3BBR 103.1FM

West Gippsland Community Radio Inc.

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POLICIES, GUIDELINES AND PROCEDURES

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Background

West Gippsland Community Radio Inc. underwent a major regime change in 2018. Most of these policies were formulated well before then, and before pre-COVID pandemic times, when almost every program was presented live, the studio premises was buzzing with activity, volunteers were able to meet face-to-face, interact freely and share responsibilities.

In 2020 at the onset of mandated COVID restrictions, and without a single paid staff member on site to manage compliance with a COVID safe plan, the station had to shut its doors to almost everyone. 3BBR was shaken to its very core. Air time was filled with everything from a multi-stack CD player, to computer generated playlists and Community Radio Network (CRN) programs.

Presenters were not only compelled to stay away from the studios, but faced the added dilemmas of personal safety and the need to learn software and buy equipment to be able to pre-record their programs in isolation. A lack of technical expertise proved to be an added deterrent for many in that regard.

Thanks to the dedication and determination of a few volunteers, computers were purchased, automated playback software was installed, remote computer access was creatively implemented, and remote training was given to those who wanted to continue on air by pre-recording.

Four years later in 2024, the station is slowly clawing back its lost audience, its connection to its local community, and is actively searching for new presenters and ways to modernise and move forward, and recognise the changing demographic of the region.

A mix of live, pre-recorded and CRN programs, with fallback to computer-generated playlists will likely be the long-term makeup of what we hear on 3BBR. The balance will change over time. The Strategic Plan and Action Plan to overcome recent challenges is vital.

Before the pandemic, responsibilities were more clearly defined. The line between Governance and Operations is now blurrier than ever, and indeed, cannot be better delineated without paid staff or more volunteers on hand. These policies and procedures should be read in this context.

Definitions

Office Bearers:
President, Vice-President, Secretary and Treasurer

Board Member:
Any Member of the Board, including Office Bearers

Supporter:
Anyone giving financial support to the station, usually annually.

Member:
Members are a subset of Supporters. As defined in the Rules, a Member is someone who has paid a current annual fee, and completed an Application to become a Member of the Association, which has been subsequently approved by the Board. Membership is a pre-requisite for becoming a Presenter or Board Member.

Presenter:
A person responsible for preparing and delivering a whole program for broadcast, or someone who regularly produces and presents significant content within it. This includes Regional News.

Program Co-ordinator:
A Member nominated by the Board to manage and maintain the ongoing broadcast schedule working as Chair of the Program Working Group. This role overlaps with the Production team.

Program Working Group:
A group of Members interested in having input on formulating programming strategy and shaping the schedule by collectively making recommendations on program value and placement. Everything heard on air is within the remit of this group.

Production Team:
Members involved in all aspects of managing audio pre-production, training, website content and maintenance, station social media content and operating studio equipment.

Technical Manager:
A Member who primarily manages and maintains the storage, usage, repair and maintenance of all equipment and broadcast technology.

Station Management:
Delegated members overseeing day-to-day issues relating to station premises, maintenance and security.

Executive Officer:
A superseded term for a Board Member.

Convenor:
A superseded term for a Member appointed or approved by the Board for a particular area of responsibility.

CSA:
Community Service Announcements provide information free of charge about meetings and events intended to promote good-will, participation and well-being within our community.

SPA:
Sponsorship Announcements are those where businesses and organisations pay to support 3BBR in exchange for airtime to promote their activities.

Station Promo:
Information about the station's identity, contact details, policies, programs and activities.

Policy Compliance

West Gippsland Community Radio Inc. affirms the right of all Members, Supporters, volunteers and listeners to participate in discussions of policy, and the responsibility of those who engage with the station to accept and implement policy decisions.

Supporters and volunteers who are not Members of the Association, and who interact with the station are also bound by 3BBR Policies and Procedures.

Those who believe that their rights as defined by this policy have been infringed, have recourse by Complaint to the Board, and access to the Grievance Policy as specified in the Rules (Clauses 25-29 in the Rules of Association), and/or the Complaints Policy described in this document.

Those who do not comply with the responsibilities defined by this policy are subject to disciplinary action as defined in the Rules (Clauses 19-24 in the Rules of Association).

Mission, Vision and Governance

RATIONALE:

West Gippsland Community Radio is governed in accordance with the Rules as of 19 November 2023.

The West Gippsland Community Radio Board develops and maintains a Strategic Plan and Action Plan to guide its priorities, policy making and activities. The Strategic Plan and Action Plan is regularly reviewed by the Board to ensure priorities, policies and activities remain relevant and appropriate.

MISSION (from the Rules of Association, Nov 2023):

103.1 3BBR-FM provides a unique, friendly, informative and entertaining radio service catering to the diverse needs and interests of the West Gippsland community.

VISION (from the Rules of Association, Nov 2023):

3BBR-FM is a well-organised and recognised community resource with the funding, equipment and personnel to truly realise the mission statement, and is catering to the needs of people of all ages and tastes, offering a wide range of skills and participation. 3BBR-FM is the radio station of first choice for a broad section of the West Gippsland community

GOALS:

3BBR-FM fulfils its mission by achieving the following goals:

- Informs and entertains members of the community from different age groups, cultural backgrounds and social and economic circumstances
- Caters for a variety of different musical tastes not normally met by other radio stations
- Provides local news and information and provides an avenue for community members to share information, news and views
- Provides an opportunity for residents to contribute to the community through involvement in radio broadcasting
- Provides a vehicle for community organisations to inform citizens a network across all sections of the community
- Broadcasts important lifestyle and social information which otherwise may not be adequately aired including health, safety, environmental and welfare information
- Provides a friendly supportive and nurturing environment for community members to become involved in community radio broadcasting
- Provides an avenue for community minded sponsors to inform and promote their products and services to residents

- Provides training and experience to assist the development of new skills for young people, and other members in the community with special needs

CRITICAL STRATEGIC PRIORITIES:

- Increase our income through sponsorship, fund raising, donations and membership subscriptions
- Increase the level of community, member and presenter participation and involvement in the station
- Develop and implement a succession and renewal plan for the Board and future success of the station
- Develop a risk management plan
- Review and implement a communication plan which optimises feedback, consultation and collaboration with members, listeners and stakeholders

AGREED KEY AREAS OF ACTIVITY:

For 2017-2021 the Board has identified Key Areas in which it will focus its activities. These are:

1. Governance, Board Secretariat and Strategic Planning
2. Financial Resources and Risk Management
3. People and Membership
4. Promotion, PR, Sponsorship and Fund Raising
5. Programming and Production
6. Physical and Technical Resources

COMPOSITION OF THE BOARD

- Voting membership of the Board is as described in the Rules of Association.
- Any member may attend Board meetings, and with the permission of the President, present a case, or take part in discussion, but without a vote.
- Any non-member who wishes to address the Board must have the prior permission of the President.
- Any document that is to be circulated to Board members must have the prior approval of the President.
- Any person of recognised expertise may be invited to Board meetings to contribute to the knowledge base upon which the Board needs to make a decision, but will not have a vote on the matter.

THE FOUR KEY DUTIES THAT UNDERPIN EVERY DECISION MADE BY THE BOARD ARE:

DUTY 1: Duty to act in good faith and for a proper purpose.

- 'Good faith' - honesty, fairness, loyalty.
- 'proper purpose' – what the organisation is set up to do; as defined in the Mission Statement.

DUTY 2: Duty to act with reasonable care, diligence and skill.

- Take the role seriously
- Offer your skills for the use of the organisation;
- Carry out any tasks you've undertaken to the best of your ability, devoting sufficient time to the task
- Monitor the affairs of the organisation e.g. know the financial situation, activities and strategic direction of the organisation.

DUTY 3: Duty not to misuse information or position.

- Confidentiality in financial matters, membership details, contact details, conflict resolution matters.

DUTY 4: Duty to disclose and manage conflicts of interest.

- If you or a friend or family member may benefit from a decision of the Board, you have the duty to disclose this fact, and remove yourself from the room, taking no part in the discussion or vote.

WHAT IS EXPECTED OF BOARD MEMBERS?

Attendance:

- Meetings are held monthly, at a time determined by the Members of the Board.
- Members are expected to attend all meetings, unless illness, holiday, or unexpected circumstances make attendance impossible.
- Members who find themselves unable to attend are expected to lodge an apology with the Secretary, or through another Member.
- Members who know that they will be late to the meeting are expected to inform the Secretary.
- If a Member is absent without apology three consecutive times, Membership of the Board ceases.
- A Member may request leave from the Board for three months if personal circumstances become difficult.

Procedure:

Meetings follow a prepared Agenda, and Members are expected to observe this, raising issues at

appropriate times for discussion, and respecting the ruling of the President in any procedural matter.

Voting:

- Motions are moved, seconded, and voted upon by show of hands.
- Members must declare any special interest that they have in the outcome of any vote, and refrain from voting on matters in which they have a vested interest.
- A Member with a vested interest will be asked to leave the meeting while discussion and voting takes place.
- The outcome of a vote is binding on all Board Members.

Confidentiality:

- Members of the Board are obliged to observe confidentiality in issues which may cause embarrassment to other members.
- Issues may not be discussed with those who are not directly involved in the matter.

