



COFFS COAST COMMUNITY RADIO INC.

STATION POLICIES

updated July 2025

STATION POLICIES

Preamble

Following the update of the Codes of Practice, the Station Policies have been reviewed to align with the new Codes and will give guidance and direction for the smooth running of the Association as deemed necessary by the Committee of Management.

These Policies can be added to, amended or deleted as required.

The Committee of Management is mindful of the need to have all information relevant to the Association to be together in one book for ease of information whilst leaving the Constitution as the over-riding Rules of Coffs Coast Community Radio Inc.

If there is any conflict in wording or meaning with the Constitution, the Constitution will always take precedence.

Original Policies Book		November 2019
Updates :	general update	June 2021
	Complete review	July 2025

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Policy No. 1

APPLICATION AND CORPORAT GOVERNANCE

Refer Codes 1 & 2

1 APPLICATION

Code of Practice 1

Preamble

Code 1 sets out how the Codes of Practice are applied

- a) The Community Radio Broadcasting codes of Practice apply to all community broadcasters allocated a community radio broadcasting licence
- b) 2 Air FM must comply with the Codes, but a failure to comply will not be a breach of the Codes provided that 2 Air FM took reasonable precautions and exercised due diligence and the non-compliance was :
 - a) In respect of a minor, peripheral, incidental or trivial matter or
 - b) Due to an act or failure to act of another person which was outside the control of 2 Air FM or an accident, technical/engineering issue which was outside 2 Air FM's control
- c) 2 Air FM will broadcast on on-air announcement at least once a week that contains information about the Codes of Practice, including description of contents and will be available to listeners via the website, at the studio or hard copy by arrangement
- d) The community radio sector, as co-ordinated by the sector organisation representing the majority of licensees, will review the Community Broadcasting Codes of Practice every three (3) to five (5) years in consultation with other sector organisations

2 CORPORATE GOVERNANCE

Code of Practice 2

The Committee of Management (CoM) is responsible for the control and management of the affairs of Coffs Coast Community Radio Inc. (2 Air FM) at all times and has the power to perform such acts and do all such things as appear to the Committee of Management to be necessary or desirable for the proper management of the affairs of the Radio Station.

The Committee of Management :

- has 7 members including 4 executive officers (President, Vice President, Secretary, Treasurer) and 3 other Committee Members

- is elected for a 1 year term at Annual General Meeting as per the Constitution Rules (Clause 16)
- will meet monthly or more frequently if necessary with comprehensive minutes to be taken at every meeting convened

- Duties of Executive is :

- **President** – to chair every meeting and generally be a pro-active leader for all members
- **Vice President** – to chair meetings if President is unable or not in attendance, to fulfill any duties and responsibilities during his/her absence and generally assist the President in his/her duties
- **Secretary** – to keep minutes of every meeting of the COM and any other meetings, and to arrange for any meetings or Annual General Meeting, keep an attendance book of those in attendance, maintain any records or perform any duties which are required by the Constitution of Coffs Coast Community Radio Inc.
- **Treasurer** - ensure all finances of Coffs Coast Community Radio Inc, are properly maintained, all payments authorised are made in good time and to maintain books or digital accounts showing the financial affairs are kept in a correct manner for the annual audit by a suitably qualified CPA person
For further information, refer to Policy relating to Financial matters
- **Committee Members** - to attend Committee of Management meetings whenever called, assist the executive in an appropriate manner in all matters dealt with at Committee level

Policy 2

COMPLAINTS & GRIEVANCES

Refer Code of Practice 10

BACKGROUND

This covers all aspects of complaints or grievances which fall into several categories :

- 1 A complaint relating to a breach of licence
- 2 A complaint relating to something broadcast
- 3 A breach relating to a grievance between a member and either another member or the Committee of Management (CoM)
- 4 A complaint where 5% or more of the membership has a grievance with the CoM which they cannot have addressed by mediation

and are dealt with in different ways

It must be remembered that the CoM has the right to dismiss any complaint if they decide it to be vexatious, frivolous, without sufficient grounds or not made in good faith and a letter must be sent to the complainant to this effect

1 Complaint relating to a breach of licence

- In the first instance the complaint must be made in writing, addressed to the Secretary of 2 Air FM who will :
 - A) acknowledge receipt in writing to the complainant
 - B) inform other CoM members of its receipt
- CoM will then discuss the matter and act in a manner to assist resolution

A letter will then be sent to the complainant detailing the outcomes within 30 days - should they not be satisfied with the result, the name and address of the relevant governing body must be included in this letter to allow them to take the matter further

2 Complaint relating to something broadcast

- Although for different reasons, a complaint made regarding something said or done "on air" will be handled in a similar fashion to item 1 (relating to breach of licence) within the same timeframe

3 Grievance by one member against another member or CoM

A more description of thei procedure can be found in Station Guidleines

- Any matters in this category has the potential to cause angst within 2 Air FM and must be handled with speed, impartiality, respect and the following policy has been developed to ensure this happens
 - A) letter of complaint is received by Secretary who will immediately inform all CoM, acknowledge receipt of same to the complainant and also send a copy to the person being complained about
 - B) CoM to meet to discuss matter and one to be nominated to speak to

complainant in

an endeavour to sort out and solve the problem within 7 days

- C) If the nominated CoM person is unable to finalise the matter successfully, it is passed to the Mediation Co-ordinator who will convene a team to mediate on the matter, meet with both parties and resolve the matter within 30 days
- D) If this is unsuccessful, an independent arbitrator is to be used and the decision made by that person will finalise the matter

4 Special General Meeting

- If 5% of the total membership wish to complain about the CoM with regard to their management of the Station or other relevant matters, they can request a Special General Meeting be convened.
- This must be done in writing and all the members wishing to call this meeting must sign the letter.
- The details of procedure to request such a meeting are contained in the Constitution Clause 26 (2),

