

PROCEDURE - INCOMING CALLS ASSOCIATED WITH ON AIR PROGRAMMES. V1.1

Purpose of Procedure

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

Procedure

As indicated in the associated Policy there are six categories which each have different Procedure.

This procedure 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).

Where Volunteers are in attendance all incoming calls should be handled by them. This then leaves the Duty Presenter to concentrate on their presentation.

Towards the end of shift (say 15 mins) or at an appropriate time, Volunteers should, after acknowledgement to enter studio by Duty Presenter, give written details of the received call list.

A generic announcement thanking listeners for their 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 twenty minutes. This information should be delivered periodically to the Duty Presenter following the same studio entry procedure aforementioned.

Duty Presenters who do not have a Volunteers telephone person should follow a similar procedure but at all times ensuring their prime objective is the presentation of their programme.

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

Similar procedures as detailed in category 1 should be employed by the office Volunteer. The information should be delivered to the Duty Presenter following the same studio entry procedure aforementioned.

The Duty Presenter may at their discretion use the information pertinent to the programme content and may acknowledge the listener's first name. (Enjoying the programme etc. is not considered as pertinent to the content).

Category 3: On Air quiz or similar competition.

Documentation associated with a quiz or competition shall be retained in the office record book and transferred to computer records. Announcement of winner's name and suburb at conclusion of competition is permitted.

Category 4: Programmes with request segment(s).

A Duty Presenter must hold a current written approval from the Programme Sub-Committee for the current Grid period which allows a listener request programme under the approved conditions.

At the commencement of a request segment the Duty Presenter shall clearly define the acceptable parameters a listener must use when making a request. The Duty Presenter accepts the responsibility for any “on air” request content.

Duty Presenters running request segments are required to avoid the “open slather” approach to playing requests and are required to be disciplined in the way requests are scheduled.

Where permanent request segments are approved by the Program Sub-Committee, Duty Presenters are encouraged to play a request the next time their programme is scheduled. This will allow a more integrated approach of including such a request in the next programme schedule. Acknowledgement and advice to a listener of this situation is permitted on air.

Category 5: Occasional Listener Request.

Management is aware that there will be occasional requests which may be in association with a special event or anniversary.

An occasional unsolicited request during a programme segment is permitted to do without authorisation including mentioning the listener’s name. An occasional unsolicited request means that a Duty Presenter does not ask listeners to call if they have a special event.

Category 6: Complaints.

Advice on transmission quality, Presenters microphones not on or similar matters are not considered as a complaint. Adverse comments on programme content are considered a complaint. No Complaint shall not be mentioned “On Air” in any form.

Volunteers may listen to any incoming complaint but they are not permitted to have any discussion on what may or may not be the Radio Eastern fm position on the matter.

Any formal complaint must be in writing. Upon receipt of a telephone caller wishing to lodge a complaint the caller must be advised (politely) that they are required to put their grievance in writing addressed to;

The Secretary
Eastern Community Broadcasters Inc.
13-23 Hull Rd., Croydon Vic. 3136

The complaint’s letter must contain their full contact details so as to allow a formal reply.

This Procedure is supported by the Incoming Calls Associated with On Air Programmes Policy

Procedure reviewed and updated: 06-03-2025