

# Community Radio Station Health Check Questions

## Vision and Mission

- Our community radio station understands why it exists and what it is trying to achieve.
- We understand our community of interest and their needs.
- Our community radio station is guided by a stated vision.

## Governance

### Committee Management

- Does our community radio station regularly refer to its set of rules to guide meetings, structures & processes?
- Does our community radio station regularly refer to its constitution to guide meetings, structures & processes?
- Does our community radio station regularly review its constitution?
- Are our station's policies and procedures separate from our constitution?
- Does our community radio station regularly review its policies and/or procedures?
- Does our board/management committee meet regularly enough to run our community radio station effectively?
- Do we believe the board/management committee meets regularly enough to make decisions that achieve our desired outcomes?
- Our community radio station has a strategy to attract people onto the board/management committee.
- The board/management committee members understand their roles and responsibilities.
- How often does our community radio station provide professional development opportunities in governance?
- All board/management committee members understand their responsibility to declare conflicts of interest when discussing and making decisions on station matters?

### Policies and Procedures

- To assist decision making, does our community radio station refer to a set of policies and procedures?
- Does our station understand and recognise the rights and responsibilities of financial members and the responsibilities of the organisation to its financial members, in line with our constitution?
- Does our station understand and recognise the rights and responsibilities of volunteers within the organisation and the responsibilities of the organisation to its volunteers, in line with the principles of volunteering?
- Does our station understand and recognise the grounds of and procedures for internal conflict?
- To what degree does our station's complaints process meet the obligations under the Community Radio Broadcasting Codes of Practice?
- Does our sponsorship policy meet the conditions as set out in the Broadcasting Services Act?
- How often does our community radio station committee review its policies to ensure they are current?
- Does our station have a policy on community consultation and a plan for community engagement?

- Does our community radio station ensure that policy documents and its constitution are freely available?

### **Risk Management**

- Our community radio station compiles an annual budget when developing the plan for the year.
- Our community radio station monitors progress against the budgets.
- Our community radio station uses an accounting package to record financial transactions.
- How would we rate our community radio station's current financial health?
- Does our community radio station receive more than 40% of its revenue from a single source?
- Does our community radio station provide an annual report with financial statements to members at an AGM?
- Does our community radio station communicate its financial position to members annually?

### **Compliance**

- Our community radio station complies with all rules, regulations and legislation.
- Our community radio station manages and maintains facilities to an operational standard.
- Does our community radio station have appropriate insurance?
- Does our board/management committee know what's required for our licence renewal?
- When our station provides food and drink, are board and staff fully aware of the compliance regulations in accordance with the appropriate authority?
- If we serve alcohol, are board and staff fully aware of the compliance regulations in accordance with the appropriate authority?

### **Planning**

- How would we describe our community radio station's planning?
- Key stakeholders are actively consulted and involved in developing the goals we are trying to achieve.
- Our community of interest is actively consulted and involved in developing the goals we are trying to achieve.
- The facility we use has the capacity to support our community radio station's growth.
- The board/management committee regularly reviews the community radio station's performance against a plan.

### **Staff and Volunteers**

- We often have to find new volunteers for key roles in our community radio station.
- We often have to find new employees for our community radio station.
- Our community radio station manages and retains high performing staff.
- The community radio station has strategies that target people with specific skills for volunteer positions.
- Does our community radio station appoint a Volunteer Coordinator to manage and allocate volunteers across the community radio station?
- Does our community radio station allocate responsibilities for volunteers in a flexible way that caters to the needs of the volunteer workforce?
- Does our community radio station provide regular feedback on performance to volunteers with the purpose of identifying professional development opportunities?
- How often does our community radio station provide professional development opportunities for employees?

- How often does our community radio station provide professional training opportunities for volunteers?

## **Culture & Leadership**

### **Communication**

- Our community radio station provides opportunities for stakeholders to give regular feedback.
- Our community radio station uses a targeted communication plan when promoting itself.
- How often does our community radio station is engaged with the broader community radio sector?
- Our community radio station has a website that gives visitors easy access to the program guide, allows them to stream audio and provides membership and supporter sign up.
- How effective is your community radio station at using social media tools to communicate with the community?

### **Values**

- Our community radio station is actively engaged in strategies to attract a diverse range of members/supporters/donors.
- Our community radio station provides a safe environment for our station's community.
- Our community radio station positively manages behaviour and promotes the guiding principles of community radio.

## **Decision Making**

### **Supporters**

- What percentage of our members/supporters have rejoined from the last financial year?
- What percentage of our members/supporters have joined as new members in the last financial year?
- Does our station collect information from members/supporters to understand why they are not rejoining?

### **Membership Services**

- Our community radio station records membership information in a secure format.
- Supporters/members can renew their membership online.