Policy No.3

MATERIAL NOT SUITABLE FOR BROADCAST

Refer Code of Practice No. 4

There are community expectations for content safeguards and 2 Air FM follows the advice of experts and community leaders when broadcasting material that may be sensitive to others

It is not suitable to broadcast :

- Simulate news or events in such a way that is likely to mislead or alarm listeners
- To promote the use of illegal drugs
- The misuse of tobacco and alcohol or other harmful substances
- To promote or encourage gambling, gambling information including any live odds immediately before, during or immediately after sporting events
- To broadcast material likely to be harmful to children without giving reasonable warning
- The presentation of suicide as a solution to problems or broadcast detail about suicide like methods or location
- Material likely to incite or encourage, or present for its own sake, violence or brutality
- Material that expresses, provokes or perpetuates hatred, contempt or ridicule to any person or group of persons because of age, disability, race, creed, sexuality or any other means that could cause discomfort to another person or group
- Broadcast any words of an identifiable person or material related to a person's private affairs which invades a person's privacy unless the person has given permission to use the material or there is a clear interest reason for the material to be broadcast

Whilst the above is a general rule, it does not prevent the legitimate broadcast of factual material, a fair report or discussion of material that is fair comment or in the public interest or material that is humourous, satirical or dramatic in nature.

When assessing context the following should be observed :

- The nature of the content including its genre
- The subject matter and editorial purpose
- Community interest
- Assessment of possible complaints arising from material broadcast

2 Air FM programming will align with contemporary community standards

Policy No. 4

NEWS AND JOURNALISTIC CONTENT AND EMERGENCY INFORMATION

Refer Codes of Practice Nos. 5 & 6

1 **News & Journalistic Content – Code of Practice No 5**

2 Air FM's reporting of news and journalistic content is based on principles of independence, transparency, accuracy and fairness

Also provided is access to views not adequately covered by other broadcasters

To cover this aspect of broadcasting, all news services are provided by specialist journalistic groups, both the hourly news and the local news and it is expected of presenters not to make editorial comment in their programmes unless from first responder organisations with an emergency

2 Air needs to ensure that :

- All factual material is presented accurately
- All news items presented (other than from the News Services) is presented with due impartiality
- Contentious or controversial matters are not mentioned where facts may be contested by possible legal action
- Misinformation and disinformation which include misleading or deceptive information which has the potential to cause harm to the community in general or, in the case of disinformation, is misinformation created and/or broadcast with malicious intent
- Material is not presented in a way likely to cause public panic or cause distress to reasonable listeners
- Any complaints relating to matters broadcast will be dealt with as a correction in an appropriate manner and dealt with as a complaint within Code of Practice No. 10
- Records are kept for 6 weeks to allow for review if necessary

2 Air FM needs to be fair and accurate in all journalistic matters and has developed a recommended general policy where neutrality is paramount in all political matters, and expect our presenters to not make editorial comments in their programmes

2 **Emergency Information - Code of Practice No. 6**

As necessary, 2 Air FM will broadcast emergency information that is accurate and factual from the various emergency organisations who may require this information to be given out in an emergency situation

Policy 5

FIRST NATIONS AND COMMUNITY PARTICIPATION

Refer Codes of Practice 3 and 7

The primary role of 2 Air FM is to work with First Nations people and the community in their promotion and to provide good quality suitable music as per our ACMA Licence requirements.

The following is a précis of these for quick referral :

2 Air FM aims to provide :

- 1 A service to the community in the Local Government Area and to involve community groups as much as possible in our broadcasting
- 2 To broadcast good quality easy listening and country music programmes to satisfy our listeners, who are generally but not necessarily of an older demographic.
- 3 To attempt to cover all genres of music and listening preferences where possible
- 4 **First Nations** Engagement :
 - To treat with respect and consult where possible with First Nations people regarding matter relating to First Nation culture, history and experiences and observe any protocols and/or bereavement practices
 - Strengthen relationships with First Nations People and/or organisations where possible
 - Promote activities if requested

Policy No. 6

MUSIC

Refer Code of Practice No. 8

BACKGROUND

Community broadcasters are renowned for supporting new, local, independent and particularly Australian music. Many musicians have had their first airplay and interviews on these stations.

Community Radio is in a unique position to play and engage with a broad range of musical styles. Their support of the music industry and diverse music played is one of the key reasons people listen to community radio.

Two key reasons people listen to community radio stations are:

- They play Australian music/support local artists.
- Specialist music or information programs.

PURPOSE

The purpose of this policy is to ensure that 2AIR FM 107.9:

- continues to play a diverse range of music throughout all of our programming
- covers all genres of music from 1940s to present day but mainly for the range of people from 25 years of age upwards as per our license and the Station's aims and objectives.
- supports local musicians
- complies with the 25% Australian music requirement of the Community Radio Broadcasting Codes of Practice (Refer code 8) by aiming for 30% Australian music across all general programming. This allows for specialist programs (music and/or talk based) which may not be able to meet the 25% quota (See Clause 2 of Policy below).

POLICY

1. Presenters are encouraged to provide a wide range of musical styles while taking into account the station's aims and objectives and the individual program's aims and objectives.
2. To comply with the Code of Practice (No. 8) which requires a 25% Australian music content, all programs on 2 Air FM will endeavor to ensure that of the total music played throughout a program, at least 30% is Australian content is played unless:
 - a. The program's aim is to focus on music or culture other than Australian
 - b. The musical style of a program is of a nature that does not have a high instance of Australian recordings.

