

JOY 6.4.6



OCTOBER 2017

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**Out.
Loud.
Proud.**

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Our 2017 Patrons

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David Owen & Henry Ruge-Rojas

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Kevan Walsh
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Rachel Rees
Star Observer
Steven Farley-Odgers
Yvette Wroby



Thank you to all our Patrons and donors.

President's Report

It's been a wonderful year for JOY and it's a pleasure to provide this update in our Annual Report for the 2017 financial year.

Importantly, JOY is in good financial health and this is a result of a dedicated effort throughout the year from the Board, from our staff and our army of volunteers. We generated a small surplus for the financial year and have good reserves of cash to sustain operations for the coming year.

Our 2017 Radiothon fundraising campaign was our biggest ever, generating just over \$300,000 in funds for JOY. We had a strong theme for Radiothon – 'We Still Need JOY' – and it was brilliant to see the response to this call to action to support JOY as the voice and communications hub of the LGBTI community. Importantly, we continue to diversify our sources of funding with a growing list of generous Patrons and engagement with larger corporate sponsors starting to build. The visual identity of the Radiothon campaign was strong – wrapped in our new branding that gives us a fresh and contemporary look for the next chapter in JOY's history.

Our content is something for us to be particularly proud of, and it is clearly driving stronger engagement with our audiences. We now have 377,000 listeners each month via our traditional radio channel, which is a terrific result for a community station with a sub-metro licence. Importantly, we are continuing to grow other channels so we can broaden our reach and impact, which is at the heart of our strategy going forward. We are giving listeners the opportunity to engage with JOY wherever they are and whenever they want, with access to streaming and significant growth in podcast downloads. It is also pleasing to see the quality and breadth of our programming, with new specialist programming emerging and giving a voice to the diversity in our community, and positioning JOY as the go-to for informative, empowering and uplifting content.

On governance, we have re-aligned some of our Board Committees to ensure we are focusing on the right areas to take JOY forward. The Finance and Audit Committee (FAC) and Programming Committee (JOYPAC) remain at the core, while we have established a Funding Committee to focus on revenue sourcing and engagement with supporters, and the Innovation and Risk Committee to focus on managing our technology and risks. Several working groups exist under these Committees to support specific initiatives.

It is an honour and a privilege for me to lead JOY as President, and I am proud of everyone who has contributed to our success this year. On behalf of the Board, I would like to thank our members, patrons, sponsors, staff, volunteers and all our supporters for being a part of JOY.

Melinda Rich

JOY President





Treasurer's Report

In JOY's 24th year of operation, it is pleasing to report we made a modest surplus of \$34,459 for the financial year 2016-17. This followed our most successful Radiothon fundraiser ever, which began with a seemingly impossible target of \$300,000 - which we achieved. The entire campaign was uplifting and it was exciting radio on the final day as we edged ever closer to our fundraising target.

Revenue was \$989,213 and costs were \$954,754. Our final cash in the bank for the end of the 2017 financial year was just over \$350,000, an improvement on last financial year's position. Keeping JOY operational remains an expensive undertaking, and it costs over \$2600/day to keep us on-air. This really puts into perspective why we must continue to focus on our financial strength and sustainability. Our sources of funds from our members, patrons, sponsors, advertisers, grants and bequests remained firm year on year – but there is always more to do and we must remain focused on growing and broadening our revenue streams.

Moving forward our financial goal is for greater security with longer term forms of income and improved line of sight on new funding. Our goal is to not only ensure we have money for day-to-day operations, but to shore up reserves for the long term. A potential move to the Victorian Pride Centre and the additional costs of responding to the changing media environment with new technologies both present additional challenges and opportunities. We continue to explore new ways to improve funding. The establishment of a dedicated Funding Committee is specifically focused on raising money to meet these longer terms goals.

We are pleased to announce the commencement of our bequest program. A generous bequest of \$40,000 was received during the 2017 financial year, and it is anticipated these funds will be used for special purposes like funding new technology or other significant purchases outside of day-to-day running costs. We respectfully ask all our supporters to consider a bequest to JOY, which can make a lasting and significant impact.

