newspapers. This is conducted by our volunteer Announcers and Readers.

Live On-Air Readers:

Our Live Readers are detail-focused and eloquently voiced. Volunteer Readers chooses their stories from the publications and reads them Live On-Air. Being a Live On-Air Reader requires you to make decisions quickly, communicate effectively with others, and function well in a fast-paced environment.

Please see supplementary document: "How to choose an Article" to help you choose the best articles for on-air reading. *See supplemental documents.*

Announcers:

Our Announcers are responsible for all the buttons, sliders, switches, and levers that are in the studio. They will announce the weather, the schedule, and if they desire will also read stories during live readings. They set the tone and guide how the Shift will be conducted per Reading Radio procedures.

Live On-Air Etiquette:

It is very important that we maintain professionalism while on-air.

- Turn your phone off, put on silent, or airplane mode.
- Do not editorialise articles - they must be read verbatim.
- Do not paraphrase articles.
- Fill airtime with promoting Reading Radio 4RPH and its programs.
- Indicate to listeners if content may be distressing, have sexual content or strong language.

Funeral Notices:

During Shift 1 (5:30am-8:00am), you can mention the funeral company/business name when reading the funeral notices. Reading Radio 4RPH does have a paid sponsorship for Alex Gow Funeral, but that does not mean we cannot mention the others.

Acceptable News Sources:

Below is the list of news sources that Reading Radio 4RPH Live On-Air Readers can access and read.

- The Australian
- SBS news
- Courier Mail
- Brisbane Times
- InQueensland
- Crikey
- ABC - on-line
- The Guardian
- The Conversation
- Huffington Post
- Australian Associated Press
- Any Fairfax News Corps – eg: Sydney Herald

If you are reading other sources outside the list above during your shift, please email the Station Manager for approval before continuing to read them on air. Once approved, we will add to the list and watch it grow.

*What **NOT** to Read Live On-Air:*

Live On-Air Readers do **not read** the following as they are pre-recorded:

- Commentary pages/sections
- Opinion Pieces
- Letter (to the editor)
- Weekend Newspaper insert: Good Weekend

Newspaper Protocol:

It is the responsibility of the entire Announcer/Reader team to do the following after every shift to place all newspapers in the cubby by Studio 1. Our goal is to keep the place as neat and organised as possible.

- After each shift please put Newspapers in the cubby-hole in the allocated day.
- Put the newspaper back in its **PAGE ORDER**
 - If you have taken out pages for easier reading or to photocopy, please put them back to the appropriate page spot (see page numbers). This helps the shift after you and staff if they get phone calls regarding any of the articles that have been read.
- Refrain from cutting out small articles*, we suggest that you take out the entire page for easier usage and re-insert into the paper once completed.
- Make it clear for the following Shift which articles you've read by striking through the article.

[COVID-19 Adjustment: Physical newspapers have been discontinued during and post COVID-19 lockdown and we are taking the opportunity to go paper free. This will reduce potential contamination and aligns with our efforts in reducing waste and need for recycling.]

Check the Live On-Air Schedule:

It allows for you to see the current availability for the week we are On-Air. It is helpful to see who is on, what shifts are available, and to double check the shift you have signed up for. If you see a shift available and want to do it, email/call to ask if it has been filled. Please do not just show up. Check out the link here: <https://www.4rph.org.au/onair/>

ANNOUNCER PROCEDURES:

Setting the Tone:

As an Announcer you set the tone for your shift in Studio 1. This means it is okay for you to guide and provide suggestions to volunteer Readers. When managing the volunteer Readers, do so kindly and respectfully.