3. In the cases of 2.a and 2.b, prior approval must be given by the programming committee for a program to qualify for these exemptions.
4. All Australian recordings that are the property of the station will be visibly identified as Australian.
5. All presenters are required to complete and, when requested by the Programming Committee, hand in a music log sheet after each program.
6. An audit of Australian music content will be conducted on a regular basis.
7. Presenters are encouraged to, within the confines of the sponsorship framework, promote events where local musicians are featured.
8. Presenters must not make representations to record companies or other music suppliers on behalf of 2AIR FM 107.9 unless prior consent has been given by the Board
9. 2AIR FM 107.9 will not accept any form of payment in cash or in-kind, in return for providing airplay or promotion of music, except under standard sponsorship arrangements.

Policy No. 7

SPONSORSHIP

Refer Codes of Practice no. 9

BACKGROUND

Under the *Broadcasting Services Act 1992* (BSA) community broadcasters are not permitted to broadcast 'advertising'.

Sponsorship, however, is permitted and this is akin to a limited form of advertising.

The BSA outlines two key requirements of a sponsorship announcement:

- Sponsorship content will be limited to five minutes in any hour (BSA Sch 2, Part 5 clause 9 (3))
- Every sponsorship announcement will be clearly "tagged" (BSA Sch 2, Part 1, clause 2 (2)(b)).

In line with Codes of Practice and the Broadcasting Services Act, 2 Air FM will ensure :

- sponsorship will not be a factor in determining access to broadcasting time,
- editorial decisions affecting the content and style of individuals
- programs are not influenced by program or station sponsors,
- editorial decisions affecting the content and style of overall station programming are not influenced by program or station sponsors.

Further information on sponsorship requirements is available – See ACMA's *Community Broadcasting Sponsorship Guidelines 2008* - .see www.acma.gov.au.

PURPOSE

The purpose of this policy is to ensure compliance with the BSA and the Codes and also to give clear direction on 2AIR FM 107.9's ethos toward sponsorship.

POLICY

1. All sponsorship announcements will comply with the key sponsorship conditions outlined above.
2. All sponsorship arrangements shall be recorded on a standard contract and approved by the CoM or appointed person.
3. Sponsorship will not be accepted from companies that promote tobacco or gambling.

4. Sponsorship from companies promoting alcohol may be accepted, however the announcements must not:
 - a. Promote the misuse of alcohol, or
 - b. be directed towards minors.
5. Sponsorship will not be accepted from individuals or groups whose policies or practices are inconsistent with the general directions of 2AIR FM 107.9.
6. Sponsorship announcements will be produced and presented in a style and form consistent with the program in which they are to be placed.
7. Individual presenters and members are not entitled to seek sponsorship on behalf of 2AIR FM 107.9. without the written consent of the CoM.
8. Under no circumstances can presenters accept gifts, products or services or payments in return for promotion of a product, service or business.
9. 2AIR FM 107.9. has the right to refuse any paid announcement.

Policy No. 8

MEMBERSHIP

Membership is detailed in Clauses 2 to 10 of the Constitution of Coffs Coast Community Radio Inc.

The principle of financial membership is to make a commitment to Coffs Coast Community Radio Inc and to show support by making an annual contribution towards general workings of the radio station.

Membership of Coffs Coast Community Radio Inc. is open to all persons who make application together with the amount of one (1) year's subscription on the appropriate form and are ratified as worthy of membership by the Committee of Management at their next meeting after application is made.

Once ratified, the person's name is entered into the Member Register and a member card (stating name, member number and date paid to) is created

If membership is rejected, the decision is conveyed to the person and all monies paid are refunded.

A Register Of Members is to be kept and made available (subject to Clause 8 (7) to any members on request

There is only one form of membership within the framework of Coffs Coast Community Radio Inc. apart from Life and 25 year Active service Membership which are awarded and have free membership as part of the award

Rights and responsibilities of Financial Members :

- to uphold the principles, aims and obligations of Coffs Coast Community Radio Inc at all times
- to pay any membership subscriptions in a timely manner each year when requested

Rights and responsibilities of the organisation to Financial Members :

- to keep the privacy of members records secure at all times (refer clause 8 (7) of the Constitution)
- to keep Members informed via Newsletters, letters and through Radio announcements etc and to encourage them to be involved in the workings of the Radio Station generally

Policy 9

VOLUNTEERS – RESPONSIBLE MANAGEMENT

Background

2AIR FM is a community radio station, which relies wholly on the efforts of volunteers to maintain operations.

These volunteers come from a wide range of backgrounds and volunteer for different reasons including

- to contribute something to the community,
- to develop professional skills,
- to maintain existing skills,
- to enjoy the social nature of the organisation,
- to facilitate personal growth.

We aim to treat all volunteers equally, with respect and trust, and provide a workplace that is safe, enjoyable and fulfilling.

2 Air FM endeavours to provide a working environment that is flexible in order to allow volunteers to gain the benefits they wish from volunteering.

Conversely, we expect our volunteers to act professionally and in good faith towards the station at all times.

We expect that they hold the interests of our station and its community in equal regard to their own to ensure positive outcomes for themselves, the station and the community

Purpose

- This document sets out 2AIR FM 107.9's policy on the responsible management of our volunteer program.
- The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers and the station.

Principles of Volunteering

Volunteering:

- benefits the community and the volunteer,
- is always a matter of choice,
- is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium,
- is a legitimate way in which citizens can participate in the activities of their community,
- is a vehicle for individuals or groups to address human, environmental and social needs,
- does not replace paid workers nor constitute a threat to the job security of paid

- workers,
- respects the rights, dignity and culture of others,
- promotes human rights and equality.

The rights of volunteers at 2AIR FM 107.9.

Volunteers at 2 Air FM have a right to :

- be treated as a co-worker,
- suitable assignment with consideration for personal preference, temperament abilities, education, training and employment,
- know as much about the organisation as possible, its policies, people and programs,
- expect clear and open communication from management and staff (if any) 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 (if any) 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 insurance,
- appropriate grievance procedures in the event of a dispute and, if necessary, mediation 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.