A special thanks to the Finance and Audit Committee (FAC) members for their regular attendance and steady input; to our CEO for staying firm with our financial goals; and to the Board for their clear focus and vision in staying to plan. Last but certainly not least, thanks to our generous financial supporters for your ongoing support.

Ian Graystone

Treasurer / Finance and Audit Committee Chair

Life Member Award

Honorary life membership is awarded by the JOY Board to recognise a member for their extraordinary commitment and contribution to JOY. Since JOY was founded in 1993, 24 honorary life memberships have been awarded.

Jed Gilbert has been a part of JOY since joining as a member in 2006. In his 11 years with JOY, he has contributed across a broad range of areas and had a significant impact.

Jed started out in production support before progressing to join the news team in 2009. He put his hand up to join the JOY Board in 2010 and was elected that year. Throughout his six-year term on the Board, Jed fulfilled several key roles. He joined the Finance and Audit Committee (FAC) in 2011, before stepping up to chair that same committee in 2012 as Treasurer. In 2013, Jed was elected as Vice President, and in 2014, he was elected as President by his Board colleagues, and led the Board for the period 2014-2016.

Jed's time at the helm was characterised by a genuine passion for JOY's place and purpose in our community. He stewarded many key initiatives at JOY during his Presidency, including JOY's first formal three-year Strategic Plan, and the renewal of JOY's broadcast licence, which expanded the station's 'community of interest' to cover the full diversity of the LGBTI community. His leadership of the Board as President was always characterised by a sense of care and balance, and a drive for consensus where everyone could contribute their voice to discussions and decisions.

Since stepping down from the Board in 2016, Jed has continued to support JOY. His commitment to the LGBTI community was recognised when he was nominated in the 'Volunteer of the Year' category at the 2016 GLOBE Awards.

Jed himself has said that his time at JOY has been a period where he grew up, and his journey with JOY demonstrates the way that our organisation can provide a place for people to join, connect, contribute and mature to become a leader in our community.

Congratulations Jed and thank you for your outstanding and ongoing support for JOY.



Programming Committee Report

It has been another busy year of bringing uplifting, informative and empowering content to the JOY audience. Through the twice annual McNair Survey we know that in mid-2017, JOY is reaching its largest ever audience, with 377,000 people listening to JOY every month. This represents a 10% share of Melbourne's radio audience, a significant achievement given our sub-metro license (meaning we are not able to reach as many people as other community and commercial broadcasters).

Our significant reach is a signal of our importance to the LGBTI communities, and our allies, but it could not be achieved without the dedicated volunteers of JOY who produce amazing content: the most uplifting music mix in Melbourne, combined with our diverse array of specialist programming.

Our volunteer broadcasters are passionate about JOY and our audiences, and this motivates them to work hard week after week. This passion was definitely on-air during our record breaking 'We Still Need JOY' Radiothon.

Of course, sometimes life outside of JOY does need to take priority, and so we have seen some changes across the programming schedule as people rightfully balance their commitments. Through our radio training course, we have a continual stream of new talent ready to take the reins. In particular, it has been great to see so many young people around the station because of *Unicorn Youth* and *Youth in Control*.

JOY is renowned for its broadcasting of the big events for our communities – this year has been no exception. The biggest was our partnership with SBS in broadcasting the Mardi Gras 2017 parade to the world, resulting in our nomination for a CBAA Award. Also, we are crossing fingers for *Chicks Talkin' Footy* in their CBAA nomination as a result of their amazing weekly program and engagement with the football communities.

At the JOY Programming Committee, change has also been happening. During the year, we said goodbye to Barb West and Cameron Cook – thank you to them both. We welcomed a diverse range of new members ready to assist our Program Director, Chris Tait. The new members of the Committee, joining Michael Polh, Sarah Chadwick and Greta Larkins were: Daniel White, Andrea K., Luke Mitchell and Ruby Mountford.

We are also saying goodbye to Chris Jameson after eight years as Music Director. There are insufficient words to say thank you to Chris who has been instrumental in driving the 'sound of JOY' and ensuring the success of JOY in reaching the number of people we do day after day. All the best to Chris on his retirement.

