



SHOALHAVEN COMMUNITY RADIO Inc

PROCEDURES MANUAL

This document was adopted at the Shoalhaven Community Radio Committee Meeting on 20 August 2013.

Amendments to this manual require endorsement at a formal Committee¹ meeting.

¹ *All references to committee in this document is a reference to the Shoalhaven Community Radio Committee unless unambiguously stated.*

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1 APPOINTMENTS

1.1 All appointments to the Committee shall be made in accordance with the Constitution. Sections 16 & 19 refer.

1.2 Sub-Committee Appointments. Section 22.1 refers.

- a. Appointment of Support personnel including Announcers shall be for a period of 12 months or until the following Annual General Meeting (AGM).
- b. Support personnel, whether in relation to a new applicant or for someone re-applying for a position, must complete a form (see attached: Support Position Application Form) cosigned by a Committee member.
- c. A call for persons interested in performing Support Positions is to be sent to members with the advice sent regarding the conduct of an AGM.
- d. Appointment is to be made by the incoming committee following that AGM. Should a position become vacant during the year a person may be appointed by the Committee..
- e. The Committee may appoint more than one person to a Support role such as Technical or Training Officer.
- f. A Committee member may also fill a Support role.
- g. The appointment of Support Personnel including Announcers may be terminated by the Committee at a full Committee meeting and after due consideration of all the circumstances.

1.3 If any Member of the Committee or one of its Sub-Committees is absent without prior consent for three meetings in a row and taking into consideration of the reasons given if any, the Committee has the right to declare the position vacant.

2 DUTY STATEMENTS

2.1 THE COMMITTEE

The Constitution provides details of the responsibilities of both the Secretary and Treasurer (Sections 17 & 18 respectively) and their respective Duty statements should be read in concert with the Constitution.

President

- a. Preside over Committee, General, Special, and Emergency Meetings;
- b. Be a member and President of some or all sub committees; receive reports from these committees and use casting vote if called for;
- c. Proof read all outgoing correspondence and sign;
- d. Be a signatory for cheques;
- e. Oversee office operations;
- f. Fulfill Public Relations duties such as attending local events etc;
- g. Support and/or assist with fundraisers;
- h. Be a member of any Interviewing Panel for any paid staff and volunteer office workers;
- i. Encourage a consistent and efficient and harmonious environment;
- j. Ensure proper procedures are obtained for conflict resolution;
- k. Maintain good lines of communications;
- l. Seek to ensure that the organization operates according to its Constitution and relevant regulatory authorities.

Vice President

- a. Assist the President with duties such as public relations, and take the chair when the President is absent;
- b. Work with the committee as a member;
- c. Be prepared to take on the above duties which/when the current President is unable to attend to;
- d. Act as President when the current President is unavailable;
- e. Support and/or assist with fundraisers;
- f. Be a signatory for cheques.

Secretary

- a.. Receive and file inwards correspondence, ensuring that it's date stamped;
- b. Ensure that correspondence out is done in a timely manner;
- c. Write and prepare minutes of all meetings;
- d. Read out Minutes of the previous meeting at meetings and ensure they are signed by the President as a true record;
- e. Be a signatory for cheques;
- f. Support and/or assist with fundraisers;
- g. Oversee office operations when necessary;
- h. Be a member of all Interviewing Panels for any paid staff and volunteer office workers;
- i. Ensure proper procedures are obtained for conflict resolution;
- j. Accept and file reports from: President, Treasurer Technical Officers, Programming Committee IT Officers.

Treasurer

- a. Maintain the Stations Books of Accounts;
- b. Provide a monthly report to Committee containing income and payments, bank account reconciliation and balance;
- c. Signatory to all bank payments including electronic payment;
- d. Ensure all monies are receipted and banked regularly;
- e. Ensure all accounts for the organisation are paid as due;
- f. Send out monthly accounts for sponsorships and other sundry accounts;
- g. Arrange for the annual renewal of Membership fees;
- h. Arrange for the annual renewal of Friends fees;
- i. Prepare an annual budget for committee endorsement;
- j. Provide an annual financial report for members;
- k. Arrange for the preparation of all papers for any audit.

Ordinary Members (3)

- a.. One Ordinary Member to be the Liaison Officer for Members and Friends;
- b. One Ordinary Member to be the Assistant Program Supervisor and a member of the Programming Committee;
- c. One Ordinary Member to be the Sponsor overview-see Sponsorship.