The responsibilities of volunteers at 2AIR FM 107.9.

Volunteer responsibilities to 2 Air FM :

- have a professional attitude towards your work,
- be prompt, reliable and productive with regard to commitments and agreements made with 2AIR FM
- notify the appropriate person if unable to meet commitments,
- accept and abide by station rules,
- understand and adhere to the Community Radio Broadcasting Codes of Practice and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- not to represent 2AIR FM publicly or commercially unless prior arrangement has been made,

- not to bring into disrepute the operations, management, staff (if any) or other volunteers of 2AIR FM
- treat technical equipment with due care and respect and to notify technical staff of faults and problems in the prescribed manner,
- 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 2AIR FM 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 co-volunteer workers and work to ensure that 2AIR FM 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.

The rights and responsibilities of 2AIR FM 107.9 towards volunteers :

- expect your cooperation in working to uphold and maintain the station's Aims and Objectives, the station's Constitution and all station policies,
- expect you to be familiar with the laws relating to broadcasting, station policies, presentation rules and other procedures,
- expect you to be prompt, reliable and productive with regard to commitments and agreements made with 2AIR FM 107.9,
- have confidential information respected,
- make a decision, in consultation with the volunteer as to where your services and skills would best be utilised,
- make decisions which may affect your work,
- make programming decisions in accordance with programming policies and procedures,
- develop, implement and enforce rules, policies and procedures for all aspects of station operation,
- develop and maintain all property and residence of the station,
- provide you with feedback to enhance your programming and broadcasting development,
- expect clear and open and honest communication from you at all times,
- suspend or dismiss you in accordance with station policies and procedures due to contravention of station rules.

2AIR FM 107.9 has the responsibility to:

- provide a work environment which embraces the principles of access and equity,
- values the importance of volunteering within the organisation,
- placement in an appropriate, suitable position and environment,
- give appropriate tasks in accordance with strengths, abilities, training and experience,
- provide training to enable expansion of your expertise and abilities,

- acknowledge contribution to the station and provide the appropriate recognition and/or rewards,
- ensure staff (if any) have the appropriate skills required
- provide adequate opportunities for formal and informal constructive feedback,
- provide information regarding any activities or changes at the station which may affect your work,
- consult with you (where possible and practicable) on issues that may affect your work,
- ensure that all station democratic processes are adhered to and there is consultation during major decision-making processes,
- ensure that awareness of station democratic processes and there is encouragement to participate

Policy No. 10

FINANCIAL MATTERS

Within the Constitution, there are several sections relating to financial matters within Radio Station 2 Air FM

They are :

Clause 18	referring to Treasurer duties
Clause 37	referring to where money comes from and goes to
Clause 38	referring to what money can be used for and 2 signatories required on every transaction where money is spent
Clause 39	referring to a Public Fund for Taxation purposes and ROCO registration (if we have a public activity such as Radiothon or as in past of a "Buy a Brick" Fund)

The following are the policies used for the smooth running of the finances within 2 Air FM

1 The Role of the Treasurer

The Treasurer is responsible for all funds held in the name of Coffs Coast Community Radio Inc. (2 Air FM).

The duties of the Treasurer are to :

- ❖ Receive and deposit all monies.
- ❖ Maintain all financial records
- ❖ Make payment for all outstanding amounts via cash, electronic transfer or other means
- ❖ Present a report at every regular meeting of the Committee of Management
- ❖ Present all records for auditing each year
- ❖ Maintain term deposits and any other investments
- ❖ Ensure proper procedures are in place

2 Operation of Bank Accounts

CCCR Inc operates bank accounts at a Bank of choice, presently Bendigo Bank in Coffs Harbour

a) Signatories :

The Bank authority must ensure that 2 signatures or online authorisations are required on all bank transactions

As per the Constitution, authority is restricted to the 4 Executive Officers, being President, Vice President, Secretary and Treasurer but can be amended to suit situation and approved by CoM.

b) **Debit Card**

- Due to digital banking procedures, many businesses require a card number and as noted in item 2 a) we must have 2 signatories – the Bank cannot issue a card that requires 2 to sign, therefore after discussion with the Bank and the Auditor, it was decided that a separate simple account with a card can be held by the Treasurer
- This card to be in the name of the current Treasurer and preferably to be titled eg “Name of Treasurer - 2 Air FM” or similar which links the account to both Treasurer and 2 Air FM (for transparency and simplicity) and the sole signatory to be the current Treasurer.
- Only one card to be allowed and that will be kept in the hands of the Treasurer.
- The amount in this account has no limit but is to cover incidental costs incurred as required and replenished as needed
- To ensure transparency and prevent possible fraudulent activity, a report on this account must be given at every regular COM meeting
- On change of Treasurer, the new person together with the retiring Treasurer will attend the Bank to close the retiring Treasurer’s account and a new account to be opened in the name of the new Treasurer to suit the new circumstances

3 Banking Protocols

All paperwork relating to electronic banking payments must be approved by two (2) authorised persons and filed in an appropriate manner for audit inspection

4 Payment of Accounts

All normal trading accounts for payment should be paid on time and in line with due diligence for which the Treasurer holds a blanket approval but if unusual payments are required they should be passed by CoM before payment

5 Receipting & Banking of Funds

- It is the Treasurer’s responsibility to ensure that receipts are issued and all funds properly deposited into the relevant bank account
- The Treasurer may utilise the assistance of other persons to carry out some duties however the responsibility for the funds lies with the Treasurer.
- Receipt books used should contain pre-printed sequential numbers for accountability and the respective bank accounts should refer to the sequences involved

6 Record Keeping

- All financial records must be maintained to enable reporting to the Committee of Management each month and for completion of the audit each year
- Establish and maintain an Assets Register to record assets purchased