Andrew Thorp

JOY Programming Committee Chair



Program Director Report

This year has been a time of big shifts and milestones for JOY and it has been heartening to see that internally and externally people have welcomed change.

We have achieved some massive wins this year including our Mardi Gras broadcast. This was the first time we had a very concentrated and focused broadcast. We cleared the grid for the weekend from Friday drive to Sunday night, and focused our content on the Mardi Gras theme. We had more shows coming out of Sydney compared to previous years and we had a consistent commentary team. Our crosses back to the studio continued the coverage before, after and during the parade. The commentary team consisted of some of Melbourne and Australia's key LGBTI performers including Dean Arcuri, Michael Dalton and Kirsty Webeck. The broadcast itself had amazing reach with more than 150,000 streaming the broadcast. Thousands of texts and emails came through from all over Australia and the world, and our hashtag #mardigrasjoy trended on Twitter.

I want to applaud the on-air teams who dug so deep over the course of our Radiothon Power Week to make this the most successful fundraiser in JOY's history. Again, we had a very specific theme - 'We Still Need JOY'. We asked presenters and teams to reflect on their personal life and experience of why they as members of the LGBTI community still need JOY. Guests were tailored throughout the entire campaign and in sync with the theme. Although there were many layers to the campaign the on-air component really brought the message home and much of the success is to do with people sharing their stories and reminding people why we, as a community, do indeed 'Still Need JOY'.

JOY's listenership is on the up as well which is exciting. The latest CBAA McNair listener survey had JOY's listenership at its highest level ever. Our TSL ('time spent listening'), which was already quite impressive, remained steady. With over 21,000 hours of streamed content per month, and podcast downloads also impressive at 84,000 for the month of September 2017, JOY is really hitting the right chord with its audience and our community.

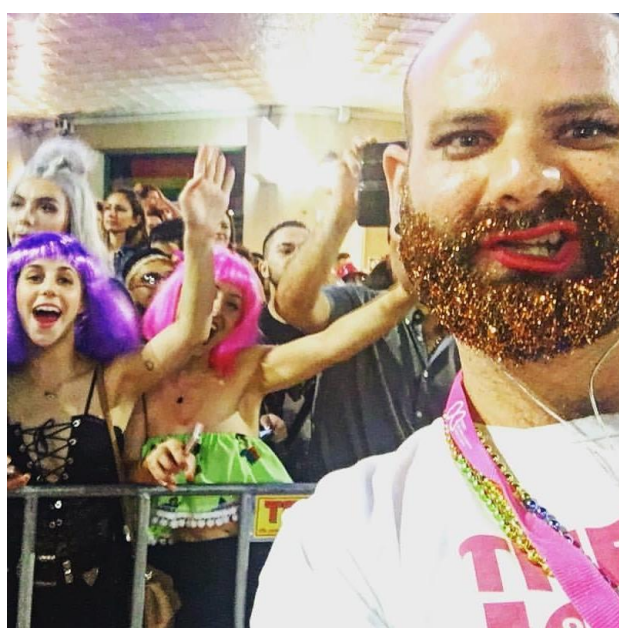
Diversity is also increasing amongst our presenters and listeners. On-air we have had an increase in female-identified presenters – with 10 more women actively on-air in our specialist programming alone, from the Winter to the Spring Grid. Our programming aimed at female audiences (like lesbian book club program, *Read HER!*) is no doubt helping to open the airwaves to a more diverse audience, and in the latest survey we saw growth in female listenership. It was also great to see shows like *Urban Dreaming*, a look at the world from a queer indigenous perspective, on its third grid with the team growing and getting stronger and stronger. *Triple Bi Pass*, Australia's only Bi-specific show, recently had its first birthday. Our aim over the next three to six months is to work at getting more trans-identified voices on the air.



On a sad note, we saw some flagship shows move on from JOY - *Women on Waves*, *C + C Drive Factory*, *Murphy's Law*, *GPS*, *Cravings*, *Escape POD*, *BROAD* and *BEKfast*. All of these shows have a place in JOY's history and the hearts of our listeners. Some well-known shows have returned - *G-Spot* to breakfast radio, and *David and Sue* returned to Friday drive. A slew of new shows hit the airwaves to critical acclaim, including *Jam Sessions* (a queer live music show), *21st Century Women* (a new feminist show hosted by three queer identified women) and *All Dragged Out*, hosted by JOY favourites Joe and BB, where the pair and special guests look at the history of drag over the years.