2.2 SUPPORT PERSONNEL

Station Manager

- a. Be responsible to the President in the administration of the policies of Shoalhaven Community Radio, Triple U FM and the implementation of decisions of the President and Committee;
- b. Assist the President and Members to provide a consistently efficient and harmonious environment at the Station;
- c. Act as the Team Leader in the Station office;
- d. Assist in the day to day running of the Station and maintain good lines of communication;
- e. Liaise with all Committees and assist in the implementation of their decisions;
- f. Attend committee meetings to present a monthly report and draw the attention of the committee to matters needing their attention;
- g. Liaise with the Marketing Company, where applicable;
- h. Maintain List of Sponsors;
- i. Informing the Webmaster of notices and changes required on the Station website;
- j. Assist in communicating with Members and Friends;
- k. Ensure members are informed of Station policies and procedures;
- l. Oversee employment programs such as Work Experience students;
- m. Any newspaper articles about Shoalhaven-FM should be cut out and glued into the Archive book held in the filing cabinet.

Technical Personnel

- a. Advise the President and Committee on requirements to replace worn out or outdated electronic equipment. Also advise of repairs and maintenance of the station studio and transmission equipment;
- b. Setup and install studio and transmission electronic equipment;
- c. Repair or organize the repair of faulty studio or transmission equipment.
- d. Liaise with the Australian Communications and Media Authority (ACMA) on technical issues;
- e. Maintain a register of studio and transmission equipment.

IT Personnel

- a. Advise the President and Committee on requirements, repairs and maintenance of the station computers, software, computer network, Internet connection, website and email systems;
- b. Set up and install computer systems purchased and/or supplied for use at the station;
- c.. Repair or have repaired computers and network devices;
- d. Install software as required; ensure necessary updates are carried out to software;
- e. Set up and maintain network connections with routers, data storage and other devices;
- f. Advise on the training of staff and volunteers on the use and application of computers and software and assist in such training when possible;
- g. Maintain a register of equipment and software, including passwords and software keys and a network map.

Training Personnel

- a. Training Personnel will be members of the Programming Sub-committee;
- b. In the appointment of Training Personnel the Committee should give preference to persons holding appropriate qualifications in electronic media;
- c. The training of new announcers must recognise the qualifications and experience of the applicant;
- d. The Training Personnel shall develop training sessions that recognise the needs of the Station as well as individual skills;
- e. The Trainer will advise the Programming Sub-committee when the trainee is ready to go to air.

Sponsorship

- a. Maintain regular contact with Sponsors;
- b. Communicate with the Committee and others delegated to be responsible, to produce and place sponsor messages and seek to ensure new sponsor messages are on air in accordance with contractual agreements, and that Station commitments to sponsors continue to be met;
- c. Ensure all contracts are current and renewed on time.

Office Personnel

- a. Report to the Station Manager;
- b. General office duties including:
 - Answer the phone, filing, collect mail and take messages;
 - Ensure correspondence, including e-mails, are collected and passed onto presenters and relevant others;
 - Maintain petty cash and purchase necessary stationary, coffee/tea/cups and water;
 - Assist the treasurer to maintain the accounting processes which may include receipting, payments and banking;
 - Assist with employment programs such as Work Experience students;
 - Oversee the records of Members and Friends, send renewal notices and receive fees;
 - Send notices, minutes and newsletters to Members and Friends as required;
 - Maintain a day book and include all mail received, equipment breakdowns, important calls etc;
 - Maintain the Sponsorship list weekly.

3. OFFICE PROCEEDURES

Mail

Collect mail from the Post Office Box 884. Stamp all letters opened with the Received stamp and write in date. Place business mail in the Secretary's tray. Mail from community groups goes into the Community folder in the studio Mail addressed to individuals should not be opened. Place in Announcer Mail tray, unless addressed to individual members of the Executive, place in their specific tray.

Emails

Go through each morning and delete the obvious, for example, political, spam, anything to do with 'out of area' events etc. If unsure, keep the following:

- Emails regarding music/radio and community events etc stay;
- Emails for the country music announcers - print them out also;
- Fan emails – print out and pin on notice board in the studio.

Phone

Phone Line 1 is 44221045 and is specifically for the announcer to answer unless no one is on air. Line 2 is 44221193 is the office phone. Check messages every morning. Answer calls and refer the caller to anyone on the list if you can't help. Do not give out anyone's phone number/address or email address.

Banking

All cheques should be written up in the deposit book and banked. All Members and Friends fees paid by cash should be banked.

New members and their details must be written up on the Membership Form provided and details entered into the Membership File on the computer. This file is confidential and must not be given out to anybody, with the exception of the Executive Committee (President, Vice President, Secretary, Treasurer).

Members and Friends

New members and their details must be written up on the Membership Form provided and details entered into the Membership File on the computer. This file is confidential and must not be given out to anybody, with the exception of the Executive Committee (President, Vice President, Secretary, Treasurer).

