BLIND RADIO: A VISION FOR THE FUTURE

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Coming Up In This Report...

I’ll tell you why I travelled to the other side of the world to spend time researching Australia’s Radio Reading Service.

I’ll be breaking down my main findings in the hope that we - the people who work in radio for the blind - can learn something from my experience.

And finally, I’ll be using my newly acquired knowledge to make some recommendations to you: points I sincerely believe will enrich radio services for the blind in the UK.

I’ll be conveying all this in text, image and audio - this symbol represents an audio file.

Let’s get started!
Who, What, Why, How, When and Where?

RNIB’s Insight Radio was set up in 2003 by people who believed that an audio format is the most effective way to get information to people with low or no vision. They were right and more than a decade later it’s going stronger than ever. It now has 134,000 listeners and the unfaltering support of the UK’s leading blind charity, RNIB.

Hello! I’m Leeanne Coyle. I’ve been working in radio for 12 years and 8 years ago I joined Insight Radio. I believed in the cause from day one. Visual impairment runs in my family so I’m aware of the ways in which it can affect people’s lives. A radio station for blind people was a no-brainer for me; I jumped in head first in the hope of making a difference.

RPH Australia is the national peak body for the RPH Radio Reading Network. It consists of 18 AM/FM radio stations nationally, and digital radio services in five capital cities. The group was set up in the 1978 to lobby the government on behalf of print disabled people who couldn’t access printed material.

The Winston Churchill Memorial Trust was set up to help people like me who believe they can learn from their counterparts across the globe. It funds British citizens, resident in the UK, to travel overseas to study areas of topical and personal interest, to gain knowledge and bring back best practice for the benefit of others, their profession and community, in the UK. For me, that meant I got the chance to spend 8 weeks across 3 separate RPH stations from November 2014 to February 2015. As you can imagine, I’m very grateful!
My Project

RPH Australia has 18 stations across the country but sadly I couldn’t visit them all. After consulting with the RPH Chairman Peter Luckett and Station Manager in Victoria, Hans Reimer, I decided to visit Melbourne (VIC), Sydney (NSW) and Tasmania. Just to be clear; although the umbrella organisation is RPH the stations distinguish themselves by taking on new names…. like so:

![VIC](image1.png)  ![NSW](image2.png)  ![TAS](image3.png)

Having worked for 8 years as a producer at Insight Radio, my aim was to find out what I could learn from my Australian counterparts. RPH Australia is a very different organisation to Insight Radio but there are lots of parallels to be drawn and many ideas to be borrowed.

RPH has 18 stations broadcasting across Australia; each working from one of these 7 network services:

![RPH Radio Reading Network Services](image4.png)

Hans Reimer is the Manager of Vision Australia Radio:

![Listen](image5.png)

Although each of these bases work independently to the next; they all follow the RPH Protocol which ensures all staff and volunteers are aware what they’re striving for. Here’s one of the more specific guidelines it sets out:
3. RPH Broadcasting/Programming Criteria

3.1 For programming/broadcasting to be considered “RPH”, the following criteria must be adhered to:

3.1.1 The “Core RPH Programming Period” is a 16-hour contiguous period between the hours of 6.00 a.m. and midnight. At least 75 per cent of material broadcast during the Core Period shall comprise defined RPH material – considered across an average weekly broadcasting period. Material such as sponsorship announcements, music (except program themes) and other items not specific to the needs of people with a print disability shall not be included when calculating “RPH time”.

3.1.2 All published items utilised shall be read in full. Material shall be presented with appropriate identification of: the publication, edition, date of publication, page number, and Author’s name. In no circumstances shall the text be varied, or any editorial comment be offered in relation to an item.¹

This should give you a clear impression of what you’ll hear on any of the RPH stations at any one time. They are all about making printed material accessible to print disabled people and that means reading - verbatim - articles and books on air.

As the protocol states that at least 75 per cent of material broadcast shall comprise defined RPH material many of the stations take advantage of having up to 25 per cent of airtime where other areas can be explored and comment runs free.

This is one of the main areas of difference between the UK and Australian services as Insight Radio’s format is based on that of a mainstream radio station so it sounds like a regular station but is unashamedly aimed at people with sight issues. It carries reports around relevant treatments and events; interviews with blind people; and generally covers anything affecting visually impaired people. To this end, you can see the two services differ however the afore mentioned 25 per cent is important here as this is where RPH presenters are able to be more creative. It’s in this window that RPH and Insight Radio overlap. And in fact content is shared regularly between the two stations.