We also farewelled Chris Jameson after more than 8 years as JOY's Music Director. Chris' passion for JOY and its unique daytime sound are a testament to his hard work and dedication. We wish Chris well on his next adventure but hope to hear him pop up somewhere in the future. Michael Polh has stepped into the role leveraging over 5 years of presenting experience on some of our most loved programs including *Babble Pop*, *JOY Eurovision* and the daily *6 at 6*.

We are now also sourcing shows from interstate, with two shows being recorded in Sydney. Both shows have well established audiences and social media followings so it is really great to welcome into the extended JOY family the crews from *Not My Cup of Tea* and the *Andrew and Troy Show*.



Chris Tait

JOY Program Director

Music Director Report

2016/17 has been a busy twelve months in the musical life of JOY.

Throughout the year, over 150 music interviews took place in the JOY studios. A variety of artists gave their time to chat with many of your favourite programs, including the likes of Tegan & Sara, Christine & the Queens, Ace of Base, Lukas Graham, Alfie Arcuri, John Waters, Broads, This Way North, Tim Rogers, Mashd n Kutcher and MaRLo. It was only with the great working relationship between the labels and management and our Assistant Music Directors, Leo Stubbing, Dylan Adler, Dan Gregg and Taryn Walton, that this could occur.

JOY was also present at one of the world's biggest music competitions, the Eurovision Song Contest, where Australia was represented twice over – by Isaiah Firebrace and Anja Nissen. Michael Polh interviewed over 20 contestants during the two weeks he was in Kiev, along with hosting JOYEurovision live from Ukraine and checking in with JOY's breakfast and drive shows over the fortnight.

Our digital music collection has grown to over 68,000 tracks, thanks to the numerous Assistant Music Librarians who have given of their time to manually rip CDs in our physical library. JOY's Music Librarian, Richard Walters, has spent many a weekend cataloguing every CD that comes into the station and attending to the vast number of digitally serviced tracks that we get every week.

Slight changes to JOY's signature weekday uplifting music mix have seen improvements in our listenership during breakfast, with a focus on a music mix that included songs released after 2000, helping to bridge the gap between younger and older listeners. This tweak to music during breakfast has also encouraged more female-identifying listeners to continue listening throughout the day.

JOY's speciality music programs continue to inform, uplift and empower listeners each week, satisfying every musical need. From jazz (*Bent Notes*) to oldies (*Yesterday Once More*), underground (*Counter Cultured*) to blues and roots (*Three Chords and the Truth*), foreign-language pop (*babblePOP!*) to metal (*Our Mosh Pit*), Australian music (*Bite Me Down Under*) to decades of music (*Triple X*), there is something for everyone on JOY.

We are proud to be the home of Melbourne's most uplifting music mix and we look forward to a big year of music to come.

Michael Polh

JOY Music Director



News Coordinator Report

After 22 years of service, JOY farewelled Tim Lennox from the role of News Director this year. Tim has been with JOY essentially since its inception and his contribution is significant. Although Tim has left the role of New Director he still presents the midday news on Mondays and lends a hand with training when time permits.

We were pleased to welcome Gary Wilson into the role of News Director. Gary has been with JOY for more than 16 years and was an obvious candidate for the role, being a lead member of the news team and one of Tim's protégés. Gary hit the ground running and got busy training and recruiting people to fill the news slots and keep JOY's audience abreast of what is happening in LGBTI news. Ten additional newsreaders have joined the ranks over the last year and the news team continues to grow.

The Informer, a key news program, continues to grow in capacity, with a solid team of dedicated volunteers working hard to inform and educate the audience about issues that matter to the LGBTI community. The team is now spearheaded by former editor of 'Same Same Victoria', Dean Arcuri, and has regular input from leading LGBTI journalists including Matthew Wade, national editor of 'Star Observer'. Podcast downloads continue to rise for *The Informer* and it has now branched into an extended show *Informed* on Saturday morning where the team recap the highlights of the week.

