

POLICY – INCOMING CALLS ASSOCIATED WITH ON AIR PROGRAMMES. V1.1

Purpose of Policy

The purpose of this Eastern Community Broadcasters Inc. hereafter referred to as Radio Eastern fm policy is to provide guidance to all Volunteers in relation to incoming calls associated with individual programmes

Background

Volunteers receive calls in many forms such as well wishes, advice on transmission quality, thanks for programme content, responses to on air quiz material, request programmes and in some cases complaints.

This Policy and Procedure needs to reflect our involvement with the community in a respectful and engaging way. Maintaining our professional standards at all times and in the case of repetitive acknowledgements these are to be of a general nature on air.

Policy

This policy contains six categories.

1. Listener satisfaction call(s).
2. Incoming call(s) expressing comments on content.
3. On Air quiz or similar competition(s).
4. Programmes with request segment(s)
5. Occasional Listener Request.
6. Complaints.

Category 1: Listener satisfaction call(s).

A generic announcement thanking consistent reoccurring listener calls and comments may be made at the discretion of Duty Presenter at the end of a shift with the preference of not specifying individual names. An exception applies where a Duty Presenter is able to mention no more than three individual names in a single group at intervals of not less than twenty minutes.

Category 2: Incoming call(s) expressing comments on content.

Additional information pertinent to live programme content is recorded in the comment book and subsequently transferred to the station computer records.

Category 3: On Air quiz or similar competition.

Announcement of winner's name and suburb at conclusion of competition is permitted.

Category 4: Programmes with request segment(s).

To allow a listener request programme in any given Grid time allocation period, the Duty Presenter must hold a current approval from the Programme Sub-Committee. This approval may contain special conditions.

Any additional request to the Programme Sub-Committee for a permanent Grid segment shall be supported by a written submission which will allow evaluation of content and compliance with the associated Procedure.

Acknowledgement of a listener "on air" is permitted.

Category 5: Occasional Listener Request.

In approved request programmes, listeners are able to make an occasional unsolicited request during the programme segment, Duty Presenters are permitted to do so with authorisation including mentioning the listener's name.

Category 6: Complaints.

Complaints shall not be mentioned "On Air" in any form.
Complainants are to be advised that complaints must be in writing to elicit a formal reply.

This Policy is supported by the following Incoming Calls Associated with On Air Programs Procedure(s);

Policy reviewed and updated: 06-03-2025