Newsletter

Newsletter will be emailed as appropriate. Open Membership and Friends lists and email the newsletter to all members in Ms-Word and Adobe Reader. Print out one copy and pin on the notice board. Bulk emails such as these must be sent out with addresses hidden.

Announcers

Announcers: All emails/messages are to be put into their individual folders in the studio and leave a note for them on the studio desk. Specific mail should be put into the Announcer Mail tray in the office and a note placed on the studio desk.

Maintain Register of Keys

Most members hold a swipe key which is recognised with an individual number. When a member leaves permanently or on request by the Committee, they must hand in their swipe. The return should be noted straight away on the Key Register, an on reassignment, noted immediately in the register.

**SHOALHAVEN COMMUNITY RADIO Inc - PROCEDURES MANUAL:
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4 PROGRAMMING POLICY**

Programming Policy shall be overseen by a Sub-Committee appointed annually comprising at least one member of the Committee and four others selected by the Committee from interested members. The appointments shall be made at the first Committee meeting after the Annual General Meeting. The Sub-Committee is a delegated body under clause 22.1 of the Constitution.

The Station will

- a. reserve the right of reply to any group or individual who claims that particular programs have unjustly or wrongly promoted a point of view counter to their belief. The Executive will have final adjudication on this matter;
- b. provide for community service announcements to be broadcast;
- c. abide by the objectives of religious broadcasting as referenced in the Australian Broadcasting Tribunal's self-regulations publication (page 111);
- d. reserve the right to implement program policy in the spirit of the guidelines and in the interest of the community;
- e. ensure that should controversial matter be broadcast, an acknowledgment will be made to the effect that the views expressed are not necessarily the views of Shoalhaven Community Radio, Triple U-FM.

Programming Sub-Committee

The Programming Committee's first objective is to cater for the needs of those people who are not adequately served by existing media in the Shoalhaven.

The Committee will cater for these needs in three broad areas –

- community access,
- a broad spectrum of music, and
- education.

The Programming Sub-Committee shall meet these objectives by

1. Both musical and spoken word programs that will extend the range of experience and interests of the community of the Shoalhaven;
2. Fostering local and general culture, Australian artists, as well as those locally produced and presented. The station will also engender a sense of pride about the Shoalhaven's achievements and creativity;
3. Ensuring that all programs observe the codes and standards of broadcasting, including those concerning libel and defamation, as detailed in documents produced by the Public Broadcasting Association of Australia, the Australian Broadcasting Tribunal and in the Broadcasting Act itself;
4. Providing the greatest amount of community access to its airwaves as is possible, and will not discriminate against any groups within the community on the basis of sex, creed, race, politics, colour or ethnic background;
5. Having a special commitment to provide high quality educational, and youth programs;
6. Emphasizing maintenance of the highest quality standards in presentation and production commensurate with the voluntary aspect of the station's operation;

7. Regularly reviewing programming and standards and any disputes or discrepancies with the station's program policy will be adjudicated by the executive committee;
8. Ensuring that in the event potentially offensive or disturbing material be broadcast, clear warnings will be announced before and during the program in question. Offensive language material will only be broadcast after 9PM.

The Sub-Committee will:

- a. Ensure that announcers are following Stations Program policy, items to be checked include, but are not limited to Sponsorship items ,show themes, promos, pointers, program name and names of presenters/s.
- b. Confirm that announcers are following the station's Music Policy, ie the music should be appropriate to the program and time of day, and thought behind selection and placement.
- c. On a regular basis the Programming Committee must remove programs from the station's logger to confirm compliance to items a and b above, but also include:
 - interest value;
 - flow and coherence;
 - attitude to the listener;
 - correct technical presentation, correct microphone levels, dead air etc.
- d. Ensure that the programming overall complies with:
 - the relevant Government Regulations (The Act);
 - the Community Radio Codes of Practice;
 - the station Corporate Procedures Manual.
- e. Maintain a database of all shows presented. Information to be included but not limited to:
 - the name of the program;
 - material to be included in the program;
 - target audience;
 - research to determine the needs of the target audience;
 - value the program will add to the stations sound..
- f. The Programming Supervisor or their delegate to coordinate replacement for shows.
- g. Ensure Web Program Guide is kept up to date;
- h. Meet at least once a quarter and provide Minutes of such meetings to the Committee. However, changes to programming must be discussed and agreed by all members of the sub committee by either phone or email and the Committee of Triple U notified. If there is disagreement, then a sub-committee meeting must be called and the changes voted on.

Presentation of CBAA News

The news will be presented at the following times:

Monday to Friday at 7am, 8am, 9am, Noon, 5pm and 6pm;

Saturday and Sunday at 7am, 8am, 9am and noon;

Announcers may choose to present the news at other times as appropriate.