Talking Vision with George Krupinski which is broadcast on Vision Australia Radio in Victoria is a great example of what RPH delivers in the 25 per cent window.

Hear a clip of Talking Vision here:

LISTEN

Although I believe the RPH stations I worked with - Vision Australia Radio, 2RPH and 7RPH - really came to life in this 25 per cent window I don’t believe it’s in these realms that we can learn most. What I find most fascinating and impressive is the fact that 18 stations across Australia are manned predominately by volunteers - it’s estimated there are 1,500. This is in stark contrast to the amount of paid staff which is estimated at only 20 across the country. This is another key finding which I will elaborate on later in the report.

The day I arrived at Vision Australia Radio in Melbourne I was struck by the energy of the place. It was busy with the humdrum of people chatting on phones and to each other reminded me of every other radio station I worked it. It was a real radio station operating to full capacity to ensure the best possible outcome. I was on familiar territory but I couldn’t stop thinking about the fact that this was a volunteer lead operation with only a handful of paid staff. I was impressed by the level of professionalism of everyone working at Vision Australia Radio. The same can be said for my first impressions of 7RPH in Tasmania and 2RPH in Sydney. Smaller teams, of course, but I had the sense I was working with people who would have been a safe pair of hands in any radio station.
There’s a reason why services like RPH and Insight Radio exist. It’s estimated that as many as two million people in the UK may be living with a visual impairment. Of these, around 365,000 are registered as blind or partially sighted. Vision Australia estimates there are currently 357,000 people in Australia who are blind or have low vision; with a population of only 23 million - almost a third smaller than the UK - that’s a lot of people facing a lot of adversity.

While you’re taking those statistics in, now might be a good time to explain to you that RPH Australia don’t just cater for visually impaired people. They have the interests of print disabled people, across the board, at heart. If you’re not sure what Print Disabled means let me explain before we go any further. The following is an excerpt from a report commissioned by RPH in June 2014 by a Social Research Institute called Ipsos:

The Term ‘print disabled’ describes those who cannot access print due to one or more of the following disabilities.

- Literacy impairment;
- Learning disabilities, such as dyslexia and attention impairments;
- Physical dexterity problems, such as arthritis, spinal disability, multiple sclerosis or cerebral palsy; or
- Vision disability, whether vision impairment of blindness.²

So there you have it! And given that RPH is trying to reach all of these people it’s fair to say it has a big job to do. Today, 4.8 million Australians, or 22% of the total population live with a print disability.

This clip from Peter Luckett, the Chairman of RPH Australia should explain more:

The fact that RPH Australia endeavours to reach print disabled people as apposed to solely blind and partially sighted people, the way Insight Radio does, is something I will explore in some depth later in the report.
When I visited 7RPH in Tasmania I was heartened to see one of the office walls was covered in letters from listeners who value the service.

Click here to listen to these letters being read out in this order:

LISTEN

The letters I saw were from a broad brush of listeners with different print disabilities. Remember that report I mentioned earlier? The one that RPH commissioned the Social Research Institute Ipsos to do? Well, it has found that the print disabled population will increase at a faster rate than the Australian population itself in coming years making RPH’s Radio Reading Service arguably even more relevant in the future.

Vision Australia Radio, which has the biggest of all the RPH stations, claims it is broadcasting to over 230,000 people a week. That’s in the state of Victoria where the population is almost 6 million.

As it stands, RNIB’s Insight Radio officially has 134,000 listeners a week. I use the word officially as this figure is garnered from research carried out on a section of registered blind or partially sighted people in the UK. The reason this is the only sample group used is because this is the target audience - it makes sense. This figure would almost certainly increase if the net was cast wider to include RPH’s definition of print disabled people.
The Power Of Volunteers

“Vision Australia Radio takes the volunteer work force really seriously.”

Stella Glorie is the Coordinator of Volunteers at Vision Australia Radio in Melbourne.

She is a full-time member of staff looking after nearly 300 volunteers who don’t just keep the operation running; they are the operation.

The volunteers read, produce, present, operate broadcast equipment, schedule, train others… you name it, they do it. Vision Australia Radio, like all RPH stations, could not survive without their volunteers.