We are aiming high with respect to news content, and our aspiration is for JOY to be the go-to place for LGBTI news and current affairs.

Chris Tait

JOY Program Director



Addam Stobbs Award for Broadcasting Excellence

Addam Stobbs was a Life Member of JOY, recognising his enormous contribution over many years. We still feel the loss of his extraordinary passion, humour and enthusiasm. He is remembered by many as a mentor and friend. At the Annual General Meeting that same year, the Board instituted an Award for Broadcasting Excellence.

The Addam Stobbs Award for Broadcasting Excellence is awarded by the JOY Board to presenters and/or programs that have excelled at creating programming that fulfils the JOY mission statement and the JOY programming statement, of **connecting, representing and celebrating our diverse communities through programming that uplifts, informs and empowers.**

Week after week, the *Chicks Talkin' Footy* team have been a model program in JOY's diverse line up, and the team are awarded the Addam Stobbs Award for Broadcasting Excellence for 2017.

Since commencing in April 2016, the program has clearly demonstrated JOY's values of inclusion, joy and courage. The team have made a name for themselves within the broader AFL and AFLW communities – because they know their stuff and they can communicate it in a way that is accessible and enjoyable whether or not you are a footy fan.

The program is always informing and it empowers women to be active participants in football, particularly during the inaugural AFLW season in early 2017. In addition, they do a wonderful job showcasing and celebrating queer people in the sport both on and off the ground. Listening, you can genuinely feel that women and queer people can be comfortable and central in an institution central to our city's culture.

Having led the charge in JOY's coverage of the first AFL Pride Match in 2016, the team are now a finalist in the Community Broadcasting Association of Australia's (CBAAs) Excellence in Sports Programming award for 2017.

Led by Fiona Newton, along with Bec Dahl, Susannah Mott, Bree McAullay and Rachel Hopkins, and of course until recently Danae Gibson, *Chicks Talkin' Footy* is an extremely well-polished program that helps dispel harmful stereotypes. It is an exemplary program for others to follow.



Innovation and Risk Committee

The newly formed Innovation and Risk Committee (IRC) is the result of a merging of the former Technical Advisory (JOYTAC) and Risk Committees. JOYTAC worked hard in the first stages of the year to ensure that the technical and broadcast infrastructure of JOY was functional, up to date and suitable to JOY's operations. The Risk Committee ensured ongoing management of JOY's risk register as well as evaluating emerging risks on behalf of the Board and broader organisation. I would like to sincerely thank both Cassie Chadwick and Marianne Choong, the former Chairs respectively, for their dedicated input, outstanding stewardship of their Committees and for the outputs delivered that enabled JOY to not only stay on-air, but expand its horizons as well.



With the newly defined Board strategy and revamp of the Committee structure, IRC re-launched at mid-2017 with new members and a defined purpose – to be more strategic and forward thinking in nature. With that in mind, we have several key projects laid out for the coming year that will allow us to assess not only our existing and current needs, but also our future requirements. This will be particularly pertinent with JOY's entry into new media markets and of course the exciting opportunities that the Pride Centre offers.

With sustainability in mind, the Innovation portfolio will be focusing on new and emerging technologies to enable us to expand our reach; strategic partnerships that allow us to leverage other's skills and experiences; and reducing costly infrastructure expenses where possible. The Risk portfolio will ensure the ongoing management of current risks; the expedient assessment of emerging risks and new initiatives; and developing a readiness and action plan for a potential move to the Pride Centre.

The final element the Committee will be focusing on is expanding our small but dedicated tech and engineering team. More hands make light work as they say and to ensure that we have the ongoing resources to keep JOY on-air, and our support services reliable, we will be undertaking a specialist volunteer recruitment drive. If you have IT or broadcast engineering skills and are keen to assist JOY deliver on its vision and purpose, then we would love to hear from you.

Rachel Rees

JOY Innovation and Risk Committee Chair

Funding Committee Report

The purpose of JOY's Funding Committee is to support, assist and guide the CEO in helping maximise JOY's income. The Funding Committee covers potential income sources as diverse as Fundraisers, Community Events, Patrons, Memberships, Donations, and Corporate Partnerships. (The Funding Committee does not oversee Sponsorship income.)