Sponsorship Announcements

No more than 8 sponsorship announcements are to be played per hour. The 1 hour period to be taken from the top of the hour to the next top of the hour.

Announcer Show Promos (ASPs) and Station IDs

Play or verbalise station ID's between items within the show to break the music mood from soft to hard or vice versa. Play at least 2 ASPs per hour for following shows and future shows. Verbal promos are acceptable as well as recorded versions. Do not play ASPs for shows which were presented a day or more previously.

Programming Template

Shows presented between 6am and 11am Monday to Friday are under the direct control of the Committee. The Committee has the authority to change content and style of the material in this window. The template below may be changed at any time by the Committee.

◆ Breakfast - 7am to 9am Monday to Friday

Announces are to present a non genre specific show format. News, weather, road and rail update to be presented at the top of the hour.

◆ Community Access 9am to 11am Monday to Friday

Material will be non genre specific as per breakfast format. Interviews to be limited to approximately 10 minutes. For longer interviews, music breaks are to be used.

◆ Material presented between 7am and 7pm

Must be appropriate for airplay. Very mild language is acceptable, however, **if in doubt, do not play**. Items not heard before by the announcer must not be played.

◆ R rated material

Can be played after 9pm, however, a language warning announcement must be played before each item. One general announcement at the beginning of the show is **NOT** acceptable.

◆ Outside Broadcasts

The Committee from time to time may schedule an outside broadcast to be held. Material presented at an outside broadcast may not be the same as presented as the show it temporally replaces. Announcers are encouraged to learn how to operate the OB desk and conduct an outside broadcast. As a general rule most OB's will be scheduled for 4 hours which will normally span over several scheduled shows.

Presenting a Show

Announcers are to ensure that the handover to the next announcer allows the new announcer at least 5 minutes of undisturbed time in the studio to organise themselves before their show commences. also announcers must adhere to the following guidelines:

- a. Arrive at least fifteen minutes before show starts;
- b. On commencement, the previous announcer must be thanked, give the time, station ID, the name of the show and presenter's name.

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- c. On completion the announcer must finish five minutes beforehand with music to take up the final minutes, giving the following announcer time to settle in.
- d. Inability to broadcast program, call the Program Director in plenty of time to get a replacement.
- e. Triple U-FM prefers announcers to get to know each other and be available to fill in for each other.
- f. Stand by programs prepared by the announcers can also be organized. In an emergency, the Program Director will replace with music from the computer library.
- g. Announcers are encouraged to attend General Meetings.

7. MEMORANDUM OF AGREEMENT

The rights & Responsibilities of Volunteers at Triple U-FM

You have the right to:

- be treated as a co-worker,
- suitable assignment with consideration for personal preference,
- know as much about the organisation as possible, its policies, people and programs
- expect clear and open communication from management and staff at all times,
- be given appropriate orientation, introduction and provision of information about new developments,
- sound guidance and direction in the workplace,
- advance notice (where possible) of changes which may affect your work (such as programming changes),
- undertake your volunteer activity without interruption or interference from management, staff or other volunteers,
- a place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards,
- be heard, to feel free to make suggestions and to be given respect for your honest and constructive opinion,
- appropriate insurance cover such as volunteer and public liability insurance,
- appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute,
- receive written notification and reasons for suspension/release of services,
- have services appropriately assessed and effectively recognised,
- have training provided that will enable participation at the station at a variety of levels.

You have the responsibility to:

- have a professional attitude towards your voluntary work,
- be prompt, reliable and productive with regard to commitments and agreements made with Triple U,
- notify the appropriate person if unable to meet commitments,
- read expectations of program presentation
- accept and abide by station rules,
- understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- not to represent Triple U publicly or commercially unless prior arrangement has been made,
- not to bring into disrepute the operations, management, staff or other volunteers of Triple U
- treat technical equipment with due care and respect and to notify technical staff of faults and problems,
- undertake to complete a minimum of the basic level of training offered at the station if you are intending to work in any area of programming,
- only use station resources and equipment in carrying out work for Triple U and not for personal or private purposes,
- ensure that the station has your current contact details,
- respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and work to ensure that Triple U is a safe work place for everyone,
- contribute to the achievement of a safe, tolerant and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory.

Signed..... Name..... Date.....



Shoalhaven Community Radio: Application for Support Position

Note: Appointments are for the period until the following AGM, held generally in August each year. The incoming Shoalhaven FM Committee will appoint/re-appoint support staff each year at the first meeting after the AGM and at other times as appropriate.

Position title:

Relevant training, experience or other matters you wish to put forward in relation to this application:

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Applicant: Name

SignatureDate

Committee Member: Name

SignatureDate

Applicant Address:

Email

PhoneMobile