Now this is a very definite area where Insight Radio could learn from - giving the volunteers more responsibility.

Listen to Stella tell us how they do it:

LISTEN

So who would have thought that one Volunteer Co-ordinator could run such a tight-ship of 275 people?

Well, as Stella says it’s all in the organisation. She has to be organised enough in order to train volunteers how to be organised so that they, it turn, can teach the new volunteers how to organise.

“Volunteers need to know, when they come in, they have a job to do. It comes down to training.”
Volunteer induction, orientation, auditions and interviews are all integral parts of the operation. Every box needs to be ticked. Standards are very high.

Given that this is a system based on trust reference checks have to be adhered to for every potential volunteer.

Having spoken to many of the volunteers at the three stations I spent time at, it was clear the majority had a keen interest in the media in general. In fact, a number of people had actually worked in radio stations and media outlets in their earlier careers. The volunteer base in the UK’s Insight Radio is of a similar ilk. Many of the readers have intimate knowledge of the media industry and those who don’t have a firm understanding of current affairs and popular culture, depending on what show they’re volunteering for.

On my first day at Vision Australia Radio I was introduced to Roberta Ashby who was one of the longest standing volunteers at the station. She, like me, is Scottish and had moved to Australia in the 60s. She struck me as someone who could take on any task and I was very impressed by her technical knowledge: she set up recordings and edited audio files with ease. This is something I believe volunteers at Insight Radio could also achieve with the right training.

Roberta is the presenter and producer of *Movies Then And Now* and *A Way Of Life*. She started volunteering back in 1985 and became the Station Manager in 1988. She held that position for over 20 years until she retired. Remarkably Roberta opted to stay on as volunteer… it’s testament to the high regard in which volunteers are held at Vision Australia Radio.
I joined Roberta one morning as she edited her shows. You can hear that interview by clicking here:

LISTEN

This is Roberta Asby who is celebrating 30 years at Vision Australia Radio this year.

When I visited 2RPH in Sydney I was impressed to find a similar volunteer set up to Vision Australia Radio. Yes, it is a smaller outfit with only 2 full-time members of staff and one part-time but the volunteers were equally as capable and professional.
I joined Chris, Jenny and Philip live in the studio as they broadcast Features Forum; a programme focusing on the comment columns of Australia’s four daily newspapers.

You can hear the first few minutes of this programme by clicking here:

LISTEN
7RPH in Tasmania also didn’t let the team down. With only one member of staff there the team really pulled together to ensure listeners would only have access to a professional sounding output.

For one week I sat in one of the two offices at 7RPH. Vaughan, the manager, found me a spot to set up and I had the privilege of being in the midst of a lively and busy office; for a small team there was a lot of interaction going on. I really got the sense that this wasn’t just an outfit of people doing what they needed to do in order to get the programmes out; these people gave up their time because they cared and wanted to make a difference. Every article considered; every pronunciation checked. They were also friends. It was obvious that the team wasn’t just working on behalf of the print disabled community of Tasmania, they were also meeting new people and socialising. It was a lovely environment to spend time in.

I sat in the studio with station manger and presenter Vaughn Bennison and his co-hosts Georgia and Paul while they recorded one of the stations most listened to shows: *Whispers From The Wings*.

You can hear a clip of the show by clicking here:
The last voice you heard on that clip was that of Georgia Connack who is a regular presenter and producer on Tasmania’s 7 RPH. She has been volunteering at the station for over a year and has learned so much through being a part of it.

Listen to Georgia tell her RPH story here:

LISTEN

Back in Melbourne at Vision Australia Radio I was pleased to see that several blind or partially sighted people also volunteer at the station.

Amitoze Nandha works as a volunteer Technical Operator. He has Retinitis Pigmentosa which, as in the UK, is one of the most common causes of blindness. He was diagnosed when he was 16 years old. His sight has been deteriorating rapidly since then. He now has no peripheral vision and uses a cane to get around.

Amitoze told me what he gets out of his role at the station.

LISTEN
As it stands Insight Radio uses volunteers readers for the morning and afternoon programmes; the lunch time show uses a volunteer cohost; and the weekend shows use one reader per programme. As someone who was in regular contact with the volunteers I’d say everyone was content with their contribution. My question, after having spent time in radio stations majority run by volunteers, is could they be doing more? Would they want to do more? Could Insight Radio be enriched if volunteers were put to further good use? (Okay, that’s three questions!)