7 Petty Cash

An amount of funds may be held by the Treasurer to cover small and/or sundry purchases

8 Other matters

a) Fund Raising

- After an event, the personnel involved will count any monies collected and then prepare an Income/Expenditure statement
- This is then given to the Treasurer who will recount the money and check all the details on the Statement
- The Treasurer will then write a receipt for the amount being banked and bank it in the appropriate account
- The Statement and all dockets appertaining to it are to be filed to allow for easy access for the annual audit

b) Raffles etc

Must be run in accordance with Government legislation

1) Annual End of Year raffle

- requires a list of raffle books distributed to whom and returns of same noted
- The money received by Treasurer to be banked in instalments
- This record of sales to be made available as required

2) In house Raffles

- These are small raffles held on the day when all people buying tickets are in attendance at the function and therefore no record of tickets is required
- Prizes are small in monetary value (such as a Veg or fruit box) and are valued under \$ 100 in most cases
- The whole raffle is completed on the day
- Prize to be paid for from the takings on the day and the balance to be banked by Treasurer

9 Invoicing

- The Treasurer must ensure that invoices are raised to relevant sponsors for advertising on radio.

- These should be done at beginning of each month

10 Payment of Invoices

- In this digital age most payments are received by direct payment to the nominated account on the invoice and receipts are not required for these payments
- Should a payment be made by cash or other means, a receipt must be written to cover the amount banked.

11 Bookkeeping records

These can be done manually or via a digital method either by the Treasurer or another appointed to assist the Treasurer (eg a bookkeeper contracted to do the books)

12 Annual Audit

At the end of each Financial Year (30th June) the books are to be balanced and handed to the Auditor for the Annual Audit

He will produce the Annual Financial Statement which will be presented to the Members at the Annual General Meeting

He will also reconcile the annual BAS statement to allow for payment by CCCR Inc and update the Assets Register as required

Policy No. 11

PROGRAMMING COMMITTEE

This policy for the Programming Committee sets out the aims, objectives and rules by which it operates – method of achieving this are as noted in Guidelines for Programming Committee

Aims & Objectives

In conjunction with the COM, the PC is responsible for :

- the development of new programmes, programme inserts, ideas and evaluation of current programmes and scheduling.
 - addressing on-going operational matters relating to on-air standards and counselling of presenters who are not following station policies
- To achieve this, the PC must be pro-active, forward-thinking and have a very active role in the forward development of 2 Air FM

1 Structure

The PC is made up of five (5) elected members, one (1) representative from Committee of Management and the Roster co-ordinator

2 Authority of the PC

- 1) It is an advisory and consultative committee which reports to the COM.
- 2) Whilst the COM can veto any decision, it should be assumed that matters relating to operations for programming and the PC review will be approved providing accepted consultative practices have been adopted.
- 3) The role of the COM member is primarily to ensure decisions and plans are compatible with the ethos and current management practices and policies of the station and to report to the COM.

3 Role of the PC

PC operates at 3 levels –

- 1) **HOLISTIC** – vision for the future, new ideas, concepts, expanding our role in the community
- 2) **MANAGEMENT AND OPERATIONS** - ensuring the programs are in the best time slot, review of current scheduling and program content
- 3) **REVIEW** - ensuring standards are being met, addressing complaints and concerns

All decisions and changes must be driven by commitment to the station's music ethos which is generally "Easy Listening" as can be found in all genres of music including "Country".

Policy 12

ROSTERS -

PREAMBLE

Rosters are a very important part of our operations at 2 Air FM and need to be organised in a manner that is both simple and effective. To this end the following has been produced.

Co-ordinator job description

- Rosters are produced on a weekly basis, scheduling Presenters to programme time slots each week.
- If not completed correctly this can cause an extreme disruption to 2 Air FM, not only to Presenters but also the Station's "on air" presence to the community

Responsibility

The Roster Co-ordinator is answerable to the Committee of Management but attends the Programming Committee meetings by right of the position to liaise with them re programming, placement of new presenters and is responsible for advising on the overall allocation of Presenters across 2 Air FM to ensure that resources provide support and meet 2 Air FM's demands for service delivery and maximise the effectiveness and efficiency of the Station's operation

Roster Management

- Ensure the roster is completed and available to Presenters in a timely manner
- Effectively co-ordinate both planned and unplanned leave of Presenters
- Liaise with Presenters regarding changes and updates to the roster
- Work collaboratively with Programming Committee and COM to ensure rosters reflect resource needs to meet delivery demands
- Attend Programming Committee meetings each month and report on the status of rosters
- Identify, and with the support of the Programming Committee and COM, actively manage any unforeseeable capacity gaps to ensure roster delivery is optimised.
- Undertake administrative activities related to managing the roster, including but not limited to inputting and updating Presenters details
- Be able to achieve desirable outcomes within short timeframes, utilising common sense and logic and have the capacity to see the "big picture"

Leave and Leave Form

- A copy of the Leave Form is included in the Station Policies Book as Policy 22(a)
- This form should be completed and sent to Roster Co-ordinator each time a Presenter changes his roster timeslot for any reason
- It should be noted that the Presenter wishing to take leave/not do his regular timeslot must, if humanly possible, find a replacement and inform the Roster Co-ordinator on a leave form

- If a replacement cannot be found by Presenter, he should consult with the Roster Co-ordinator for further advice
- These completed forms will be filed and kept by Roster Co-ordinator in case of unexpected problems for a reasonable time

POLICY 13

INTERVIEWS

Interviews on air and interviewing are complex issues and can present huge complications to 2 Air FM if not conducted properly

Issues include :