Induction:
A training session for new Members is held, and all new members are expected to attend.

Knowledge and Understanding:

- Members are expected to be familiar with the Statement of Purpose, and to consult other important documents as needed.
- Members are bound by the Rules, Policies and Standing Orders, but may propose changes to these documents if needed.

Responsibilities:

- Members of the Board are expected to volunteer for leadership roles and tasks as identified by the Board.
- Details of the responsibilities should be noted in writing, and deadlines met.
- Reports to the Board must be prepared, and presented in a clear and succinct way, preferably in written form.

In all issues, the Board Member is expected to vote and act in the interests of West Gippsland Community Radio.

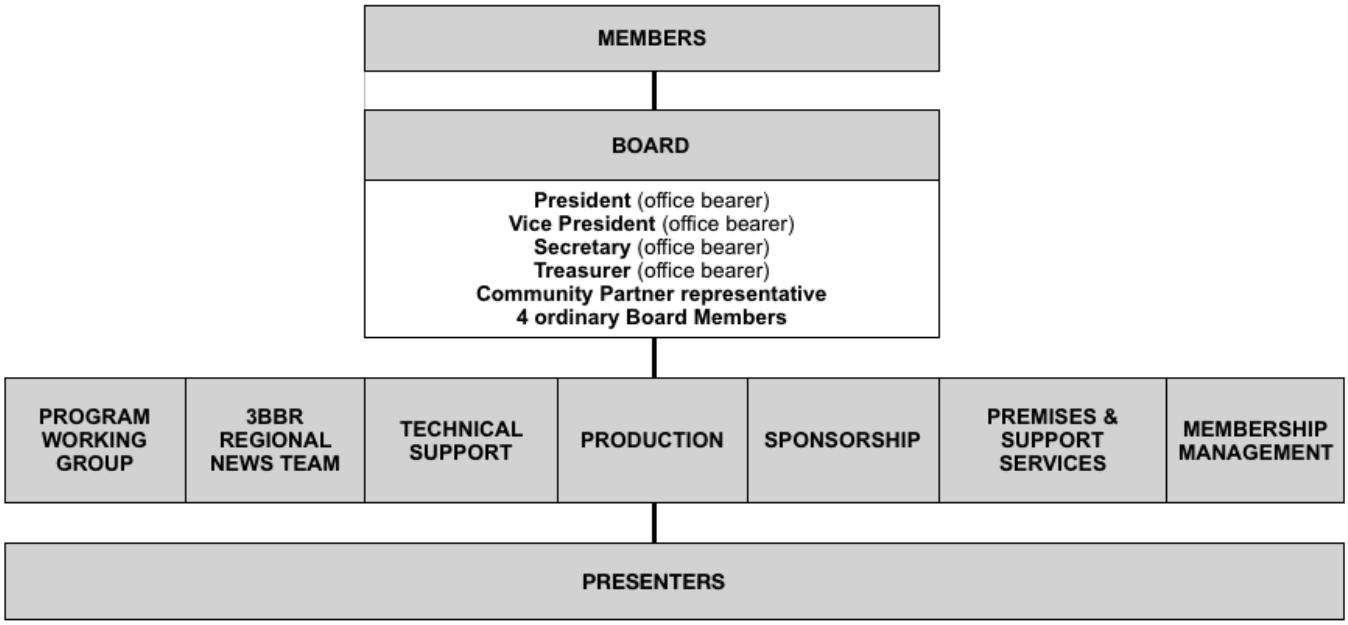
HISTORY OF THIS GOVERNANCE POLICY:

DOCUMENTS RELATED TO THIS GOVERNANCE POLICY

West Gippsland Community Radio Inc. Strategic Plan and Action Plan 2017-2021
West Gippsland Community Radio Inc. Rules of Association, 19 Nov 2023
West Gippsland Community Radio Inc. Privacy and Confidentiality Policy
West Gippsland Community Radio Inc. Sponsorship Policy
West Gippsland Community Radio Inc. Membership Policy
West Gippsland Community Radio Inc. Programming Policy
West Gippsland Community Radio Inc. Community Participation Policy

Organisational Chart

There are no paid positions. 3BBR is operated entirely by volunteers.



Duties and Responsibilities

Production Team:
To be added.

Regional News Co-ordinator:
To be added.

Technical Support:
To be added.

Premises and Support Managers:
To be added.

Membership Manager:
To be added.

Community Participation Policy

RATIONALE:

The main purpose of West Gippsland Community Radio Inc. is to provide a service to the community, not only through entertainment, but to build community spirit through the promotion of community organisations and their activities on radio station 3BBR-FM. This involves making the studio open to participation by members of the community, both as individuals and as representatives of organisations.

ENTERTAINMENT:

Basic Principles:

- In any community, musical tastes vary widely. Over the course of a week, 3BBR-FM provides a wide spectrum of music-based programs to cater for these tastes, in the evenings and over weekends.
- We acknowledge that the listening preferences of the community are changing in line with the changing demographics of our fast-growing region.
- Programming content will not at any time express prejudice on the basis of ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religious, cultural or political beliefs.

COMMUNITY BUILDING:

West Gippsland Community Radio Inc. sees itself as an active part of the community it serves. The participation is two-way;

1. Through Open Days and invitations, members of the community are welcome to visit the studio at any time, and may observe programs going to air, and enjoy a guided tour of the studios. They will be encouraged to volunteer their services to West Gippsland Community Radio Inc. in whatever role is appropriate to their skills and interests.
2. Membership will be open to all who apply, except as provided in Clause 5 a-e of the Rules. There will be no discrimination against persons on grounds of ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religious, cultural or political beliefs.
3. Training for a variety of roles in the organisation will be provided, in the case of non-presenter roles, this training will be provided free of charge.
4. Not-for-Profit organisations will have access to free programming, whether of community service announcements, interviews or regular programs.
5. Listeners and Members will have the right to query policy and comment upon program quality and content and receive a positive response.
6. West Gippsland Community Radio will take an active part in local events such as Festivals and

Expos.

7. West Gippsland Community Radio will join local groups such as Business Groups, and use their contacts within other not-for-profit organisations to expand membership, participation and service provision.
8. Members of West Gippsland Community Radio will initiate and complete projects in Community Building where appropriate under guidance from the Board.
9. West Gippsland Community Radio Inc. will continue to use a variety of ways to encourage participation in the wider operations of the organisation

History:

Drafted May 2013. Adopted July 2013
Revised April 2022

Documents Related to this Policy:

Community Radio Code of Practice
West Gippsland Community Radio Inc. Rules of Association.
West Gippsland Community Radio Inc. Programming Policy
West Gippsland Community Radio Inc. Membership Policy
West Gippsland Community Radio External Communications Policy.

Live Radio and 3BBR presence at Events

Aims (must fit at least 2)

1. To increase the awareness of the station and its programs within our strong signal area and towns
2. to increase general membership for the station, or target a specific demographic
3. to offer support and publicity, or complement, another community service
4. to raise funds for the station, focused on a specific need – e.g. equipment & upgrades

We would

1. provide pre-publicity via regular pre-recorded on-air announcements
2. bring our marquee, with 3BBR signage, tables, chairs, broadcasting gear, mics on stands for walkup interviews; recruiting materials and program guides
3. provide live, continuous radio for at least 2 hrs in the core time of the event, inc broadcasting over loudspeakers or linked to a local PA
4. seek out local artist's recordings, or live music, which would be interspersed with live interviews with stall holders, local dignitaries, locals, children (on the theme of the day)
5. provide opportunities for community members to briefly go to air

6. provide opportunities for local primary, secondary and tertiary students to pair with experienced presenters for a segment on the day, to gain on-air experience, inc as techs/producers – with a specific, relevant focus to that student group's curriculum

Criteria to select an event

1. Priority would be to attend events organised by/for charitable entities, preferably local groups
2. opportunities to partner with a like-focussed group on the day e.g. a community group
3. lowest priority for events organised to profit or publicise a private company. They must be local to West Gippsland
4. events not closer than 2 weeks apart
5. commit to no more than 6 per year
6. commit to no more than 3 in a season
7. event to be attended by at least 5 stall holders, preferably 20 or more, from different entities
8. track record of past attendance at same event of at least 100 people
9. our marquee to be near or among other stalls, not out of the way nor sidelined
10. suitable insurance cover, by the organiser(s) for our accidents and damage to our people & gear
11. not too noisy event and surrounds – e.g. avoid car club events, next to racecourses, stadiums, sports grounds who will be meeting at the same time and have large crowds and PA systems in action
12. weekends or public holidays preferred
13. not required to be on air before, say 8am, or after 4pm
14. daylight hours – broadcasting into or during evenings would be exceptional
15. we can adequately man the stall throughout: minimum of 3 people for every 2 hrs of live broadcast, at least one experienced O/B broadcaster & preferably 2, at least one experienced O/B tech to set up

13. If there was a date clash with 2 suitable events, select the one run by or for local charity or branch, or local community services
14. access to any key participants to interview live
15. links with local print and local TV media

Technical preferences

1. sites within our transmitter's audience reach
2. reasonably flat area 4m x 4m for our marquee
3. access to site for trailers for delivery and pickup of gear
4. site is within strong mobile signal coverage - Telstra coverage of at least 3 bars of 4G or 5G
5. reticulated 230V within 25m
6. not when rain, strong winds, storms or lightning is forecast
7. at least 5m distance from carriageways
8. well away from any other entities' sites using PA for voices and/or music

We will not

1. organise the day for the hosting entity
2. attend if needs extensive organisation by 3BBR members before the day
3. broadcast close to residences
4. be focussing on one family
5. attend if run by and for for-profit entities

Types of suitable events

1. preferably within Baw Baw shire
2. preferably multi-body events
3. local govt events & celebrations, inc local schools
4. service clubs' major events
5. Christmas festivals
6. fairs & festivals, esp. annual - music, trades, farming, harvest, field days, quieter sports esp animals, specialist or regional food, products or cooking
7. farmers' markets
8. for farming, animals, gardening, special interests
9. community celebrations, esp. important anniversaries
10. special occasions – local shows, holidays - Anzac day, Australia day, weather & season festivals

History:

Drafted September 2024. Adopted December 2024.