RPH Australia recognises that the system set out to ensure volunteers are at the heart of every station is a precious one and needs to be maintained as a well oiled machine. In its Strategic Plan 2013 - 2016 it stated the following goal:

**Goal 2. Developing the Full Potential of Staff and Volunteers**

**Strategies**

2.1. Develop and Monitor content standards and guidelines

2.2. Standardise volunteer training programs across the RPH Australian network

**Performance Indicators**

1. Review the Protocol for RPH Broadcasting and monitor compliance

2. Implement accredited training standards across the RPH Australian network

Can we take anything from this? It would be hard work; but it would be worth it.

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3 [https://www.dropbox.com/s/t8m3hx9x4tlcyhl/RPHA%20Strategic%20Plan%202013-16.pdf?dl=0](https://www.dropbox.com/s/t8m3hx9x4tlcyhl/RPHA%20Strategic%20Plan%202013-16.pdf?dl=0)
Are We On The same Page?

And speaking of volunteers... what’s the one thing you need to ensure everyone is on the same page? That’s right, a page! Well in this case it’s called the RPH Protocol.

You can access the document by clicking here

READ

It’s simple and effective.... sometimes even obvious... but it means everyone’s on the same page, which means each station is building on solid foundations. This is why I believe Insight Radio should have one.

For example, this - section 4.3 - sets out some very clear guidelines ensuring anyone producing or broadcasting on an RPH station is clear on how it should be done.

While producers of "RPH programming" will need to exercise choice in the selection of material for broadcast, RPH broadcasters shall ensure that selected newspaper articles and other published material are read in full, except where, in unforeseen circumstances, to do so would significantly disrupt the broadcaster's program schedule. Criterion 3.1.2 states:

“... Material shall be presented with appropriate identification of: the publication, edition, date of publication, page number, and author's name. In no circumstances shall the text be varied, or any editorial comment be offered in relation to an item.”

4 http://www.rph.org.au/rph-protocol/
The RPH Protocol was written up by the pioneers of the movement in the 90s. The early believers of making printed material accessible to all. And although the protocol is reviewed every five years the mission statement remains the same:

The RPH Australia Radio Reading Network (RPH Network) provides a unique broadcast Service that meets the needs of people with a “Print Disability” - people who through age, disability or lack of literacy skills are unable to effectively access published material.

On the basis of equity, people with a print disability have the same right to access to published information as other members of the Australian Community.\(^5\)

In my opinion, you can’t put a price on the productivity generated from everyone singing from the same song sheet, clear on the same goals or indeed, on the same page. At RPH stations volunteers, as part of their induction, are given a copy of the Protocol and told to read it. It’s a small step that seems to be working.

\(^5\) http://www.rph.org.au/rph-protocol/
Growing Old Together

In June 2014 RPH Australia commissioned Ipsos Australia to collate findings which eventually resulted in this report:

Secondary research to determine the size of the national print disabled audience

It found that listeners of RPH stations across Australia had an average age of 72 and that RPH listeners are considerably older than the general Australian population. Three quarters of RPH Listeners are aged over 65 years.⁶

In August 2012 RPH Australia commissioned Canvass to research its listenership. It resulted in this report.…

Which found…

SOCIAL ISOLATION

RPH LISTENERS AND SOCIAL ISOLATION
The demographics of RPH Listeners put them at high risk of social isolation.
- Average age: 72 years
- Widowed, single or divorced: 64% (cf. 51% general population)
- Live alone: almost 60% live alone (cf. 24% general population)
- Live in a couple without children: 34% live as part of a couple where one is potentially a carer for the other.
- Retired: 74% are retired or on a disability pension, indicating both lifestyle and financial changes following the cessation of working life.
- Mobility and transport: 20% have some or significant mobility issues and only half (48%) hold a driver’s licence.
- Community Involvement: Only half are involved in community groups in their area.