- Keep front door locked during morning shift (Shift 1; 5:30-8am) – Be mindful when your team needs to use the toilet
- Introduce your Readers to each other
- Introduce your Readers to listeners - If their name is unique to you, do not hesitate to ask how to pronounce it.
- Keep On-Air buttons OFF when not reading yourself
- Stick to the on-air program guides

As previously mentioned, it is also helpful to look at the Live On-Air Roster before your shift begins to know your shift crew and who is shadowing. Link: <https://www.4rph.org.au/onair/>

New volunteers undertaking Shadow Shifts:

The Announcer is the anchor holding the team together for each shift. As an announcer, you are responsible assisting with the on-boarding and training of new volunteer Readers. New volunteers must undertake at least 2-3 Shadow Shifts at a minimum, some may require more. Please make them feel welcome and introduce them to your fellow readers. Additionally, encourage them to read small articles if they feel comfortable to do so. Most of them are super keen and eager, but keep in mind, they may also be nervous. It is okay if they just want to observe. Your feedback on their performance to the Volunteer Coordinator is helpful.

Announcer Coverage Reciprocity:

It needs to be noted that we fully understand that volunteers go on holidays.

However, we have seen a trend that the same people assist in covering absent Announcer Shifts and are not being reciprocated. We must be cautious of burn out. With the calendar system being as transparent as it is, there is no reason to not know who is stepping in to assist your Announcer coverage. Take note and maybe help them out when they are on holidays and/or sick.

PRE-RECORDED PROGRAMS:

Production of our pre-recorded programs takes place in **Studio 2**. It too is a small and intimate space. Generally, only one person records at one time, however, some of our programs have co-readers. This space is also known for being a bit chilly. Feel free to bring a jacket to keep yourself toasty – even when the temps are high outside.

Pre-Recorded Readers:

Pre-Recorded Readers (PRR's) have a consistent recording timeslot with our Production Team. Some may come in weekly, fortnightly, or when needed with prior arrangements made. The content recorded are mostly magazines and books, all on a variety of topics.

We have three very talented Producers. As a reader, you may be rostered to record with the same Producer or have a different Producer each time you record.

Pre-Recorded Readers Expectations:

Our Producers are on a tight schedule in Studio 2. Keep in mind that your allotted time in the production studio includes editing time. Be respectful of those that are recording their shows after you.

We ask the following:

- Arrive on time
- Come prepared for your show
- Pay attention to your allocated recording time
- Finish on time

We will announce any upcoming pre-recorded opportunities in our volunteer emails. Sometimes we are looking for new content ideas, a replacement Reader for a popular magazine, or temporary coverage when a Reader is on an extended absence or holidays.

We have many volunteers interested in our pre-recording opportunities. Which is exciting for us. To allow for a variety of volunteers to participate, guidelines around pre-recorded programs must be respected:

- A **maximum** of 3 pre-recorded programs per volunteer (excluding recordings of books – *see below*)
- Expect to be provided feedback on your program to enhance recordings and listenership
- Be open to change –
 - the magazine or subject matter of your program
 - the timeslot of the airing of your program
 - the timeslot of recording your program
 - recording from home may be required
 - learning new technology

We want you to enjoy undertaking your volunteer role as a Pre-Recorded Reader. You have room to be creative within the program. For example, if you feel your intro music is outdated and needs upgrade, we are happy to discuss changing it.

If you want to change your current pre-recorded program content (not to add a new show) please reach out to the Volunteer Coordinator to discuss.

If you decide that you no longer want to volunteer as a Pre-Recorded Reader, please provide us 2 weeks' notice (at a minimum). This will allow us to plan for a transition period, complete a hand over (mini training) to a new reader – if applicable, and it gives you an opportunity to notify our listeners. In some cases, your program may be dissolved and/or replaced with a new program.

Pre-Recording Procedures:

When recording, Pre-Recorded Readers should:

1. Introduce yourself
2. Name the of source: Magazine or Book, etc.
3. Title of article or chapter of book
4. Author(s)
5. Page number(s)

These elements need to be mentioned at beginning and end of each reading segment, particularly if you are reading multiple pieces. This helps the listener if they come in halfway through the program. This will also help with reduction of calls/emails from listeners asking for this information.

Also:

- Acknowledge the Producer of your program
- Indicate to Producers if reading content may be distressing, sexual content or strong language.

Pre-Recorded Programs - Home Recordings:

[COVID-19 Adjustment: During COVID-19 Pre-Recorded Readers have managed to continue to support us by recording from home. At this time and moving forward this will be an on-going method, where necessary.]