Over the 2016-17 year, our biggest focus was the planning, execution and review of Radiothon, which has been JOY's most successful Radiothon ever.

Over the year, the Funding Committee also reviewed JOY's supporter model and supervised JOY's events calendar, endeavouring to establish a mix of events and engagement opportunities that work both for JOY and for its supporters and associated communities.

A particular focus this year has been JOY's Patrons. We recognise how important our Patron are to JOY, and it is pleasing to see our Patrons list growing. We are always working on understanding the mix of communication and events that works best for these very passionate JOY supporters.

The Funding Committee also commenced a review of JOY's marketing strategy and approaches, in the light of JOY's new strategic plan. This work will continue in the coming year.

Andy McNamara

JOY Funding Committee Chair



Radiothon 2017

This year JOY made the courageous decision to put our purpose at the forefront of our Radiothon messaging. 'We Still Need JOY' was all about reminding our listeners (and ourselves) that JOY's role in the LGBTI community and broader society remains vital to our listeners, members and supporters. While we have been on the air for 24 years, we are still faced with homophobia, biphobia and transphobia; we all know or know of someone who has been physically attacked for being themselves and we still have a government that refuses to grant our community equality.

We deliberately set out to break records in 2017 and our planning was significantly improved to deliver:

- more prizes;
- an increased on-air focus;
- strong physical marketing; and
- a focused social media campaign.

Coinciding with the launch of our new JOY brand, the Radiothon 2017 Launch Party was an entertaining evening, with over 140 people attending our event at Robarta on Fitzroy St in St Kilda. We were entertained by JOY favourites Rhonda Burchmore, Kirsty Webeck, Josh Pitman and Trevor Ashley.

While the entire Radiothon campaign ran for the duration of May and June, our on-air Power Week delivered a concentrated embodiment of our 'We Still Need JOY' theme, with all our programs producing shows that spoke to this concept and engaged directly with our listeners about their personal experiences.

This year we raised \$304,000. This is an increase of almost \$100,000 on 2016 and is a direct outcome of a focused and co-ordinated team effort.

We processed 1,200 memberships and 353 donations totalling almost \$192,000. As always, our members and donors really stepped up with our most successful 'Hour of Power' ever generating a total of \$135,000 in just one hour. Thanks again to JOY Diamond Patrons Gary Singer and Geoffrey Smith for matching donations during this frenzied and uplifting hour of radio.



Production Report

This year JOY produced 96 free community service announcement campaigns, 60 JOY promotional campaigns promoting on-air programs, podcasts, fundraisers and events, as well as 300 sponsorship advertising campaigns. Our Radiothon on-air promotional activities alone consisted of a total of 45 audio promos encouraging our listeners to support JOY during the fundraising period, with more on-air highlights produced in addition.

The program production team has also grown to a total of 61 active volunteers who predominantly support our existing on-air programs in allowing their content to be heard on demand later via the JOY website and iTunes. Our podcast downloads grew from 38,466 in June 2016 to 62,225 in June 2017. We have also introduced a range of new podcast only programs to our line up including *This is OWL Lives*, presented to and by older wiser lesbians; *Into The Groove*, which focus on an album and artist significant in the queer community; and *Queercast*, our first international podcast produced by Singapore's LGBTI community. We have also seen the return of the hugely popular Vic Police GLLO radio show, now as a weekly podcast and hosted by Victoria Police LGBTI liaison officers and a range of JOY presenters.

Revenue streams within the production department have continued to focus on distribution of community service announcements for not-for-profit organisations wishing to have visibility across our broadcast sector nationally, sponsored podcast creation for organisations such as the National Stroke Foundation and miscellaneous bookings of studio and production resources for corporate projects.

Special thanks go to Pete Holmes who has been instrumental to the success of the team, taking on the volunteer position of Podcast Coordinator, ensuring that on-air teams have the podcaster support required to achieve success, together with podcast trainer and Program Imagery Coordinator Clayton Wimshurst and Ident Coordinator John Von-Ahlen.

