



**reading
radio
4rph**

**VOLUNTEER HANDBOOK
2023**

WELCOME to Reading Radio

We are excited that you have continued to choose Reading Radio 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. After all, that is why Reading Radio exists.

This Volunteer Handbook is intended to provide you with in-house protocols, procedures, and expectations for your time at Reading Radio. 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
 - a. Business Hours
 - b. Parking/Garage Usage
 - c. Reading Radio Keys
 - d. OH safety
 - e. Housekeeping Facilities
 - f. Recycling & Environmental Impact
 - g. Digital Engagement & Media
 - h. Volunteer Representative
 - i. Reading Radio Membership

2. Volunteer Expectations
 - a. Live On-Air Readers
 - b. Announcer/Panellist
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3. Supplementary documents
 - a. "How to Choose an article" – for Live On-Air Readers/Announcers
 - b. Fire Evacuation Map

GENERAL INFORMATION

BUSINESS HOURS:

Reading Radio's 4RPH official business hours are 8:00 am-4:00 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 other roles 15-30 minutes before. If the doors are locked wait until Staff or a designated volunteer (with keys) arrives 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

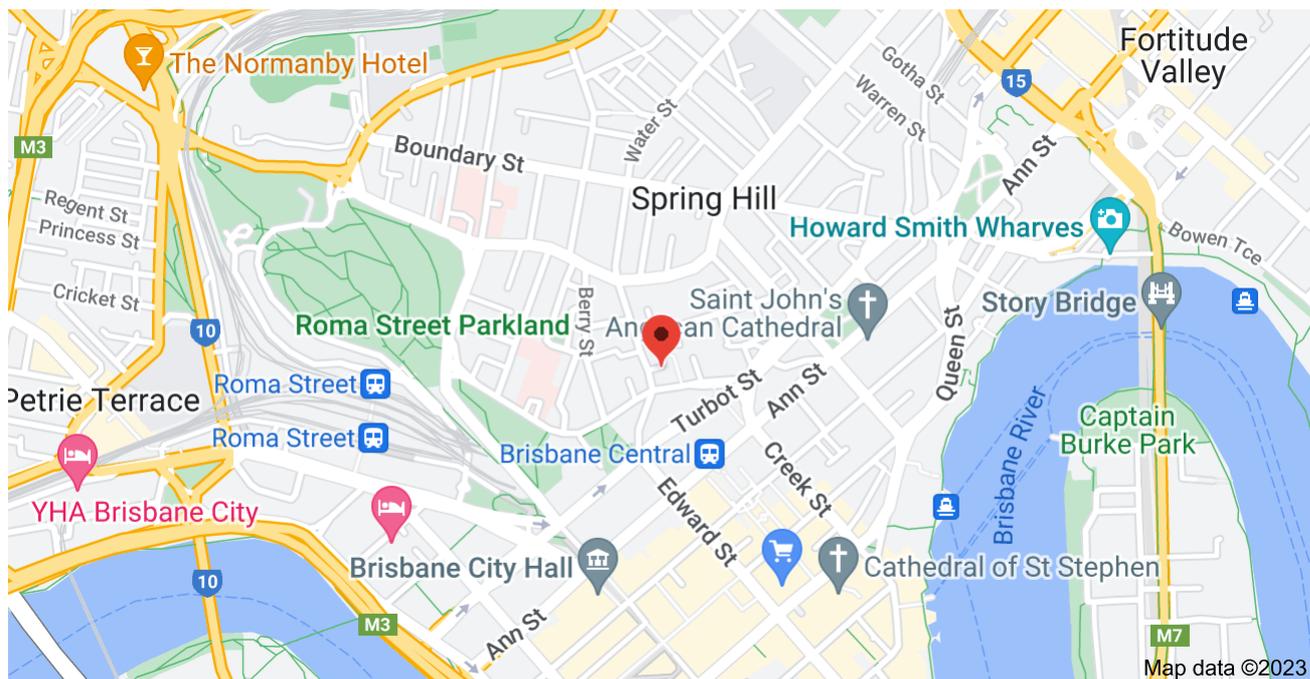
Reading Radio Mobile: 0406 149 356

PARKING & GARAGE USAGE:

We encourage people to catch public transport, when and where possible, as parking is extremely limited. We only have one available spot. 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 car park can only be accessed by having a remote control. If you are given a remote, you are not to use the car park 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 parking for your scheduled shift, you call ahead to ensure there's an available spot, otherwise you will need to find alternative parking (see below).