To make things smoother for the Production and Programming Team, the labelling of or your recordings need to indicate the air date. This should help with ensuring that your program gets aired on the correct date. We want your name, air date (date you want it to be aired: month day year - with no spaces, dashes, or dots within the date) and the name of your program.

Here's a guide:

Your Name_Air Date_Name of Program

[air date: please put a zero (0) if there's single-digit for month or day]

For example:

- Wendy Foster_061920_The Review
- Rod Banfield_061120_Time Magazine
- Leanne Withers_061520_Health Smart
- Ted Kent_062220_Opinion Pages

Please submit your recordings to our Dropbox Link:

<https://www.dropbox.com/request/NkWJ22eOjX764NjhlRlx?oref=e>

Book Recordings:

We are always open to having recordings of books. Check with us first to ensure your chosen book has not already been recorded. If you choose to undertake a recording from home, record at the half hour or full hour mark.

Please submit your book recordings via Dropbox. When doing so, please label in the following format: **Your Name_Part 1_Name of Book**

Submitting Program Ideas:

We do have a formal process in submitting new program ideas. Once a new program idea is submitted it will be reviewed by the Program Committee. The Program Committee meets every 8 weeks to discuss submitted ideas. The Program Committee will contact you directly regarding your submission.

How to submit an idea/concept for a new program: <https://www.4rph.org.au/submit-a-program/>

[COVID-19 Adjustment: The timeline for making decisions on new program ideas may take longer.]

COVID -19 Isolation OpenMic:

Isolation OpenMic was instituted to keep all our volunteers (and general public) engaged during COVID-19. This has been successful. Isolation OpenMic (soon to be OpenMic) airs every Friday 7pm-7:30pm. If you are keen to submit (no more than 10 minute) program such as poetry, music, or something fun, please email it to us.

Open Mic Email: openmic@readingradio.org.au

FRONT DESK GREETER & ADMIN SUPPORT:

The Greeter & Office Assistant role is the first face many will see when they come into the Radio Station and is a special asset to our volunteer team. This role greets volunteers and visitors and answers phone queries from the public and our listeners. If we find ourselves in a pinch, you will be required to step in and be Live On-Air Reader. You will also assist the Staff when needed.

Front Desk Greeter Expectations:

- Reliable and consistent – shows up for shifts
- Well spoken - above average English speaking skills
- Communication and interpersonal skills and the ability to engage with people
- Warm and happy temperament

- Good writing ability and creative
- Ability to work in a quiet environment (but also boisterous at times!)
- Computer skills: Word, Excel, Google Drive, etc.
- Technical knowledge an advantage
- Fill Live On-Air Reader role – when needed

As a Greeter & Office Assistant, you must be able to commit to one Shift per week on a consistent basis during the business week Monday-Friday. There are two shifts available. Our preference is that you do only one shift, not both, but times are somewhat negotiable.

- Shift 1: 9:00am-12:30pm
- Shift 2: 12:30pm-4:00pm

We have had some volunteers undertake a Front Desk Greeter shift and complimenting it with either a Live On-Air Shift or Pre-Recorded Shift.

[COVID-19 Adjustment: Front Desk Greeter volunteer will be one of the last volunteers to be brought back into the Reading Radio 4RPH fold.]

SOLUTIONWIRE VOLUNTEER JOURNALIST:

SolutionWire is the Journalism Department of Reading Radio 4RPH. Reading Radio 4rph is the only Queensland community radio station that is dedicated to news and information. We stand by our motto of “Empowerment through Information” by delivering more news, educational content, and community information than any other station.

SolutionWire covers Community, Finances, Politics, Health & Environment, and Culture. The online platform brings daily information to the Brisbane community. SolutionWire is an ambitious project that requires committed journalists and writers (volunteers and interns) who are eager to cover newsworthy stories, conduct interviews and write about what is going within Brisbane.