Jason Gipps

JOY Production Manager



Volunteer Coordinator Report

It has been another year that demonstrated how central volunteers are to JOY. We currently have around 305 active volunteers, which has remained steady over the last few years. Across all teams, including the exciting development of our Audio/Visual Team, volunteers have been creating content and supporting each other behind the mic and behind the scenes.

Throughout 2016-17 JOY has been represented by volunteers at major community events including Midsumma Carnival, Pride March, Mardi Gras and Queer Expo while also making possible JOY events like Radiothon, Northside Bizarre and our recent Art Auction. External feedback and data has demonstrated that some of these were our biggest efforts yet and volunteers were driving achievement every step of the way.

The focus in 2016-17 has been developing volunteer recognition as a matter of highest priority, which acknowledges that JOY simply cannot exist without its volunteers. Celebration and acknowledgement of success is both deserved and needed for a healthy volunteer body. As a result, programs were introduced including Volunteer Thank You cards (a peer recognition program); Volunteer Achiever of the Month (recognising excellence in relation to JOY's values); and "LOVE" (LGBTI Organisations Volunteer Event), a collaborative volunteer recognition event with the Victorian AIDS Council (VAC) and Switchboard, for National Volunteer Week. Grid Parties have also been introduced as a regular feature of the JOY calendar to create more social and celebratory moments in the year, as well as making sure that resting and exiting programs are recognised and new and returning programs are welcomed. This focus will be continued in 2017-18 including a specific move to identify external volunteer award programs for which we can nominate JOY volunteers.

In 2017-18 there will be more development of the volunteer program. Inductions have been reintroduced as a formal part of the on-boarding process, in line with best practice procedures. Volunteer management systems will continue to move towards alignment with Volunteering Australia's *National Standards for Volunteer Involvement*. We are very much looking forward to making the JOY volunteer experience even better in the year to come. Our LGBTI communities have been through some challenging times in the last 12 months and JOY's volunteers continue to demonstrate resilience, strength and inspiration through some incredible contributions. It is a privilege and a pleasure to support them.

Alice Berkeley

JOY Volunteer Coordinator



Anne Hamilton Award for Volunteering Excellence

This Award is to celebrate and recognise volunteering excellence. The inaugural Anne Hamilton Award was presented on 27th October at the 2013 Annual General Meeting. Anne Hamilton is a life member of JOY and the Award is instituted in her name to acknowledge Anne's embodiment of the JOY mission and values over many years. It also acknowledges Anne's passion for community volunteering, and her integrity, work ethic, focus on quality and her enormous contribution to JOY and the excellent example she set for us all in selfless volunteering.

In 2017, our Anne Hamilton Award for Volunteering Excellence is presented to Clayton Wimshurst.

Clayton has been instrumental in the success of the JOY team for the past two and a half years. Clayton started in December 2014 taking on the role of podcaster for *Stand Up Straight*. Soon after, he offered to use his teaching experience and took on the role of podcast trainer. He has taken his life experience a step further by supporting other team leaders in best teaching practice. In August 2015, Clayton took on the role of Program Imagery Coordinator, providing direct support to individual JOY programs for their on-air branding, lifting the quality of program ID's across the board and helping to better differentiate programs from one another. In September 2016 (and in addition to the support already mentioned), Clayton took on the Community Service Announcement producer role, allowing JOY production to collectively provide more promotional support to LGBTI and other community groups than ever before.

Clayton is always available to fill in for panel operators and to mentor other volunteers. He offers his service without wanting recognition and is more than happy to be behind the scenes doing the often thankless task of paneling. He came to Mardi Gras at his own cost and paneled several shows that broadcast from the SBS studios, he recorded vox-pops and was one of our producers on the evening of the parade

Clayton has demonstrated unfailing excellence in upholding and modeling JOY's values. He regularly steps up to mentor new volunteers, provides training and is always supportive and fair to all. He shows a passion for inclusion in our volunteer body and programming and will often go out of his way to support marginalised volunteers and programs.

Congratulations Clayton – you are more than a pleasure to have in our team and you make us all strive to be better.