- ACMA regulations that no more than 5 minutes per hour is devoted to advertising – this includes all our spon-ads, casual advertising (competitions etc) and at certain times of the day our spon-ads are cut down to accommodate this ruling
- ACMA requirements are such that Community Radio Stations must engage the local community organisations as much as possible – on renewing our licence every 5 years, 2 Air FM has to show and prove we have been doing this or our licence could be in jeopardy

To comply, the following are a list of acceptable and/or unacceptable situations :

Unacceptable

- Events, shows and attractions that are purely commercial in purpose and charge an entrance/admission fee with no financial or other return to the community
- Even if “free tickets” are provided, unless a part of the profit/takings is returned to a local community organisation/charity, this is still regarded as commercial by ACMA
- If the interview is for the sole purpose of directly or indirectly promoting a commercial business or event, this is also regarded as commercial

Acceptable

- Promotion of the activities of a local community group, charity, service club, school and other not-for-profit organisations.
- Persons who represent local not-for-profit organisations and/or charities seeking publicity for a forthcoming money raising event
- Entertainers and performers who are participating in a show where admission is free or the profits go to a charity/local community organisation
- Entertainers may be interviewed if the content of the interview is primarily about their life/history etc and is deemed of general interest to the listener

The bottom line :

- if money is being raised and the proceeds are directed back to the community in some form, it is generally in order to have an interview.
- If a business receives the profit from fundraising, that is regarded as commercial

If in doubt, seek further advice before committing to an interview

Grey Areas :

- When an artist is performing at Club who is a sponsor (eg Cex Club), it is usually OK so long as the interview is about the artist and not the venue
- When a promoter pays for a spon-ad for a certain period of time to promote an event (eg Buskers Festival), an interview could be permissible if it centres on the event only and not the promoter's business

If in any doubt, seek further advice before committing to an interview

Guidelines

Guidelines to set out the procedure of organising an interview are laid out in the 2 Air FM Guidelines Book

Please consult this for the procedure before organising an interview

Policy 14

TRAINING

PREAMBLE

The training of new presenters is multi featured and is meant to make sure that all presenters are competent and skilled at all the many facets of presenting a programme “on air” at 2 Air FM.

All trainers are skilled presenters and do this work on a voluntary basis.

MANUALS

Manuals have been produced as a personal information guide – they are given to each trainee at the start of their training.

They include all the legal information and requirements to comply with all the regulations set out by the various controlling bodies and also the many and varied facets of our operations to ensure all presenters have the same basic knowledge and comply with 2 Air FM directives.

COSTS

Membership – a person must be a member of 2 Air FM before they can start training

Training Fee - a training fee is charged and this covers the supply of a manual and whatever training is necessary to ensure the person is a competent presenter.
The length of time is dependent on the trainee’s competency with computers, their self assurance, learning the various panel operations etc - it could be a long time or short but is all included in this fee.

Studio Fee - Once competent and becomes a Presenter with an allotted timeslot in the roster of programmes, a one off studio fee will be due and payable which assists with costs of repairs and maintenance of the equipment in the 2 studios.

All costs include GST and receipts will be issued at time of payment

TRAINING COMMITTEE

- The COM appoints a Training Committee with one member being the co-ordinator. This person is essentially in charge of the Training Committee and its various operations.

- Monthly meetings should be held and a report given to the Programming Committee after each meeting to inform them of the status of trainees as well as to COM for their information.
- Other members may act as Trainers for the “hands-on” part of the training, act as “Buddies” when trainees get towards the end of training as and when required

TRAINING SCHEDULE

- Training is done either individually or as a school as deemed necessary by the Training Committee
- The procedure for training a person is set out in the 2 Air FM Guidelines

Policy No. 15

ROLE OF 2 AIR FM AND PRESENTER STANDARDS

- First and foremost 2 Air FM is a music station that offers a wider range of music than other radio stations in the area
- Whilst a Community Station, 2 Air FM is **NOT** a medium for presenters to voice their personal views
- Thus no “on air” presenter can state opinions or references to politics (local, state, national and/or foreign), religion, alternate lifestyles, trending controversial issues, personal beliefs and values, environmental and climate concerns, issues with government and private organisations, to name a few.
- Racist and sexist remarks are totally unacceptable.
- Presenters who ignore these will be subject to disciplinary procedure.
- The station encourages representatives of Community Groups to publicise their “not for profit” and “open to all” organisation’s aims and awareness through one of the two weekly interview programmes providing they do not contravene the above restrictions

Policy No. 15 A

PRESENTERS ON-AIR

There are often times when Presenters will do more than 1 programme per week.

To date, all matters relating to this rostering have been by word of mouth or understanding but has never been written down.

This Policy created by COM will clarify all aspects of this and make it easier for everyone to follow.

- 1 Only 2 shows per calendar week unless in an emergency situation (within 24 hours) when a 3rd programme may be scheduled by Roster Co-ordinator – this will ensure good programming at all times.
- 2 Programmes not counted in the 2 programmes per week include
 - Saturday 6 – 10 pm and
 - The Community Interview Programme (Thursday 9 to 10.30 am) when interviews are being done (if no interviews this will be treated as a “Music Box” programme and counted as a programme – refer 1 above)
- 3 An overnight programme with talking is regarded as a programme.
- 4 Presenters should not do 2 programmes in the same timeslot on any 2 consecutive days (2 days in a row) unless the programmes are totally different in style (eg Country one day, Gospel the next)
Also Presenters should never do 2 programmes in any one day unless in extreme emergency
- 5 The Roster Co-ordinator is answerable to the COM and can discuss with any office bearer (Executive) if advice is required at any time.
- 6 The Roster Co-ordinator will be permitted to have some leniency to vary the roster to suit in times of Presenter shortage (ie Christmas or Easter) or in a less than 24 hours emergency shortage (if someone cannot attend due to sickness etc)
- 7 The Roster Co-ordinator is a member of the Programming Committee (PC) by right of their position and is also the link between PC and Training Committee as new Presenters come on board.
Also the Roster Co-ordinator will keep the PC abreast of all matters pertaining to the smooth running of the programmes put to air on 2 Air FM

- 8 Onus is on the Presenter being asked to do a replacement programme to ensure that they are doing no more than the designated number of programmes in any one calendar week (calendar week is defined by the sheets produced weekly)

Policy 16

PLAYING A “FEATURED” ARTIST/GROUP/GENRE

The Committee of Management and the Programming have determined the following is 2 Air FM Policy.