Privacy and Confidentiality Policy

RATIONALE:

West Gippsland Community Radio Inc. collects information about its members, and members have a right to have this information used responsibly, and only for the purpose for which it has been collected, by those authorised to use it. Members also have the right to have their grievances and disputes resolved with confidentiality, and the obligation to respect the process and accept its outcomes.

A. PRIVACY

The following clauses are based on the National Privacy Principles (Extracted from the privacy Amendment [Private Sector] Act 2000), as appropriate.

1. Collection: West Gippsland Community Radio Inc. must only collect that information which is necessary for the operation of the station, or required by official bodies, and through official documents approved by the Board for the purpose.

2. Use and Disclosure: The contact details of members will only be revealed to other members for purposes approved by the Board.

2.1 The contact details of presenters will be available to other presenters, for the purposes of exchanging materials, and arranging replacements.

2.2 The contact details of members will be available to Board Members and those with designated responsibilities for the purposes of carrying out their duties, and to members authorised to contact other members in the process of organising fund raising activities.

2.3 The contact details of Board members and those with designated responsibilities will be available to members for contact for the purposes of station business.

2.4 Contact details of members must not be disclosed to members of the general public.

2.5 Notwithstanding the above clauses, if the information is required by a member of the Police Force in the investigation of a possible unlawful activity, or in the case of personal emergency, or in the avoidance of harm to the member of West Gippsland Community Radio, the required information may be disclosed.

3. Data Quality:

3.1 Members have a right to inspect the information held about them, and to amend incorrect information.

3.2 Members have the obligation to update information in a timely manner.

4. Data Security:

4.1 Lists of members' contact details, apart from for the purposes of 2.3 above, will not be displayed in areas open to the public, and every effort will be made to secure digitally stored information.

4.2 Members using lists of members' contact details must ensure that they are put away out of sight of the general public.

B. CONFIDENTIALITY

The following clauses are based on the ethical principles recommended by National Council Of Social Services.

1. Confidentiality must be maintained when members are involved in disputes, disciplinary process or grievance procedure.

1.1 Where a member is involved in a dispute, disciplinary process, or grievance procedure, any discussion of the issues involved will be held in closed session of the Board except where required otherwise by the Rules of Association.

1.2 Members of the Board are ethically bound not to discuss these matters with members not involved in the process.

1.3 Where a member is involved in a dispute, disciplinary process, or grievance procedure, the member may not disclose details of these matters to other members or persons not involved in the process.

1.4 In the case of correspondence generated in a dispute, disciplinary process or grievance, that correspondence must not be disseminated to any other member or person not involved in the process.

1.5 If the dispute, disciplinary process or grievance becomes the subject of an Appeal at a Special General Meeting, details of the matters under discussion may be revealed at that meeting only, and in such a manner as determined by the President.

2. Information gained during an information gathering process about the personal circumstances or health of a member may not be revealed without the consent of the member, except within the context of a closed meeting of the Board where that information is relevant to a discussion of business.

3. Personal information revealed about a member during the course of discussion of business must be regarded as privileged.

4. Personal information about a member must not be broadcast without the knowledge and permission of the member.

C. INTERVIEWS AND COMMENT:

Attention is drawn to the relevant section of the Community Broadcasting Code of Practice:

“2.5 Community broadcasting licensees in observance of privacy laws will respect each person's legitimate right to protection from unjustified use of material, which is obtained without an individual's consent, or other unwarranted and intrusive invasions of privacy;
not broadcast the words of an identifiable person unless:

- that person has been informed in advance that the words may be transmitted; or
- in the case of words which have been recorded without the knowledge of the person, the person has subsequently, but prior to the transmission, indicated consent to the transmission of the words; or
- the manner of the recording has made it manifestly clear that the material may be broadcast."

History:
Adopted May 2005.
Reviewed and affirmed without change September 2009.

Documents Related to this Policy:
Community Broadcasting Codes of Practice
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Complaints Policy
West Gippsland Community Radio Inc. Discipline Policy
West Gippsland Community Radio Inc. Duty Statements – Executive
West Gippsland Community Radio Inc. Duty Statements – Convenors.
West Gippsland Community Radio Inc. Expectations of Committee of Management Members.
West Gippsland Community Radio Training Manual.

Privacy Policy - Digital Services

INTRODUCTION

We value all our supporters and people that use our broadcast and digital services and take seriously the privacy of any personal information that we may collect from you, or that you may disclose to us, as part of your interaction with those services.

It is important that you take some time to understand the policy. We will assume that if you use any of 3BBR's digital services, you agree to its principles.

This policy defines:

- the purposes of collecting and holding personal information
- the types of personal information we collect and the ways we do it
- how we protect your personal information
- how you can enquire and access your personal information, request corrections or complain if you believe we may have breached the Australian Privacy Principles (APPs) as defined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988

We are committed to ensuring the privacy of your personal information. We may need to update this policy at any time and recommend that you review this policy periodically.

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal data because you:

- Want to financially support us as a Supporter, Member or Volunteer. We need your personal information to communicate with you
- Made a donation. We need this information (e.g. your credit card details and your name and address) to process the payment transaction and to issue a receipt
- Requested information from 3BBR and asked for a response
- Provided feedback or made a complaint

We may collect personal information also for purposes directly related to get a better understanding of our audience. In turn, this knowledge allows us to tailor our content to better serve your interests and needs.

We also collect anonymous information, or with minimal personal details, from your interactions with our digital platforms (our website and our pages on social media). The analysis of this statistical information allows us to provide content that is more relevant to our audience.

WHAT PERSONAL INFORMATION WE COLLECT AND HOW WE DO IT

The types of information we collect are:

- personal details
- anonymous activity-tracking data

Personal details may include name, postal address, email address and phone number. We may collect financial information like credit card or bank account details that you provide to us. These financial details are only used to process a transaction you have initiated, and will not be stored in our system. Credit Cards

transactions via our website are processed through Bendigo Bank and eWay, and we do not save card details. If you choose to make recurring payment to us, we will only record that preference, and not the card details.

In some specific cases (e.g. when you apply to become a Volunteer) we collect 'sensitive' information, which is used strictly for the purpose it was collected. (Note: The privacy legislation considers sensitive information about people's health, racial or ethnic origin, political opinions, etc.)

We collect anonymous data about visits to our website, like the number and frequency of visitors, the most popular pages and general traffic patterns. This is mainly aggregated statistical data and does not allow us to identify users, but can reveal their IP addresses. We also have access to statistical information related to our social media pages (e.g. Facebook). (Note: We may have access to some personal information of our social media visitors based on their security settings in the social media platform, based on its privacy policy.)

THE WAYS WE COLLECT INFORMATION INCLUDE:

- verbally, either personally or over the phone
- in writing (e.g. you send us a letter or email with your details)
- electronically (e.g. you fill an online form on the website or anonymous information gathered with 'cookies'— see below).

When you provide personal details verbally or in writing, we may transfer the relevant details to a database in our system. In doing this, we apply internal procedures that ensure we maintain the privacy of the information provided.

When we collect personal information electronically (e.g. when you fill out an online form) the transfer of information to our database is carried out without human intervention. In general, the path from your computer to our system is securely encrypted (i.e. we use Secure Socket Layer or SSL encryption.)

We collect anonymous website activity using 'cookies' attached to the web browser you use to access our website. (Note: A browser is a program in your computer—e.g. Chrome, Firefox, Internet Explorer—used to access internet websites. A cookie is a small data file that is downloaded and stored in your machine or portable device that lets our digital service store information.)

Most browsers allow you to manage cookies based on your preferences. You may set your browser to prevent the installation of new cookies, and you may delete existing ones. Please refer to the help area of your browser for instructions on how to do this. Please note that in some instances avoiding cookies may mean you will not be able to take full advantage of the website services.

HOW WE PROTECT YOUR PERSONAL INFORMATION

We only use your personal information for the particular purpose you provided it, e.g. to communicate with you about your Support or Membership status, and to send you an occasional newsletter about activities at 3BBR.