Morris Towers
149 Wickham Terrace, Spring Hill QLD 4000

READING RADIO KEYS:

Reading Radio 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 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. This will require us to maintain all health and safety protocols. We expect you to adhere to any changes we institute.

Although we are learning to live with Covid, the safety of our volunteers your safety is our priority. As such it is **recommended** that you do the following before and after each shift:

- Remove the mic sock after your shift and place it in "dirty."
- Wipe down the mic (after the removal of the sock).
- Wipe down all surfaces after your shift.
- Before leaving spray Glen 20 in the room (not directly on the mics)

On-Site Attendance:

For liability purposes, only active volunteers are to be at the Radio Station unless otherwise approved by staff. Additionally, volunteers and guests must sign in and sign out for their volunteer shifts. This is part of our Fire Escape Protocol. The sign-in book/tablet can be found at the front desk.

Locked Doors:

For safety reasons, keep the station door locked when no staff or volunteers are present in the office. Keep in mind not to lock yourself out (toilet break) If leaving the office.

Before leaving (outside business hours) please double-check check no one is in the building before leaving; this includes the toilets. This is the Announcer's responsibility to let in volunteers for their shift and undertaking a sweep before leaving.

Readers will be given the announcers' mobile phone numbers so they can contact their announcer to let them in before a shift.

Emergency & Safety:

We have the following safety systems in place:

1. First Aid Kit – Can be found in the blue cabinet just inside the manager's office. The key lies in the handle for access. It is updated and checked regularly to ensure we have all the necessary supplies.
2. 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.
3. Reading Radio has 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.

Reading Radio is a smoke-free workplace. If you need to smoke, you must do so away from the building.

HOUSEKEEPING FACILITIES:

As a non-profit organisation we try our very best to make Reading Radio 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 the 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 be (and has been) a **hazard** to our non-sighted staff.
- Wipe down the counter after each use.
- Keep items on the 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.

RECYCLING & ENVIRONMENTAL IMPACT:

Reading Radio 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.

2). Kitchenette area:

We have a dual bin with two foot-pedals (the LEFT side is for recycling and the 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 the right side is for food/scraps/rubbish).
- Items that can be recycled and accepted by Brisbane City Council.
- Plastic milk bottles, plastic water bottles, soft plastic drink bottles.

- *Please note:* In managing hygiene and odor, please give bottles and any food containers a rinse before placing them in the recycle bin. This will also help with critter control eg: and cockroaches.
- All plastic lids need to be removed from bottles.

All physical reading material (newspapers and magazines) you bring into the station must be taken with you when you leave.

VOLUNTEER REPRESENTATIVE:

Reading Radio 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.

All volunteers are also welcome to raise concerns to staff at any time.

READING RADIO MEMBERSHIP:

As a volunteer, you have the option to become a Reading Radio 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://readingradio.org.au/become-a-member/>

DIGITAL ENGAGEMENT & SOCIAL MEDIA:

Endorsing Reading Radio 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 on Facebook and Instagram and help us get the word out there.

Below are some additional suggestions for connecting with our Reading Radio 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 " 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 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.

VOLUNTEER EXPECTATIONS & GUIDELINES

We must keep in mind that Reading Radio continues to be on the airwaves because of our audience. We are passionate about our listeners, and we want them to have the best experience while listening to our programs. We are not reading for reading's sake, we are reading to entertain and 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 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 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 with 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 regularly 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 holiday 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 regular Announcers and/or Pre-Recorded Readers.

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 evaluated.

Active & Engaged:

Reading Radio 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 any issues 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, undertaking additional Shadow Shifts, or changing volunteer roles to match the volunteer skill set. We will do our best to provide feedback in a way that provides for constructive dialogue and solutions-based outcomes.

This feedback may be offered at any time and may be initiated by you if you wish. There is a formal review round in the middle of each programming grid for pre-recorded programs.

LIVE ON-AIR BROADCAST:

Studio 1 is our Live On-Air studio and is a small space. 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 odor, too much perfume and/or aftershave, and residual smoke – if you are a smoker.

As there is no air-conditioning on weekends, studio use will be limited to no more than two people at a time during hot months, to prevent potential illness spread in an unventilated space, and to prevent overheating.

Live On-Air Shifts:

We have several opportunities in which volunteers can be scheduled for a shift, depending on volunteer availability.

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

Live On-Air Volunteers:

Everyday Reading Radio 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 choose their stories from the publications and read 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 the 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 panelling the desk and anchoring the show. All the buttons, sliders, switches, and levers that are in the studio. They will announce the weather, and 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:

We must maintain professionalism while on air.