No more than 20% of all music played each hour is to be associated with a particular artist/group or genre/theme.

This translates to approximately four x 3 to 4 minute tracks per hour.

Suggested Option :

If a Presenter has a fervent desire to present two hours commemorating a particular artist or band, then air-time on Saturday evenings after 10 pm or Sunday after 9 pm is available.

Policy 17

NEW PROGRAMMES

- 1 From time to time, Presenters develop concepts for new programs and this is welcomed
- 2 Often new trainees will offer ideas as to the content of their program even if it is in an established style slot.
- 3 The Station needs to be continually evolving and fresh programming is one of the most vital aspects.
- 4 All new program suggestions must be presented to the Programming Committee in the first instance.
- 5 The Programming Committee considers the following in approving a new program by an existing Presenter
 - a) Survey results guide the Programming Committee as to the types of programs that are popular, desired etc
 - b) All music content, irrespective of genre, must fit in with the Station's guidelines (ie “Easy listening”)
 - c) The suitability of a program for our listeners and demographics.
 - d) The suitability of a program for the time it is proposed

When the criteria has been met, successful Presenters will be advised of when a suitable time slot becomes available.

POLICY 18

SPEECH DELIVERY

As Radio is a spoken form of communication, it is expected that all presenters will deliver their program using acceptable patterns of English language cadence.

Potential presenters who have speech difficulties may be denied broadcasting opportunities.

These include:

- people with a stutter or stammer
- people with heavily accented pronunciation of English that causes difficulty in comprehension
- people who suffer a lack of ability to compose a coherent lucid sentence

It is not the intention of 2AIR to deny such people the opportunity to be involved in other aspects of our organisation, however, the satisfaction of the listener must be paramount.

Policy 19

OUTDOOR MUSIC

Outdoor Music is when appropriate music is played at various functions and/or events where music is requested as an additional attraction and should not be confused with Outdoor Broadcasts which is when music or narrative is beamed directly from an outside venue for broadcasting.

Outdoor Music is music played via MJM or CD player to the particular venue only.

This music and the volunteers manning the venue must :

- 1 Be 2 Air FM Presenters and play music suitable to the location with the normal rules of music being paramount - ie nothing over the top !
- 2 Volunteers manning the location to be well presented with a happy disposition at all times
- 3 It must be remembered at all times that volunteers are seen by the public as the face of 2 Air FM and should act accordingly
- 4 Volunteers must be team players and have a knowledge of all facets of the operation of the Outdoor Music Stands including set up, take down and be prepared to assist when or where necessary
- 5 Volunteers must abide by all the legal requirements of 2 Air FM and directives by the CoM as well as the Codes of Practice and ACMA licence requirements
- 6 Team Leaders may vary according to availability of volunteers and each Team Leader will make the final decision on any matters arising at that event – they will be in charge of all the equipment and oversee the safe return at the end of the event/function
- 7 At each event, Team Leader and volunteers will roster themselves to a stint at the microphone at regular intervals
- 8 At the function or event, all the volunteers should use the same programme (either MJM or CD Player) and the following should be mentioned from time to time
 - a) “We are from Community Radio Station 2 Air FM, playing music just for you”
 - b) Talk about the event and what’s happening there and offer to play requests but only mention first names when announcing a request track
 - c) As with “on air” broadcasting, no bad language or defamatory remarks will be tolerated
 - d) When closing down for the day, mention of all the volunteers during the day should be made in the final comments eg
“We will be signing off now on behalf of the team (name them all) – Thank you for your support today and we will catch up with you somewhere down the track”

- 9 If unable to attend as agreed, the Team Leader for that event should be notified as early as possible to allow for another volunteer to be organised

Policy No. 20

TELEPHONE NUMBERS

In keeping with established radio practice as well as commercial advertisers, 2 Air FM needs to establish common ground in the pronunciation of telephone numbers

For years we have had a policy for our call sign and station telephone number where “oh” is used

“Wikipedia” has a screed on this subject on the internet and the last paragraph states

“There is a need to maintain an explicit distinction between the digit zero and Letter O which, because they are both usually represented graphically in English orthography (and indeed most orthographies using Latin script or Arabic numerals) with a simple circle or oval, have a centuries-long history of being frequently conflated.

“However, in spoken English, the number 0 is often read as the letter “o”(oh”). For example, when dictating a telephone number the series of digits “1070” may be spoken as “one zero seven zero” or as “one oh seven oh”

(end of Wikipedia extract)

Note : the word “conflated” means roughly when 2 things/ideas etc can be used for one thing (eg telephone numbers being “o” or “Zero”)

2 Air FM chooses to preference the style of “one oh seven oh” for all telephone numbers

Policy No. 21

LIBRARY POLICY

Due to changes in computer locations, the Library is now found in various places within the studio complex

- The Area off the Kitchen which used to be wholly for library purposes
- The Area between the 2 studios
- Downstairs

The majority of CDs in the Library are now downstairs but the other areas are kept upstairs in case of emergency

Is managed and co-ordinated by the 2 Air FM Librarian whose duty it is to oversee the activities of the Library areas and replace broken cases etc when required.

The library works on a similar basis to a Council Book Library

The library is open for use by any Presenter or Office Volunteer and the rules apply to everyone without exception.