Otherwise, we will not use or disclose your personal information without your consent, unless there is a duty to the public to disclose that information, we are required to by law, or where the interests of 3BBR require disclosure.

We store personal information in an in-house database system, which is protected from external unauthorised access by robust security technology. Internal access to the information is restricted to 'need to know' personnel.

At any stage, we may need to use third-party providers (for normal operation and contingency storage) to host some or all of our systems. These providers may have technical facilities in countries other than Australia. We will endeavour to use local providers whose privacy policies are compatible with ours.

When you access our social media pages, you are protected under the privacy policy of that platform (e.g. Facebook), not by this policy. You should review your security settings and ensure that you are comfortable with any disclosure of information allowed by such settings. You should note that these social media platforms likely store their information they collect outside Australia.

You should also note that information published on our website may contain links to third parties' websites. If you click on such links and are transferred to another website, you will need to refer to that other party's privacy conditions as this privacy policy will no longer apply.

HOW YOU CAN ACCESS YOUR PERSONAL INFORMATION

At any time you can request access to the personal information that we hold about you. You may simply want to check it, and if appropriate make corrections to it, or you may want to let us know of the change. For example, you may opt-out of receiving one or all of our communication services at any time.

You can contact us by:

email: info@3BBR-FM.org.au

phone: 03 5625 1103

mail: PO Box 350, Drouin, 3818

HOW YOU CAN COMPLAIN ABOUT A PRIVACY ISSUE

If you feel that we have breached your privacy in a particular instance, you should make contact with our Secretary who will bring the issue to the 3BBR Board:

email: secretary@3BBR-FM.org.au

We will consider your issue at the next monthly Board meeting, or sooner if appropriate, and communicate with you about the progress of your concern. During this time we will investigate the matter according to our Privacy Policy and our internal procedures and respond to you.

If you are not satisfied with the outcome, you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner (OAIC). The OAIC can be contacted on 1300 363 992 or at www.oaic.gov.au.

HOW YOU CAN OBTAIN A COPY OF THIS PRIVACY POLICY

You can contact our Secretary, or download a copy from our website https://3bbrfm.org.au

External Communication Policy

RATIONALE:
All external communication needs to be consistent with the rules, policy and culture of West Gippsland Community Radio Inc.

When communicating with an outside organisation in the name of West Gippsland Community Radio, the following procedures must be followed:

MEDIA:
All press releases and media comment on matters concerning West Gippsland Community Radio will be made by the President, or by a suitably qualified person nominated by the President. Letters to the Editor purporting to speak on behalf of West Gippsland Community Radio must be authorised by the President before submission for publication. Publication of photographs of presenters must also be authorised by the presenter/s concerned, particularly in the case of a minor.

ADVERTISING:
This includes advertising for recruiting and fund raising purposes, as well as general promotion of the station. In each case, the advertisement must be prepared by the person nominated by the Board, who will then seek final authorisation from the President before the advertisement is submitted for publication. If the advertisement will be an expensive one (more than $150), funding approval should also be sought from the Treasurer. In the case of a very expensive advertisement (more than $300), the proposal will need to be submitted to the Board..

SPONSORSHIP:
While members are encouraged to suggest sponsorship of the station to potential clients, the approach must be made by an authorised representative of West Gippsland Community Radio. This can be done by giving the details to the Sponsorship Co-ordinator, who will then allocate the client according to any territory agreement between the representatives.

PROMOTION STANDS:
When an invitation is issued to West Gippsland Community Radio to host a stand at a local event, acceptance must not be made without reference to the Board, if time permits, or President if only short notice is given. The material used on these stands must be authorised by the President before being displayed.

MEETINGS, TRAINING SEMINARS:
Members wishing to attend meetings of outside organisations, or training seminars being run by external bodies, must receive approval of the Board, if reimbursement of registration costs is to be sought. If the time line is too short, approval may be given by thePresident.
A member wishing to call a meeting of members of the community in the name of West Gippsland Community Radio, must be delegated this task by the Board, and the agenda authorised by the President, who is entitled to attend the meeting in an ex officio capacity. Meeting notices must be sent out through the Secretary.

LANDLORDS, CO-TENANTS:
Only the President, or a person delegated for this purpose by the President, may communicate with the Baw Baw Shire, or the owner of the Mt Worth Transmission Tower on matters affecting West Gippsland Community Radio's tenancies.

REGULATORY AUTHORITIES, FUNDING BODIES:
Only the President, or a person delegated by the Board, may communicate with regulatory authorities or funding bodies.

UTILITIES:
Only persons approved by the Board may negotiate with Utilities.

AUSTRALIAN TAX OFFICE:
It is the responsibility of the Treasurer to communicate with the Australian Tax Office. If problems arise, the President must be consulted, and a report of the matter made to the Board. This principle also applies to communication with a bank, whether or not West Gippsland Community Radio holds accounts with that bank.

BUSINESSES:
No member may request discounts or make offers of free air time to any business. This includes artists and their managers.

No member may make use of the name of West Gippsland Community Radio Inc. to gain any private benefit.

INTERVIEWS:
The rules governing interviews are outlined in a separate Policy.

PERSONAL CORRESPONDENCE:
Private correspondence not related to 3BBR operations that expresses personal or political opinions must never include a mention of 3BBR where it could imply the authority of the Station without prior approval of the Board.

AGREEMENTS:
Board members should not undertake agreements verbal or otherwise outside established Policy or practise unless approved by the Board.

Relevant Documents:
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Standing Orders

West Gippsland Community Radio Inc. Interview Policy
West Gippsland Community Radio Inc. Sponsorship Policy
ACMA Sponsorship Guidelines
Australian Broadcast Law

Data Storage & Retention

RATIONALE:

The station stores a large amount of data, mostly music in mp3 format. With a number of presenters recording from home, the retention of data has become an issue. The purpose of this document is to put a policy in place with respect to back up and retention of data across the stations computers.

Available Backup Devices:

At the time of writing, the station has a Network Attached Storage (NAS) device and a 4 terabyte external drive that is kept off site when it is not being updated.

The NAS is used to store music that is available for presenters to use via Windows Media Player or VLC on the "Blue" computers. The NAS may also store some other data files.

The 4TB external drive has a back up of most of the stations computers data, including the OTS software and files. (OTS is purchased software used for the purpose of manual and automatic replay of programs and announcements.)

Data Retention:

The following are **imperative** files and need to be retained and backed up:

- Quicken / Quickbooks data
- Documents likely to be called on in the future (e.g. policy documents, disciplinary documents etc.)
- Any document required by law in the running of a business (5 years retention???)
- Any email that the contents of which are likely to need to be recalled in the future.

Given the amount of work involved to reconstruct it we should also have a back up of all the music the station has in mp3 format.

Pre-recorded Programs:

With the introduction of OTS it has been possible for presenters to pre-record their programs and send media files to the station for use. The current practice has been to retain archived copies of pre-recorded music programs for at least 9 months, to be potentially used in the future in the case of absence or station shut down. This is not a sustainable long term approach so the following policy should be adopted:

1. Pre-recorded music programs to be archived and retained for a period of 9 months, after which time they will be deleted.

2. Pre-recorded 3BBR News programs to be deleted the day after they go to air. The transient nature of these programs means archiving is not necessary. The station logging computer will still retain a copy for 3 months.
3. Community Radio Network (CRN) programs to be over-written each time (so not archived).
4. Any other programs of a transient nature to be deleted after play. For example, West Gippsland Week, where it would not be appropriate to play it again in six months time. As per 2. above the station logging computer will have a copy in the event of any queries or complaints.
5. Presenters that require their files to be kept longer will be responsible for storing them.

Emails:

This is a difficult one given the nature of email, and the spread of users. Most emails sent via the 3bbrfm.org.au domain are stored on the ISP's mail server, but that is a finite resource (we do not have unlimited space). The majority of emails are transient in nature, they are dealt with as they occur and there is no benefit to storing them. For example, an email asking about what song was played at 6am does not need to be stored after it has been dealt with. However, an email that contains a complaint may need to be stored somewhere for a considerable period of time. The protocol may need to be to print any email that needs to be retained, so that a hard copy exists.

Responsibility:

Currently the Production team takes care of archiving the computers. Some of the work is done automatically, some needs to be done manually. A checklist needs to be developed over time to ensure everything is being taken care of, and to ensure there is a path to follow in the event of members leaving.

Summary:

Data retention is important. However, there are limits to what can be kept and over what period of time it should be stored. Some work may need to be done on the office computer to remove unnecessary files e.g. a file that has not been accessed in 5 years can most likely be deleted. Care needs to be taken though to ensure that it is not of "historical" value to the station (therein lies the problem, with it being somewhat subjective).

Backups need to be made and maintained, hard drives do not last forever. A monthly back up plan, following a checklist, would be appropriate.