And this…

Silver Listeners: Aged over 65 years, Silver Listeners generally developed a print disability as a consequence of ageing. Given their generation, some have not worked in the digital era and have not established routines that include digital technologies, such as email. Many are not connected to disability networks. While the segments over lap, 75% of RPH listeners are aged over 65 years, so Silver Listeners are clearly the largest segment of RPH Listeners.
Many grew up in the golden age of radio and instinctively turn to radio as an authoritative source of news and information. Most do not have internet access and so not understand or use social media or downloadable content.\footnote{https://www.dropbox.com/s/cptvutye6l2gdre/Listening\%20In\%20Report\%20Aug\%202012\%20Confidential.pdf?dl=0}

What does this mean? You might ask.

It means the RPH stations are providing an invaluable service to people who might otherwise feel disconnected from society. It is keeping people in the loop. In fact, the Canvass Report goes on to state that:

Radio Plays Central Role: RPH Listeners really enjoy listening to the radio and it plays an important role in their lives as an informative and interesting companion and leisure activity.

The use of the word \textit{companion} is key here. Research by the Australian Bureau of Statistics in 2012 and the Organisation for Economic Co-operation and Development (Directorate for Employment, Labour and Social Affairs) in 2009 indicated that the overall disabled population generally experiences a lower standard of living than the non-disabled population.

The feeling of isolation is very real to many disabled people in Australia and the UK. If a radio service is providing alleviation from this sense of loneliness then perhaps that alone is reason enough to celebrate it’s existence.

Throughout my research project many different people stated their concerns that RPH Radio Reading services would eventually be made redundant by the rise of screen-reading software.

For those of you who don’t know what it sounds like here is what you will typically hear when you visit a new website using a screen reader:

\begin{center}
\includegraphics{listen.png}
\end{center}

I won’t blame you if you didn’t quite listen to it all the way through. Now, how does that compare with this?

\begin{center}
\includegraphics{listen.png}
\end{center}
Although there are a myriad of audio companies around the world working hard to improve the quality of the simulated voice, it goes without saying that, as yet, there is nothing that can match the warmth and depth of the human voice. In other words, the electronic voice of a screen reading software will never provide a sense of companionship the way the readers on RPH do for their listeners.

I’ll end this chapter with these quotes from actual listeners interviewed as part of the aforementioned Canvas report:

**Welcome Companion:**

“It’s like having a friend to chat to all the time, in the comfort of your own room. RPH is great company.”

“It’s a companion and a source of information and discussion.”

“It removes the isolation often experienced by people with a print disability.”

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8 https://www.dropbox.com/s/cptvute6l2gdre/Listening%20In%20Report%20Aug%202012%20Confidential.pdf?dl=0
RPH Radio Reading Services are an important part of Australia’s media landscape but, like all services, it will have to make changes in order to continue to fit that landscape.

With digital overtaking analogue in an undeniable Mexican wave across the globe the switch in Australia is imminent. The only thing is, and it’s a big thing: RPH stations broadcast on AM licences and digital radios, so far, are not designed to facilitate AM: just DAB and FM.

Peter Luckett the Chairman of RPH Australia at the time of my research has concerns:

LISTEN

Di Collins is a Director on the 2RPH Board. She prides herself on being very pro-active and having a strong understanding of the impetus of the station. I asked her where she’d like to see the service going in the future:

LISTEN

Now it’s time to get to the heart of the matter. Graeme Innes is Australia’s former Disability Discrimination Minister. He is blind himself. In this interview excerpt he tackles head on an issue that arose again and again during my time spent in RPH stations. Volunteers and staff alike harbour concerns around the restrictions laid out by the Copyright Act. As it stands, stations have the right to broadcast articles read from newspapers but under the current law these readings can not be clipped for online listening i.e. podcasts. This matter, for many people, is the shaky peg of the future and indeed, I also let the doubt set in: how will this service survive in the midst of a digital era? Well, I felt far more at ease after speaking to Graeme Innes who seems to have the answers…. and a lot of advice for those with RPH interests at heart:
So, despite the Copyright Act, it seems the future is bright for RPH stations, that is if the future involves contacting publishers and lobbying the government.

Also, the Ipsos report made some very positive discoveries about what listeners think of the service and they are after all the most important element of any radio station:

Seventy per cent of RPH Listeners agree that RPH is an essential service for them. Given that 43% of RPH Listeners have no print disability (i.e. sighted and able bodied therefore considered to be out-with the target audience) this is an extraordinary indication of the importance of the service to the community at large and an overwhelming vote of support for the role RPH plays. Along similar lines, 82% of RPH Listeners say listening to RPH makes their life easier.9

Recommendations

REALISE THE POTENTIAL OF VOLUNTEERS

Volunteers are invaluable to Insight Radio so, if it’s wanted, let’s give them more responsibility. Training structures would need to put in place and it’s understood that this is a time consuming job but the rewards would pay dividends.