- 1 Each library area has a Loans Book which must be filled in when taking a CD from the area
- 2 On return :
 - a) the CD must be signed back in and countersigned by another member or Presenter – this is your proof that you returned the CD !
 - b) Place the CD in the Returns Box and Librarian will put away – do **NOT** attempt to put away yourself as this causes confusion if put in the racks incorrectly
- 3 **Loan Rules** - 4 CDs for 2 weeks
- 4 If special circumstances require more than 4 CDs, arrangements can be made with the Librarian
- 5 Any difficulty in finding CDs in the library system can be addressed to Librarian who will assist to the best of his ability
- 6 **Etiquette** – Librarian is a volunteer position and the person in this position should be treated with respect at all times and he/she will reciprocate respect to you

Policy No. 22

STUDIO PREMISES – USE BY OTHERS

PREAMBLE

As part of its role in the community, it has been generally accepted our premises should be made available to suitable community groups for small meetings subject to conditions and our requirements.

It is essential the integrity and security of the rooms be well established.

CONDITIONS

- Meetings held downstairs must not generate noise that may affect broadcasting.
- Our Public Liability Policy covers all exigencies for visitors.
- The “Meeting Room” has seating for 8 persons whilst the under-house area can seat many more.
- The facilities will normally be only available for 9-4pm weekday use because of security and access issues.
- Other times can be negotiated.

ACCEPTABLE USERS

- Any not-for-profit, non-political; non-religious Community organisation seeking a venue to hold occasional or regular small meetings.
- At least one member of the user group must be a member of 2AIR FM and in effect will take responsibility for the use, closure and security and integrity of the room used.
- Management reserves the right to refuse hiring.

HIRING RATES

- Up to 2 hrs meeting duration : \$ 10.00
- For longer periods : \$ 10.00 for every 2 hours or part thereof.

A receipt will be issued if requested

PolicyNo. 23

CODE OF BEHAVIOUR

PREAMBLE

2 Air FM is a community radio station run solely by volunteers who are presenters, office staff or have other roles within the framework of operations.

They join the station because they are passionate about their music or wish to be part of an effective group of people dedicated to the betterment of 2 Air FM.

They also join to enjoy the company of like minded people in an environment that fosters mutual respect and a culture of positivity

MUTUAL RESPECT

This means :

- A volunteer at 2 Air FM should always be respected
- A person's views should be listened to in a friendly and respectful manner
- There should be no bullying, harassment (either verbal or gesture related)
- There should be respect for a person's ethnicity, sexuality, disability, faith or religion
- There should be no gender discrimination
- There should be no inappropriate language

In return :

- A volunteer should always endeavour to respect all other volunteers
- A general motto for respect is :

“Treat others as you would like others to treat you”

and should be practised at all times

POSITIVITY

This means:

- Thinking in a positive way, looking for solutions, expecting good results/success and focussing on making life happier.
- At 2 Air FM one action that helps develop a happier environment for all volunteers is by giving praise (ie for a great interview, good programme etc)
- Praise of another person's efforts happens more readily in a positive environment.

Everyone needs to feel appreciated !

Policy No. 24

PRIVACY

2 Air FM respects concerns about privacy and maintaining the confidentiality of information of members as the intention of protection and to ensure personal information is kept in a safe, secure and reasonable manner

2 Air FM will not sell or otherwise provide any personal information to a third party or make any other use of this information

2 Air FM will ensure that all personal information collected including addresses, telephone contact details and email addresses are kept confidential to the best of its ability

Any information collected from members such as email addresses will be used solely to inform members of activities within the bounds of the organisation such as :

- Newsletters
- AGM notice papers

Newsletters are usually sent out on a quarterly basis and will inform members of functions, fund raising activities and generally news from the various departments within the radio station.

The object of the quarterly newsletter is to ensure that members are kept informed at all times but are not bombarded with small snippets of information continuously.

If you do not wish to receive this information via email, there is an “unsubscribe” link within the covering email sent with every Newsletter

If you wish to view the data stored on your behalf, please contact the Secretary on tel : 6652 1071 (Office during business hours) or email secretary@2airfm.com.au to make the necessary arrangements to view this information

Explanatory Notes :

- 1` The Annual General Meeting Notices (AGM) must (by law) be sent to every member eligible to vote at this meeting and is always sent out as a separate mail-out with a small 1 or 2 page Newsletter to cover the issue
- 2 We have many members who do not have internet facilities and their newsletters are posted out to them, with a hefty postage cost involved for each issue
This is the reason we prefer to send by email where possible but newsletters can be posted to all who do not wish to be part of the “email distribution system”

POLICY No. 25

Fund Raising and Outdoor Music (FROM)

Aims and Purpose

This Sub-Committee (or Team) has a twofold purpose :

- 1 To raise funds for 2 Air FM
- 2 To supply outdoor music when requested (invited) free of charge but allowance for a raffle on the day is acceptable

Policy

1 Raising Funds for 2 Air FM

- The primary aim of the Fund Raising Team (FROM) is to make as much profit from an event as possible to assist CoM with financial commitments, including new equipment etc
- Every function/event should be run to at least a “break even” situation unless advised otherwise by CoM

2 Outdoor Music

- When requested by various groups/organisations, 2 Air FM can supply music at functions (ie Made with Love Markets)
- Where possible an “on the day” raffle should be run (if allowed by the group requesting our presence) with the funds to go to 2 Air FM
- If the function is a Bunnings Family night, it is possible that we will have the BBQ to organise as well as the music

Other Matters

- A function other than the above cannot be organised without the express permission of CoM - suggestions are welcome but must be tabled at a CoM meeting for their consideration and decision before anything is done
- From time to time the CoM may ask FROM to organise a function on their behalf (eg Open Day or Biggest Morning Tea) and FROM will assist where needed