Relevant Documents:

3BBR Data Storage & Retention Policy, August 2021

Standing Orders

1. GENERAL

1.1 *Introduction:*

These Standing Orders are applicable to all members who are involved in the operations of West Gippsland Community Radio Inc., people accepted as trainees, and visitors to the studio.

a. All members are expected to be familiar with these Standing Orders.

b. As circumstances demand, these Standing Orders may be subject to change.

c. Any changes or additions, or new policies, will be published in the newsletter, and have the same authority as this document.

d. Presenters have additional and overlapping responsibilities outlined in Presenter Standards**.**

1.2 *Breaches and Penalties:*

a. Any serious breach of these Standing Orders will be referred to the Board for consideration and action.

b. The penalties for breaches may vary in accordance with the incident, and include verbal warning, suspension or expulsion (refer to Rules 7A 1-10).

c. Notwithstanding the above provisions, incidents of theft or other criminal activity will be reported to the police.

1.3 *Public Relations:*

a. Statements to the media or public may only be made by those persons authorised by the Board.

b. Members may not make mention of West Gippsland Community Radio Inc. verbally or in writing to companies, businesses, service clubs etc. when trying to obtain equipment or otherwise, to benefit West Gippsland Community Radio or themselves, without the knowledge and consent of the Board.

c. Comments critical of the governance, operation or management of West Gippsland Community Radio, or of other members, may not be made on air.

1.4 *Rules, Regulations, Acts:*

a. All members are to be familiar with, and abide by any Rules, Regulations and Acts covering Broadcasting, Copyright, or Defamation; the Code of Practice for Community Broadcasters; the Rules of West Gippsland Community Radio Inc, and any Policy Statements approved by the Board.

b. New programs or segments must not be introduced without approval by the Board.

2. PERSONNEL:

2.1 *Personal Attitude:*

a. Excessive noise, swearing, and unruly conduct will not be permitted in or about the premises,

or on any West Gippsland Community Radio activity.

b. Smoking, consumption of liquor or taking of non-prescription drugs is not permitted.

c. Drinks may not be placed on the consoles or console desks, or on top of items of equipment.

d. Any person suspected of being under the influence of drugs or alcohol will not be permitted to remain on the premises.

e. All persons under the age of 18 years must at all times be under the direct supervision and control of an adult.

f. Harassment of any kind, or discrimination on the grounds of age, sex, religion, politics, gender or sexual preference, is not permitted.

g. The need for presenters to manage their programs without interference or distraction must be respected. If a presenter asks another person to cease the distraction, or to leave the studio, the person must comply.

2.2 ***Dress:***

All personnel are required to wear neat casual dress, including footwear. Loose fitting clothes or accessories that may hamper the operation of equipment must not be worn.

2.3 ***Redress of Grievance:***

Should any member feel that a legitimate grievance exists, the matter must be referred to a member of the Board. If the matter cannot be resolved, it will be dealt with by the Board through the provisions of the Grievance Procedure in Clauses 25-29 of the Rules of Association.

2.4 ***Responsibilities:***

a. All members must advise the Secretary promptly of change of address and/or telephone number.

b. All members must record their entering and leaving the station premises using the QR Code and online form, or on paper in the IN/OUT REGISTER.

c. All visitors must record their visit in the VISITORS' BOOK, using their correct names.

d. The behaviour of visitors is the responsibility of the presenter whom they are visiting. In general, only one visitor at a time should be in the studio, and trainees must not invite visitors to their training sessions.

e. Unauthorised persons must not be permitted to enter the studios or access the sound library, and must not operate any equipment.

f. Mobile phones must be placed into 'silent' mode and kept away from equipment to prevent interference.

g. Private calls should be made from your own mobile phone.

h. All areas must be kept clean and tidy. The outgoing presenter must ensure that the console and table are clear of equipment, materials and rubbish. Crockery and cutlery must be washed and put away. Spills must be cleaned up immediately. Special attention must be paid to the cleanliness of the toilet bowl and surrounds.

i. Graffiti is forbidden, and any instances of it must be notified to Station Management as soon as they are noticed.

j. Notices and noticeboards are to be respected. Notices must not be defaced, nor altered without authority of Station Management.

2.5. *Training:*

a. All members who take an active part in any of the operations of West Gippsland Community Radio Inc. must undertake the appropriate training, or have prior experience accepted by a member of the Production team.

b. No untrained or unauthorised person is to operate equipment or go to air live on West Gippsland Community Radio. Authorisation must be sought from the Program Co-ordinator.

2.6 *Discretion:*

a. No Presenter should transmit any message containing information of a personal nature, relating to themselves or to another person, except:

   i. for urgent messages to persons whose whereabouts are unknown if authorised by a Police Officer;

   ii. in extreme emergencies, as directed by the President, or at the request of a Police Officer, SES, or CFA.

b. Messages of this nature must be confirmed by calling back the authoritative source, immediately after the message is received, and before broadcast. Any return phone number must be noted and checked with the phone directory before returning the call.

c. Presenters' home phone numbers must not be released to callers. The caller's number should be noted and passed on to the Presenter for response.

d. Members must not provide station contact details as the prime contact for personal or business purposes.

3. STATION SAFETY AND EMERGENCY PROCEDURES

3.1 *Personal Safety / Emergencies / Security Breaches:*

If any member witnesses a situation where personal safety or station security is at risk, all necessary steps taken to abate the risk are to be taken, emergency services notified if appropriate, and the matter brought to the attention of a suitable Member at the station as soon as possible, and ultimately the Board.

3.2 *First Aid:*

a. There is a fully stocked, recognised First Aid Kit in the Toilet area.

b. A note of the nature of the injury and treatment must be made in the notebook provided.

c. If the supply of any item is exhausted, it is the responsibility of the presenter to use the last item to notify Station Management.

3.3 *Fire Control:*

a. All members working or operating in any capacity in or about the premises must be familiar with the location and operation of Fire Suppression Equipment.

b. Clear access to exits must be maintained at all times.

3.4 *Buildings:*

a. Station Management or a delegate will maintain a Key Register.

b. Keys and/or passcodes to key safes will be issued to Presenters, Technical and Production Staff as needed.

c. Except in an emergency, keys must not be loaned to other persons. In the case of emergency, borrowed keys must be returned within twenty four hours.

d. Copies of keys must not be cut for any reason.

e. Published security procedures for the operation of the station must be adhered to.

f. The main door must be kept locked if the presenter is the only person in the building. In warm weather, the main door may be left open, but the security door must be snibbed.

g. Handbags and valuables must be in the care of the owner at all times.

h. The entrance key in the front door key safe must be immediately returned and secured back in the safe before entering the building to allow access to others, especially in case of emergency.

4. EQUIPMENT

a. All equipment purchased, donated or acquired becomes the property of West Gippsland Community Radio Inc.

b. Any equipment on loan must have a label affixed stating the name of the owner.

c. Any expenditure of West Gippsland Community Radio Inc. funds for purchase of equipment must be approved by the Board.

d. The Technical Manager is responsible for the storage, usage, repair and maintenance of all equipment.

e. Equipment must not be borrowed without permission from Station Management. All equipment on loan must be registered in the ‘EQUIPMENT LOAN BOOK’. Equipment on loan must be returned promptly, and may be recalled at any time.

f. Maintenance of equipment used must be carried out to ensure readiness for the next operation. Any faults must be reported to Station Management, or to Technical Staff.

g. No person other than those authorised by Station Management, Production or Technical Staff may carry out adjustment or maintenance of equipment.

h. When booking sheets are provided for the use of facilities within the station, booked usage must be given priority to casual use.

5. COMPUTERS

a. Computers are to be used solely for the operations of West Gippsland Community Radio.

b. Dedicated computers are not to be used for any other purpose.

c. Visitors to the studio may not use the computers for any purpose whatsoever.

d. No games may be played on the computers.

e. The Internet may only be used for the purposes of West Gippsland Community Radio.

f. The Internet must not be used for private purposes, e.g. the downloading or storage of music for private use or private social media accounts.

g. Passwords will be issued by the Program Coordinator, Production team or Station Management, and must not be revealed to any other member.

h. Any new program or device must be installed by the officer responsible for computer maintenance.

6. PREMISES

a. No animals are permitted on the premises, with the exception of authorised service dogs.

b. Damage to premises must be reported to Station Management, who will then arrange for repairs.

c. Deliberate damage to equipment or premises will be reported to the police.

d. Structural alterations may not be made without permission of the Landlord, and suggestions for alterations must be submitted for approval by the Board.

History:
Adopted July 1995.
Reviewed July 1999.
Revised June 2005.
Revised 2011.
Revised June 2012
Revised February 2022, with some points reconciled with, and moved to Presenter Standards

Documents Related To This Policy:
Community Broadcasting Codes of Practice
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Volunteer Policy
West Gippsland Community Radio Inc. Complaints and Dispute Policy
West Gippsland Community Radio Inc. Privacy and Confidentiality Policy
West Gippsland Community Radio Inc. External Communications Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Training Manual

Membership

RATIONALE:

West Gippsland Community Radio Inc. encourages applications for membership from the broadcast area and beyond, from people of all ages who enjoy community radio and wish to support the station.

Consistent with the majority of the Community Radio Sector, Membership (or a being a simple financial Supporter) is both fundraising, and an expression of commitment to the organisation. The Membership payment and approval process is evidence of that act of support.