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

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, or other News Corp mastheads
- Brisbane Times, or other Nine mastheads
- InQueensland
- Crikey
- ABC - on-line
- The Guardian
- The Conversation
- Huffington Post
- Australian Associated Press

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
- Letters (to the editor)

Check the Live On-Air Schedule:

It allows 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 the front door locked during the 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 you are unfamiliar with their name, 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 for assisting with the onboarding 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 doing 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 holiday.

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 burnout. 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 holiday and/or sick.

PRE-RECORDED PROGRAMS:

Production of our pre-recorded programs can take place in **Studio 2, or where unable to record at Reading Radio, at home**. Studio 2 is a small and intimate space. Generally, only one person records at one time, however, some of our programs have co-readers.

If you are recording from home, you must be technically competent and have a suitable recording space and suitable equipment for making a broadcast-quality recording. If the audio quality of your recordings is not adequate for broadcast, you will be required to record from the studio.

Program Hosts:

Program Hosts recording in the studio 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 is 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.

Program Host 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.

If you are recording from home, you must submit your recordings in enough time for the production team to review them and make any necessary edits before the show is scheduled.

To make things smoother for the Production and Programming Team, the labelling of your recordings needs 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: day month 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_190623_The Review
- Rod Banfield_110623_Time Magazine
- Leanne Withers_150623_Health Smart
- Ted Kent_220323_Opinion Pages

Please submit your recordings to our Dropbox Link:

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

Programming Grid

Programs on Reading Radio change twice a year, according to a 26-week-long schedule, or programming grid. These grids currently run approximately June- November and December- May, but actual dates will vary from grid to grid.

If you would like to host a pre-recorded program, you will need to apply to have your show included in the next Grid. Sometimes some shows will be added to a grid early if there is a gap in the programming line up. All program hosts must apply for each Grid- regardless of how long the show has been on the air. Volunteers may host or co-host more than one show, however attempting to host too many may result in having one or more applications rejected. By applying for a pre-recorded show, you commit to producing an episode for every week for the whole grid and meeting any other requirements stipulated at the time of application.

When recording, Program Hosts should:

1. Introduce yourself.
2. Name the source.
3. Title of article or chapter.
4. Author.
5. Page number.

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

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. Each episode of a book reading should be about 12 minutes for a 15-minute slot or 25 minutes for a half-hour slot.

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

Open Mic airs as a filler throughout the schedule, as well as in a dedicated slot on the grid. If you are keen to submit (no more than 10 minutes) a program such as poetry, music, or something fun, please email it to us. The less time the nature of the content the better, as it will be repeated often.

Open Mic Email: openmic@readingradio.org.au

ADMIN SUPPORT:

The Office Administration 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 takes care of all the small but important tasks around the office, as well as providing assistance to other staff and volunteers. They also greet volunteers and visitors and answer phone queries from the public and our listeners.

Admin Support Expectations:

- Reliable and consistent – show up for shifts.
- Well-spoken.
- 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 is an advantage.

This role is being expanded slowly as is required by workload.

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 (e.g.: The Australian and Courier Mail wrote about a car accident. If they are bringing up the same facts, there is no need for both articles to be read)
- Search for exclusive content about the same topic (e.g.: an interview or an unnoticed fact that only one reporter highlights)

Be aware of “hooks”.

- Always check for hooks in the morning newspaper (e.g.: Monday - Main article about the 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 news 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 the article)
- In the morning, our listeners are expecting fresh news.

Definitions

Hot/Breaking News = Latest information/facts made available

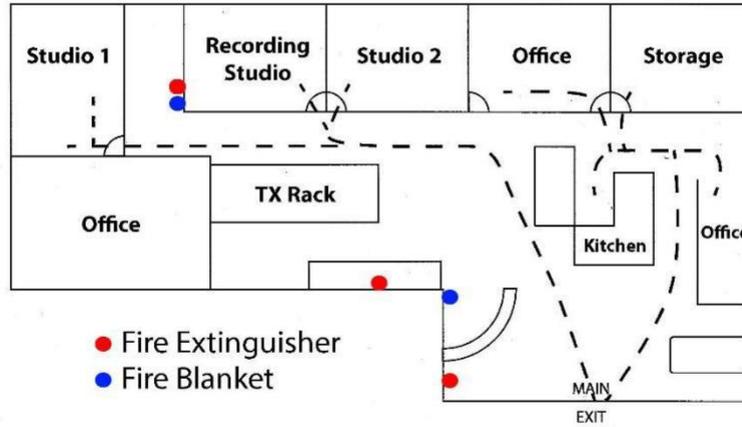
Hooks = A new outcome about a story already previously published

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