CAST THE LISTENER NET FURTHER

It is already widely believed that it’s not just blind and partially sighted people that listen to Insight Radio so perhaps it is time to cast the net wider to include others; those who feel isolated, elderly people, all print disabled people. If implemented this recommendation would not affect the output of the station so much but would have to affect the way listener research is conducted.

FACE THE FUTURE WITH OPEN EYES

Having spent time with the teams at RPH stations is it clear that a concern for the future is the restrictions placed upon the services by the country’s Copyright Act. Although they can broadcast articles read verbatim from publications there is not the option to clip the programmes and make them available online as podcast. This is something that we in the UK are unaffected by. Podcasting and listen again facilities are what keeps Insight Radio moving with the times. As the “consume-now” culture rapidly expands it is important that Insight rides the podcast wave. My specific recommendation here is that Insight Radio and RNIB generate specialist content for podcastees who will never ‘listen live’ but will consume easily digestible condensed online content.

DO MORE RESEARCH TO BETTER UNDERSTAND LISTENERS

In the last few years RPH Australia has commissioned two reports in order to get a handle on its listeners. The result was pages of information breaking down the mysteries of who their listeners really are. Who listens and, more importantly, why. What they specifically don’t like about the content. What they want to hear more of. What they turn to when they
turn off. This kind of in-depth research could shape Insight Radio’s content into something potentially more considered and constructive.

SET UP A BOARD

RNIB has a board of trustees but I believe that Insight Radio should have its own board. Impartial people who understand the station’s raison d’être who are willing to give a few hours of their time every month to feed back to the management on what could be done better and suggest ways of connecting with the listeners.

DESIGN A PROTOCOL TO KEEP STAFF AND VOLUNTEERS ON THE SAME PAGE

Simple, clear and sometimes obvious. That’s how I would sum up the RPH Protocol which is never far from the fingertips of staff and volunteers. Reviewed every five years to ensure it keeps up with the times, it has proved an invaluable two page document that means everyone is headed in the same direction.
The most popular publication for blind people in the UK, Vision Magazine, is running a feature about my trip to Australia which means it will reach 14,000 readers and listeners. Once the article is published / released I will share the information via twitter and Facebook. Insight Radio will rerun the audio once it goes out in July.

I have made available every interview recorded in Australia, of which there are 28 with volunteers, station managers and listeners, available to Insight Radio to broadcast as they see fit. Again, I will be promoting the features on social media.

While spending some time in Vision Australia Radio in Melbourne I was interviewed by Stephen Jolley for his show *Talking Vision*. You can listen to the interview by following this link: http://cp166026.p1.videos.viostream.com/1917_172144_81928_mp3high.mp3

John Sheridan, another presenter at the station also interviewed me on the subject of Audio Description for blind people. I explained at the beginning of the interview that I was in Australia on a Churchill Fellowship and gave some detail around that. The programme is called *Behind The Scenes* and while it hasn’t been podcast I have requested the file from John. I’ll send it on when it arrives.
ACKNOWLEDGMENTS

There are so many people I’d like to thank for helping me so unreservedly with my research. Although I can’t list every name I’d like to acknowledge everyone associated with the following organisations:

http://www.wcmt.org.uk/
The Winston Churchill Memorial Trust made my trip possible. I will be forever grateful.

http://www.rph.org.au/
RPH Australia - the national peak body for all RPH stations - let me come and spend time in its radio stations and supported me every step of the way. Thank you for granting me no-holds-barred access.

http://www.2rph.org.au/
2RPH in Sydney put me up for a week. Thank you for making me so welcome.

http://www.7rph.org.au/
Thanks to staff and volunteers in Hobart, Tasmania for showing me the ropes of their tightly run operation.

http://radio.visionaustralia.org/
Vision Australia Radio in Melbourne is where I spent the majority of my time. It was a pleasure to get to know the staff and volunteers there.

And finally, thanks to you, the reader, the industry professional for taking this report in the spirit in which it is intended: encouraging and constructive.