TYPES OF MEMBERSHIP:

FULL MEMBER, PATRON MEMBER, MEMBER FOR LIFE:
For individual adults who do not have a Health Care Card. Each member is entitled to a vote at Special General Meetings and Annual General Meetings after six months' membership, may accept nomination to the Board after 12 months' membership, receives a quarterly newsletter, and may be trained as a Presenter.

CONCESSION/STUDENT:
For adults who have a Health Care Card, and for students under 25, whether or not they are living at home. Each member is entitled to a vote at Special General Meetings and Annual General Meetings after six months' membership, may accept nomination to the Board after 12 months' membership, receives a quarterly newsletter, and may be trained as a presenter.

FAMILY:
Entitles the whole family to membership, with one family member nominated to exercise a vote at Special General Meetings and Annual General Meetings after six months' membership. The nominee may accept nomination to the Board after 12 months' membership, and any of the listed members may be trained as presenters. The family receives a quarterly newsletter.

COMMUNITY PARTNER:
A small business or community organisation may become a member, and nominate a person to represent and vote on behalf of the organisation. This vote may be exercised after the organisation has been a member for six months. One two-year term on the Board is reserved for a representative of a Community Partner. A not-for-profit organisation that is a Community Partner may have a person trained to present a program on behalf of the organisation, and each organisation receives a quarterly newsletter.

EXPECTATIONS:

1. It is expected that all Members will agree to abide by the Rules, Policies and Procedures of West Gippsland Community Radio Inc. and accept the provisions of the Dispute Policy and Grievance Procedure.
2. It is expected that all Members will pay their subscription promptly when due.
3. It is expected that all Members will promote the interests of West Gippsland Community Radio.
4. It is expected that Members who are also volunteers will carry out their duties in a competent and professional manner.

LEAVE OF ABSENCE:

Leave of absence for any reason, from presenting, administrative or Board duties, will be granted upon application.

RESIGNATION:

A member may resign for any reason at any time, by giving one month's notice in writing to the Secretary. In the case of a Presenter, withdrawal from a program for any reason should be subject to at least a fortnight's notice to the person responsible for programming.

LIMITATIONS ON MEMBERSHIP:

Any person who supports the purposes of the Association is eligible for Membership and welcome to apply. Applications are submitted to the Board for approval or rejection according to Clauses 8-10 in the Rules of Association.

RECORDS OF MEMBERSHIP:

Upon entry and exit from West Gippsland Community Radio, necessary entries will be made in the Register, maintained by the Secretary. A member may view the Membership Register at an agreed time and place, and may make copies of entries.

OTHER FINANCIAL SUPPORTERS

As of 2022, new Supporter categories were introduced (Patron Supporter, Business Supporter, Supporter for Life) to facilitate simple financial contributions or "subscriptions" from listeners who do not intend to become involved with the the station e.g. as a Presenter or Board Member. Those Supporters have the same rights as Friends of 3BBR, and may apply to the Board to convert from "Supporter" to "Member" at any time as defined in the Rules of Association Clauses 8-10.

The annual Supporter fees are equivalent to Membership fees to allow fair and easy transition. Where conversion takes place after a fee has been paid, there will be no change to the expected renewal date of that annual fee. Membership cannot be backdated, so begins when the Board approves it.

FEE EQUIVALENTS	
MEMBER	**SUPPORTER**
Full Member	Friend of 3BBR
Concession Member	Friend of 3BBR (Concession)
Family Member	
Community Partner	Business Supporter
Patron Member	Patron Supporter
Member for Life	Supporter for Life

HISTORY:

Drafted May 2013.
Adopted July 201
Revised August 2017
Revised February 2022
Rationale Revised April 2024

Documents Related to This Policy:

Community Broadcasting Codes of Practice Codes 1 and 2
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Standing Orders
West Gippsland Community Radio Volunteer Policy

Production Standards

RATIONALE:

This document is a compilation of principles reflecting long-standing in-house practice at West Gippsland Community Radio. Many of the standards are mandated by law or by licence conditions. Sponsors and listeners have every right to expect well-produced announcements. It's a training document, and a reference for new operators in Production.

GENERAL:

- Production work includes sponsorship announcements, station and program IDs and promos, and pre-recorded programs and interviews, with or without music backing.
- People wishing to produce these items must have the appropriate training, and have their skills approved by the Production team.
- Any items produced must maintain a standard of quality approved by the Production team, and must follow the standard guidelines set down in this document.
- Items produced by people who have not had their skills approved by the Production team must be submitted for appraisal before being used on air.
- In disputed matters of quality control, final discretion lies with the Program Coordinator who is responsible to the Board for standards of broadcasting.
- The Production team may require the item to be re-recorded to an appropriate standard for broadcasting, or may amend an item to render it suitable.
- Sponsorship announcements may be subject to approval of Sponsorship Representatives or Sponsors.
- The requirements of the APRA, AMCOS and PPCA licences must be met by all items produced for broadcast.
- Broadcast copyright of all items produced is owned by West Gippsland Community Radio Inc. Permission for other broadcasters to use such items must be obtained from the Board.
- Duration should not exceed 35 seconds total for all types of messages; sponsor, CSA and in-house promotions. (35 secs gives paying Sponsors their full 30 secs plus our buffer for replay cross-fade and a compulsory voice tag.)

MUSIC BACKING:

- Music should have a clear and definite ending.
- A minimum of 2 seconds of music or sound effects should top and tail each promo so that words are not clipped by auto-crossfading of the playback software.
- Music and sound effects chosen as backing for program promos, while appropriate to the musical style of the program being promoted, must be in keeping with daytime broadcasts, and the overall sound and mission of West Gippsland Community Radio Inc.

- A written record of all music used as backing must be kept.
- The spoken content of the announcement must not overlay vocal content of a song.

WORDING:

- All wording must conform with the provisions of the Programming Policy.
- Intellectual property rights must be respected.
- Endorsement must not be claimed unless written permission has been obtained.
- In general, pre-produced sponsorship messages and promos should not exceed 30 seconds in length, recognising that some Community Service Announcements may warrant more time.

RESOURCES:

- Studio bookings must be made in accordance with the Rules published on the booking sheet.
- Materials and equipment may be used for personal purposes, but no materials or equipment may be removed from the studio without permission of a Production team member, must be signed out and in, returned promptly, and returned immediately upon demand.
- Production music and sound effects discs must not be removed from the studio.
- Back-up discs must not be erased or used for any other purposes.
- Voices used for production purposes need not be those of members, but must be suitable to the purpose, and maintain a high standard of clarity, expression and accurate pronunciation.

Documents Related To This Policy:
Community Broadcasting Codes of Practice
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Standing Orders
ACMA Sponsorship Guidelines 2008.
West Gippsland Community Radio Sponsorship Policy
West Gippsland Community Radio Inc. Complaints and Dispute Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Inc. Duty Statement – President
West Gippsland Community Radio Inc. Duty Statement – Production Convenor
West Gippsland Community Radio Training Manual.

History:
Adopted April 2006.
To be displayed and reviewed February/March 2009.
Revised February 2022
Duration limits added April 2023.

Community Service Announcements

POLICY:

3BBR aims to serve its community by collating and broadcasting information free of charge (aka Community Service Announcements), about meetings and events intended to promote good-will, participation and well-being within that community.

3BBR reserves the right to refuse requests for Community Service Announcements.

CRITERIA:

Community Service Announcements promote;

- Events or meetings primarily held for community participation or benefit
- Events where entry fees primarily cover the cost of holding the event which may include cost of performers or other services
- Events to raise funds for not-for-profit groups or organisations whose primary purpose is community benefit
- Community participation for mental and physical health including but not limited to sport, arts, and environmental improvement

History:
Adopted February 2022.
Updated July 2024

Sponsorship

SALES

- Businesses may be approached by Members, but must be referred to sponsorship sales representatives who have been formally approved by resolution of the Board.
- All representatives must positively promote the image of the station.
- Sponsorship representatives may be reimbursed fuel or transport costs as determined by resolution of the Board.
- West Gippsland Community Radio Inc. reserves the right to refuse to broadcast any paid announcement which conflicts with the station ethos.
- Advertorial programs and features are not permitted.

SPONSORS:

- No sponsor may be accepted whose business does not support the policies of the station.
- Sponsorship must not be accepted from registered political parties or from companies that promote tobacco, gambling or discriminate against minority groups.
- Pharmaceutical products and medical services may not be promoted on air.
- Alcohol consumption may not be encouraged on air.
- Sponsorship does not entitle the sponsor to play a role in determining the nature or content of programs, nor in determining the program structure or policy of the station.
- No commercial business or activity may be promoted on air unless they are sponsors of 3BBR-FM under contract.

RATES:

- Sponsorship Rates are set by resolution of the Board and may not be varied by sales representatives without approval of the Board.
- All sponsorship sold is to be confirmed by use of the current standard Agreement.
- Sponsorship airtime can be given as a contra-deal for goods or services given to 3BBR, only if the Board agrees that a contract be signed for a specific term that is agreed value for those for goods or services. In that case, announcements will be promptly discontinued at the end of that term unless a new agreement is made.
- Representatives may not accept gifts or gratuities from sponsors.

