



**COMMUNITY PARTICIPATION
POLICY
2026/2027**

Version 3.0

March 2026

1. PURPOSE

The purpose of this Community Participation Policy (the Policy) is to commit PHAZE Broadcasters Inc. (the Station) to ensuring inclusive, transparent, and meaningful engagement with the community. This Policy aims to empower community members to actively participate in broadcasting operations, programming, governance, decision-making, and station evaluation.

2. SCOPE

This policy applies to:

- Volunteers
- Members
- Listeners
- Community stakeholders
- Any individual or organization with an interest in the operations, programming, and governance of PHAZE Broadcasters Inc.

3. DEFINITIONS

The following definitions apply:

Community Participation

Involvement of individuals and groups from the Station's community of interest in broadcasting activities, such as contributing content, providing feedback, engaging in consultations, and influencing decisions affecting service provision

Community of Interest / Licence Area

The group of people sharing common interests and needs that the Station identifies as its audience and stakeholders for broadcasting and community engagement purposes.

Stakeholder

Any person, group, organization, volunteer, or partner with an interest in the activities of the Station.

4. PRINCIPLES

Inclusivity & Accessibility

- PHAZE Broadcasters Inc. welcomes participation from all individuals and groups in its community of interest, particularly those traditionally underrepresented, including:
 - People with disabilities
 - Culturally and linguistically diverse (CALD) communities
 - First Nations peoples
 - LGBTQIA+ community members
 - Seniors and youth
- Engagement mechanisms should address barriers to involvement and provide multiple avenues for participation (e.g., in-person, online, phone, written).
- The Station will adopt inclusive language and practices to ensure accessibility in its communications.

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Transparency

- Information about how to participate in programming, governance, and consultation will be made publicly available via the Station’s website, newsletters, social media, and on-air announcements.
- Records of consultation activities, outcomes, and actions taken will be maintained and accessible upon request, respecting privacy and confidentiality.

Responsiveness

- The Station will listen to community input and strive to reflect community feedback in its programming and operations where practicable.
- Regular channels for two-way communication will be provided, ensuring stakeholders receive timely acknowledgment and responses.

Fairness & Respect

- All community engagement and participation activities will be conducted respectfully, fairly, and free from discrimination.
- Volunteers and participants are expected to treat each other and Station staff with respect and dignity at all times.

5. COMMUNITY ENGAGEMENT & FEEDBACK MECHANISMS

Consultation & Surveys

- The Station will periodically undertake community surveys, focus groups, listening panels, and other consultation processes to understand community interests, needs, and aspirations. The outcomes will inform programming and service planning.

Open Forums & Events

- Open community forums, town hall meetings, station open days, and attendance at local community events will be conducted to foster direct participation and dialogue.

On-Air & Digital Feedback

- Listeners and community members are encouraged to provide feedback via email, phone, web forms, and social media channels.
- Community input gathered through these channels will be logged and reviewed regularly.

6. PROGRAMMING PARTICIPATION

- PHAZE Broadcasters Inc. will provide opportunities for volunteers and community members to contribute to content creation, hosting, production, and editorial roles.
- Programming opportunities will be promoted widely and fairly, ensuring openness in recruitment and selection.
- Efforts will be made to encourage involvement from diverse community sectors, aligning with requirements to reflect community needs and diversity.

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7. VOLUNTEER ENGAGEMENT

Recruitment & Induction

- Volunteers will be recruited through community outreach, local advertising, on-air announcements, and digital platforms.
- All volunteers will receive orientation and relevant training to support safe and effective participation.

Support & Recognition

- PHAZE Broadcasters Inc. will foster a positive, supportive environment that values volunteers, encourages skill development, and promotes retention.
- Recognition initiatives (e.g., feature stories, awards, training opportunities) will be used to celebrate volunteer contributions.

Equity & Inclusion

- All volunteer roles will be advertised with clear expectations and access considerations, with reasonable adjustments made to support participation for individuals with disabilities or special needs.

8. GOVERNANCE PARTICIPATION

- Members and stakeholders will be invited to contribute to strategic planning, annual reporting review, and governance discussions through formal and informal mechanisms (e.g., member meetings, committees).
- Election processes, committee nominations, and governance opportunities will be communicated clearly and equitably to the community of interest.

9. COMPLAINTS & DISPUTES HANDLING

Rights to Lodge Complaints

- Members, volunteers, and listeners have the right to lodge complaints about the Station's services, operations, or alleged breaches of policies or procedures.

Fair & Timely Process

- Complaints will be handled fairly, objectively, and confidentially. The Station will:
 - Acknowledge receipt of complaints promptly.
 - Investigate and respond within a specified timeframe (e.g., within 60 days) where required.

Record Keeping

- Complaints and resolutions will be logged and retained for a minimum of 24 months to ensure accountability and trend analysis.

External Escalation

- Complainants will be advised of their right to refer unresolved matters to relevant external authorities or bodies, where appropriate.

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10.MONITORING & REVIEW

- This Policy will be reviewed at least every three years, or earlier if required by changes to regulatory standards or community needs.
- Review findings and any revisions will be communicated to the community.

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