Website: website: <http://solutionwire.org/>

Facebook: <https://www.facebook.com/Solutionwire/>

Volunteer Journalist Expectations:

- Produce articles in a timely manner
- Conduct interviews with professionalism and cultural relativism
- Investigate and research stories
- Write scripts for the SolutionWire on-air bulletin
- Pre-record SolutionWire bulletins (auditions required)
- Execute time management skills – balancing university studies, work/life, and internship
- Ability to communicate and be receptive to open dialogue and feedback
- Be innovative, proactive, and a team player
- Ability to work in an ever-changing environment

Volunteers will meet all deadlines assigned by the News Editor. All written materials will be reviewed and edited by the News Editor with an understanding that feedback will be provided and not all articles will be published. It is expected that volunteers will not be late to pre-determined shifts or appointments at the Radio Station and Newsroom.

SUPPLEMENTAL DOCUMENTS:

- “How to Pick an Article”
- Fire Evacuation Map

HOW TO PICK AN ARTICLE

A short guide for Live On-Air Readers

Check how relevant the article is for Reading Radio 4RPH listeners.

- Is the article going to impact the daily life of the Brisbane community?
- How many different publications are reporting the same fact?
- Is the article an exclusive piece?
- Who are the sources interviewed in the article?

Morning article readings must only have “hot news”

- Hot news or breaking news are the latest events reported by journalists
- Newspapers will be flooded with the same content in the morning
- Be careful to not read the same topic twice (eg: The Australian and Courier Mail wrote about a car accident. If they are bringing the same facts, there is no need for both articles to be read)
- Search for exclusive content about the same topic (eg: an interview or an unnoticed fact that only one reporter highlight)

Be aware about “hooks”

- Always check for hooks in the morning newspaper (eg: Monday - Main article about shortage of toilet paper; Tuesday - Shortage of toilet paper caused by politicians stockpiling thousands of rolls)
- A story published on Monday might have a new outcome on the following day or even on the same day
- Afternoon readers must search for hooks on the Internet
- Our readers deserve to know the new unfolds

Keep reading

- Different from the other publications, The Australian has content starting on the first page and ending on a further page
- Make sure to go over the whole article

Refrain from “cold stories”

- Morning readers need to focus on hot news
- Cold stories do not follow a time, which means that they can be published today or next week
- Mostly, these stories are based on talents (focus person in article)
- In the morning, our listeners are expecting fresh news

Avoid alarmism

- Publications inciting the chaos and terror:
 - “Everyone will contract coronavirus”
 - “How to survive 14 days without leaving home”
- Check the sources. Always prefer official ones

Definitions

Hot/Breaking News = Latest information/facts made available

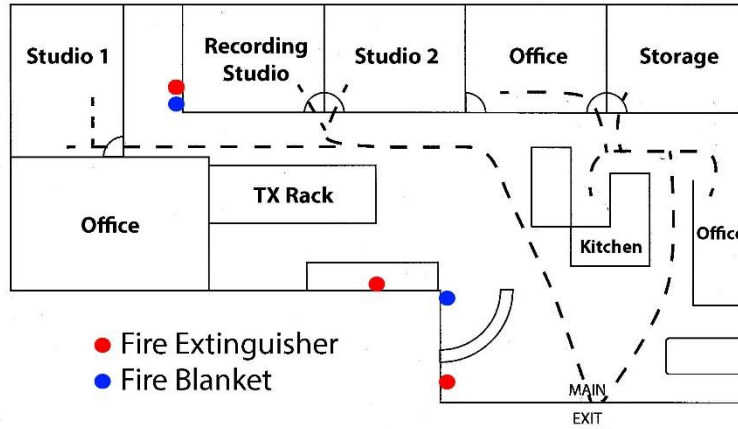
Hooks = A new outcome about a story already previously published

Cold Stories = Are not unprecedented stories - have already be exhaustedly published

EMERGENCY EVACUATION PLAN

For purposes of emergency evacuations, please sure you have **signed in** at reception upon arrival and **sign off** when leaving.

We need to know who is in the station at any one time, and this sytem is used to ensure everyone exits the building during an emergency



On leaving please asseble across the street in the passageway to Wharf Street.
Wait until you have been accounted for before leaving the scene.