COPY:

- Copy must be written by, or approved by a member of the Production team.
- No Sponsorship copy may be read directly to air by presenters.
- Each copy must have a tag acknowledging sponsorship of 3BBR-FM attached and played to air with the copy.
- Persuasive language may be used, and prices, bargain sales and special offers may be promoted.
- All music used under copy should be instrumental.

SCHEDULING and GRACE PERIODS:

- Only pre-recorded sponsorship announcements may be put to air.
- No more than five minutes of sponsorship announcements may be scheduled in each broadcast hour.
- No more than three sponsorship announcements are to be scheduled at any time, except in unusual circumstances.
- Sponsorship announcements are to be played as close as possible to the scheduled time

except in circumstances which render this impossible, such as power failure.

- If unusual circumstances make it impossible to play announcements at the scheduled times, they must be rescheduled, preferably on the same day.
- No presenter may elaborate upon a sponsorship announcement, or endorse the product or service described in the announcement.
- 3BBR is under no obligation to inform a Sponsor that their message is no longer being broadcast after a contract expires, but it is clearly in our best interests to invite a Sponsor to renew their contract in good time.
- Where a term-contracted Sponsor (i.e. an agreement longer than 3 months) has been given fair notice that their agreement will soon expire, and having been invited to renew that contract, a grace period of two weeks will apply if they have responded with the intention of continuing that contract. 3BBR will continue to broadcast their sponsorship announcements during that grace period as a gesture of good will.
- In all other circumstances, Sponsorship announcements will be withdrawn promptly at the end of the contracted period, even if 3BBR has failed to invite a Sponsor to extend their contract. This implies that *a grace period is the exception, rather than the norm*.

GIVEAWAYS:

Policy regarding Giveaways is detailed in a separate section, with the intention of avoiding gratuitous promotion beyond the bare minimum necessary to effectively give away the item.

INTERVIEWS:

- If interviews with performing artists are planned, they should preferably be pre-recorded.
- It is the responsibility of the interviewer to explain to the interviewee that while forthcoming commercial performances may be discussed, direct promotion of the venue or information about purchase of tickets may not necessarily be included and inappropriate material may be removed.
- If the forthcoming performance is a local event or festival, in aid of charity, ticket information and contact numbers may be given, but there must be no promotion of any commercial venue.
- If an artist is promoting a CD, the name may be mentioned, and only general information about availability may be broadcast. No commercial outlet may be promoted. 'Available in your local music store' is an appropriate phrase to use.

History:
Adopted May 2006.
For review September/October 2009.
Adopted with wording changes 2010.
Revised February 2022
Revised February 2023 - Grace periods, Contra-deals

Documents Related to this Policy:
Community Broadcasting Codes of Practice.
Community Service Announcements
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Rules of Association
ACMA Sponsorship Guidelines 2008.
West Gippsland Community Radio Inc. Training Manual.

Interviews

RATIONALE:

A situation may arise where several programs intend to interview the same person or group for similar reasons or within a short period. Artists and their PR representatives offer incentives for interviews and extra air time which may compromise the integrity of the station. Artists and businesses do not always understand the particular limitations placed by the Broadcasting Act on Community radio stations. Presenters must be aware of these limitations and how to avoid subjecting the station to a breach enquiry.

ORGANISATION OF INTERVIEWS:

1. Presenters planning interviews must ensure that all interview subjects are cleared through the Program Co-ordinator before final arrangements are made with the interview subject. This will avoid duplication.
2. Specialist music presenters have first right of refusal when artists offer interview opportunities.
3. If the specialist music presenter doesn't wish to record the interview, or does not have the skills to do so, another person may be asked to record the interview, but the interview must be submitted first to the specialist presenter for broadcast in the appropriate program.
4. In any case, interstate and international calls for recording must only be made with the approval of the Program Co-ordinator.
5. Booking of the Production Studio will be done according to the published rules, and the established order of precedence will be observed.

INCENTIVES:

1. All interviews with business people, including artists, must be pre-recorded, and all commercial details edited out before the interview is broadcast.
2. In accord with the Giveaways and Prizes Policy, and the Standing Orders, any benefits such as CDs, tickets etc offered to the station must not be regarded as the right of the interviewee, but must be offered to the listening audience in the first instance. If there are no takers, the tickets will be returned to the Sponsorship Co-ordinator, who will then offer them first to the specialist presenter, then if they still remain unclaimed, to other members for application. If there are

more applicants than tickets, a draw will be held. In the case of CDs, the first CD donated will be accessioned into the 3BBR library. Any duplicates will be offered to listeners as prizes, and if not taken by listeners, will be offered as above, first to the specialist presenter/presenters, then to all presenters, for allocation by draw if necessary.

3. In order to avoid the possibility of 'advertising', artists offering incentives will not be given special exposure in any program, specialist or otherwise, where 'special exposure' includes detailed, planned comment or regular broadcasting of the artist's work in such a way as to draw attention to the product.
4. In accord with Standing Order 1.3, no presenter may seek extra favours, such as free materials or discounts on promise of extra air exposure.
5. The Program Co-ordinator may request oversight of correspondence relating to interviews.
6. In the case of dispute, the Program Co-ordinator will be the arbiter in the first instance.
7. It is the duty of the Program Co-ordinator to ensure that approved presenters are notified of potential interviewees in their area of specialty.

TRAINING:

All members intending to present interviews must have any two of the following qualifications.

1. Satisfactory completion of a nationally accredited course of training.
2. Satisfactory completion of an internal course of training.
3. Appropriate past experience in media or acceptable equivalent.
4. The ability to present a sample interview to a panel of members qualified as above.

The Training Co-ordinator has a duty to offer internal training in Interview Techniques on a regular basis, and to pass on details of accredited training courses when they are available.

Documents Related to This Policy:
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Production Standards Policy
West Gippsland Community Radio Inc. Production Studio Booking Sheet
West Gippsland Community Radio Inc. Dispute Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Duty Statement - Programming
West Gippsland Community Radio Inc. Duty Statement -Training
ACMA Sponsorship Guidelines

History:
This Policy was approved by Committee of Management on 16th February 2009.
Revised February 2022

Programming

RATIONALE FOR 2022 REVISION:

"Sounds of West Gippsland (SOWG)" was historically an overarching programming guideline for presenters to meet the expectations of conservative listeners during weekday daytime hours. To reflect changes in our listener profile, programming policy has evolved. "Sounds of West Gippsland" is now used only as a general station slogan.

Even at the beginning of 2022, it was widely understood that SOWG was still the overarching policy for all Mon-Fri 7am-6pm music programming. Given the schedule upheaval at the onset of COVID in early 2020 with dramatic reduction in the number of live programs, this was no longer possible or true. Our policies need to be accountable, achievable and reflect reality.

This revision aims to incorporate the *spirit* of the "Sounds Of West Gippsland" policy, without prescribing music selection so vigorously. It is hoped that by doing so, 3BBR opens up daytime programming to a wider range of accessible and diverse music without confronting or alienating conservative audiences. To help the station grow, most of its contents could be used as guidelines, rather than continue to be enshrined in policy. More flexibility is needed to promote new releases from under-represented Australian artists.

There is absolutely no need for current programs labelled with the SOWG badge to change their content.

PROGRAMMING GOALS:

1. The aim of West Gippsland Community Radio Inc. (a.k.a. 3BBR) is to provide programming which will cater to the needs of people of all ages and tastes, while also promoting the work of volunteer bodies within the community. Our goal is to be highly regarded as *the* local community radio voice, by affirming ourselves as a not-for-profit organisation.
2. 3BBR will provide local news and features, and will particularly focus on providing music not available on other stations in our broadcast area. Programming will avoid competing directly with current commercial radio playlists and strategy.
3. 3BBR will encourage diversity, inclusivity and will seek and welcome community participation.
4. West Gippsland Community Radio Inc. will give people the opportunity to learn radio production, broadcast and public speaking skills in a supportive environment, and share the music they enjoy in an informative and enthusiastic way.

POLICY:

General Guidelines:

It is the case that coarse language is occasionally heard on radio. 3BBR policy is to conform with community standards. From time to time, it may be appropriate, with a simple language warning, to play a song with coarse language if the music is in keeping with that program brief.

Some program content is unacceptable;

- to present as desirable the use of illicit drugs;
- to extol gambling
- to extol exploiting minors or minorities
- to promote discrimination or prejudice against any group on the basis of race, sex, nationality, religion, disability, ethnic background, age, gender or sexual preference
- to encourage violence or suicide.

Songs that were considered acceptable at the time of release, but are now deemed racist or inflammatory by minority groups are not to be played unless in the context of a discussion about it, and with clear qualification that it reflects the ideas and attitude of the time. e.g. the 1961 novelty song "My Boomerang Won't Come Back" by Charlie Drake is now deeply offensive on many levels, and was banned by the ABC after a listener complaint was upheld.

Similarly, respect for the listening audience places limits on what may be broadcast, in both spoken word and music programs.

Thus, as a guide to these limits, West Gippsland Community Radio Inc. affirms:

- the right of privacy
- the right of sponsors and community organisations to have their interests promoted in a positive way
- the right to hold a religious or political belief without fear of ridicule - similarly, the right not to hold such beliefs.
- the right not to be belittled or defamed
- that Presenters will refrain from using language outside the bounds of public decency
- the right to be forewarned of any potentially offensive content or coarse language
- the right of Aboriginal and Torres Strait islander people to be forewarned when cultural sensitivities come into play, notably where they may hear the names and voices of Aboriginal people who have died

Noted in the Sponsorship Policy is that advertorial programs or features are not permitted.