CEO Report

The 2016/17 financial year has been characterised by a focus on cultural change and values and determining what JOY's future operational structure will need to look like.

Reconnecting with our values was the start of our journey to look at the way we recognise the contributions of over 300 volunteers. The space we have at JOY is safe and we need to work at maintaining it. Alice Berkeley in the Volunteer Coordinator role has been the driving force behind this.

Thanks to an incredible donation from Mazda, we could complete the refurbishment of our office facilities at City Village. A new desk configuration has created the space for a training room, meeting room and storage rooms.

Significant work has been done around expanding our revenue sources. Over the last year, we have started to engage with corporate organisations to drive a mixture of traditional on-air advertising, corporate sponsorship and new production services including podcast and audio visual production.

Radiothon was a great success thanks to the dedication of all 300+ volunteers. The three-month campaign was focused on JOY and the value we hold in the community and I was proud of the stories we were able to tell and share.

The annual Pride Season saw us again out and about in our community and connecting with existing and new listeners. Midsumma's Carnival and Pride March were key events here in Melbourne along with the Melbourne Queer Film Festival. Our annual Mardi Gras broadcast expanded again and with the help of our partner SBS, we could connect with audiences around Australia and the world. For the first time, we commentated the SBS live stream which was seen by over 200,000 people globally.

The team from Bent TV successfully transitioned to JOY and make up our audio-visual working group. We are continuing to produce great content for broadcast on Channel 31 as well as content specifically for JOY. Over the next 12 months, our website will be enhanced to incorporate the 20+ year archive of Bent TV content which serves as a time capsule for the Melbourne LGBTI community.

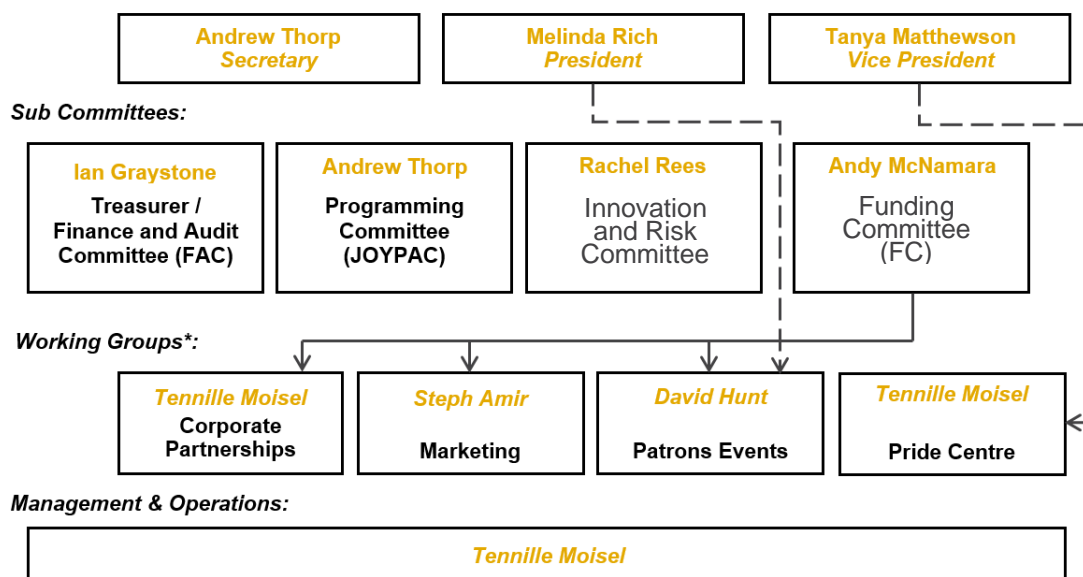
The last 12 months have been a fantastic introduction for me to the JOY organization and community, and I am incredibly proud of the achievements of the operations team, programming team and support teams. The future looks incredibly exciting for community radio and our LGBTI community, and I look forward to continuing our work and taking the content we create to the rest of the world.

Tennille Moisel

JOY CEO



Governance Structure 2017



* Working Groups are not permanent and will be active to manage discreet projects



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Average Monthly
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livestream



12,000+



12,000+



2,400+

JOY 6.76