SCHEDULING:

Members will be consulted on major policy changes to programming and guidelines, which are ultimately approved by the Board.

The Program Working Group is to have input on schedule changes and formulating programming strategy, with a Board-nominated delegate a.k.a. the Program Coordinator working with the Board on policy, content and resolving issues.

The schedule will prioritise programs produced locally and primarily for 3BBR. This priority should be considered in the context of maintaining overall program quality and with the community needs as a first consideration. The first decisions should be within the remit of the Program Working Group with only disputes being referred to the Board.

Recognising that listening behaviour is one of habit, generally only weekly programs are now accepted. (Fortnightly programs create major problems managing electronic schedules and audio capture, as all systems used by 3BBR are geared to weekly events.)

If at all possible, care should be taken to ensure that content folders for computer generated playback do not contain material that contravenes guidelines on lyrics, or contain music styles that are unsuitable for a particular time of day.

PROCEDURE:

While 3BBR is not in the position of having more presenters available than it can place in the weekly schedule, new applicants are not automatically guaranteed a program.

Following and during any necessary training, applicants are required to;

- demonstrate an innate ability to communicate clearly with their audience
- demonstrate the ability to learn and grow from constructive feedback, advice and experience
- demonstrate the ability to plan and present a program independently
- show comprehension of and willingness to adhere to 3BBR Policies and Procedures
- following any necessary training, provide a 30 minute demo recording of their intended program for the Program Working Group to audition
- sign the current Presenter Agreement and agree to the terms within it.

Placement of new programs in the schedule is always a compromise between the availability of the applicant, time slot availability, negotiating with incumbents if necessary, providing the best program flow and meeting audience needs. The Program Working Group is an integral part of the commissioning of new programs and their placement.

Annual Schedule Reviews:

Every program undergoes an annual review and renewal process in advance of July, to ensure presenters are happy with their program brief and time slot, and to make any necessary adjustments in the best interests of the station.

Presenters are required to complete and submit the Program Renewal Application form when requested to do so. The Production team collates the forms, and works with the Program Coordinator and Program Working Group to recommend any subsequent schedule changes.

Weekdays 7.00am-6.00pm:

Weekday daytime hours are times when program consistency and flow are given the highest priority, to maximise audience retention, reach and growth. The following limitations on music selection apply during these hours;

- Music selections should have broad appeal
- Music can be from any decade, with recent and under-represented Australian releases encouraged
- "Experimental", "harder" or "edgier" music styles are to be avoided, including but not limited to Hard Rock / High energy club music / Garage / Hip-Hop / Metal / Punk
- Very long items are discouraged
- Explicit, confrontational or potentially offensive lyrics are to be avoided
- CRN programs and computer-generated playlists broadcast during these times will aim to be consistent with these limitations

All Other Times:

Specialist programs, and music styles that are discouraged during weekday daytime hours have a place elsewhere in the 3BBR schedule, especially where a likely audience for that programming exists in our broadcast area e.g. for a very young audience, particular interest group or minority.

New specialist programs should be distinctly different from others already on the schedule.

Narrowly-focussed niche programming is usually not suitable without demonstrating a specific need in our community, so music programs that encompass a broader range of related genres are preferred e.g. a mix of Jazz, Blues, and Soul within one program, rather than only one of these three genres dominating.

Australian Music Content:

West Gippsland Community Radio Inc. encourages the programming of Australian composed and performed music, which should meet or exceed our license requirement of 25% of our total content in any given week. Representation of local composers, writers and performers is strongly encouraged.

It is understood that there are specialist programs where the 25% target will be difficult to maintain, so presenters who can do so should aim for 30% Australian content in order to compensate.

To assist presenters in meeting this target, all Australian recordings in the 3BBR Music Library which are Australian in origin will be clearly marked.

Regular audits of Australian content will be carried out, and all presenters are expected to comply with the audit process.

Stage Musicals & Opera:

A Grand Rights work (or dramatico-musical work) is an opera, musical play or show, revue or pantomime for which words and music have been specially written. Cinematic musicals such as Mary Poppins are classed as dramatico-musical works once adapted for the stage.

Our APRA agreement does not permit us to broadcast more than 20 minutes of any one dramatico-musical work on any one occasion. Beyond this limit, and especially for works composed during the last century, we are obliged to apply for a licence directly from the publisher,. As this is impractical and incurs substantial cost, 3BBR will strictly observe a 20 minute limit for any one dramatico-musical work in any single program episode.

Published Poetry and Stories:

Our licence allows use of music, but not of published poetry and stories. You must obtain permission from the publisher to read these. (Unpublished work requires consent from the author.) If a newspaper item is quoted, it must be read exactly as published, and the source acknowledged.

COMMUNITY BROADCASTING CODE OF PRACTICE:

West Gippsland Community Radio Inc. endorses the Community Broadcasting Code of Practice. Any complaints about a broadcaster and their program content must initially be referred to the Board, which will then act in accordance with the provisions of the Community Broadcasting Code of Practice.

COVID PANDEMIC CONSIDERATIONS:

- Live presentation of programs is still preferred
- By arrangement with the Production team, Presenters have the option of pre-recording their programs and delivering them (named as directed) in MP3 format (minimum 256kbps) via a file transfer service to uploads@3bbrfm.org.au
- Appropriate and complimentary programs from the Community Radio Network and automated computer music replay will be a necessary addition to the schedule until locally produced 3BBR programs can fully replace them.

History:
Adopted July 1999.
Guidelines for Sounds of West Gippsland adopted October 2000.
Reviewed July 2004.
Revised June 2009.
Sounds of West Gippsland reviewed, revised and added as an Appendix to this document March 2010.
Revised May 2022.
Sounds of West Gippsland removed as a Programming Policy Appendix, May 2022.
Revised April 2024

Documents Related To This Policy:
Community Broadcasting Codes of Practice
West Gippsland Community Radio Inc. Rules
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Guidelines for Sounds of West Gippsland
West Gippsland Community Radio Volunteer Policy
West Gippsland Community Radio Inc. Complaints and Dispute Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Training Manual.

Presenter Training

Requirements for becoming a Presenter are outlined in the Appendix documents;

Presenter / Program / Show Proposal Form

3BBR Presenter Agreement

Presenter Standards

In addition to the Presenter Standards listed below, reference should be made to the Presenter Agreement Form (Appendix to this document) and Standing Orders relevant to all volunteers.

Live in studio: Music Programs

1. Presenters will be allocated a time slot within the week and are expected to produce the collection of tracks and links between those tracks. We are moving towards two hour programs broadcast weekly.
2. The CDs at the station are available for use. Any CDs used during the course of a program must be returned to their rack at end.
3. Digital music is available on the Yellow computer, as well as via the Network Attached Storage (NAS) currently available via the Blue computer. Search functions are provided on both computers..
4. Presenters are also free to bring along their own CDs, or create a program from their own collection and bring in a laptop, tablet or mobile phone, which can be connected to the mixing desk for broadcast.
5. Presenters will be trained to use the range of the broadcast equipment, even if they plan to only use one particular media, so that in an emergency they are at least familiar with, and able to use, other resources.
6. Presenters should develop and document a Playlist, showing the program name, presenter name, date broadcast, the name of each track and artist, as well as running time and indicate which of the tracks have an Australian connection.
7. Playlists don't need to be on paper, but must to be kept by you, and available for submission when requested
8. You are free to use the studio equipment during your program, but you should not change settings you do not understand.
9. If changes to settings are made, to suit your style of presenting, you must change them back to the original at the end of your program. Likewise, all computers need to be restored to their default status when your show has finished.

Live in studio: Run sheets

1. In addition to the music played during a program there are pre-recorded spots (CSA - Community Service Announcements / SPA - Sponsorship Announcements / Station Promos) to be loaded and played at the times specified by the Daily Run Sheet.

2. At various times the run sheet will indicate News bulletins, which must not be loaded into a play slot more than 4 minutes before the hour, and is to be played as close to the exact hour as possible. From the menu, choose "Insert Directive → Load → Enter the number on the Run Sheet → press Enter". This will load everything necessary for the news to be presented.
3. There will be periods in the schedule between one live presenter and the next, where a series of pre-recorded programs, or playlists will have been scheduled for that block of time, which the presenter is required to pre-load as per the Run Sheet.

Studio etiquette for live programs:

1. Arrive at least 15- 20 minutes before your scheduled program time.
2. If you cannot do your show or start on time, you must let the program team know as soon as possible.
3. Have a list of contact details readily available to you, and be prepared to co-operate with others who might need help in the case of urgent replacement on air.
4. Signing in and out is required for insurance purposes. This applies to your guests as well. This can be done either manually in the book or via the station QR login.
5. Government-mandated pandemic guidelines must be followed, especially when guests are on premises. Both presenters and guests must abide by current 3BBR Vaccination Policy. Any limits on guest numbers determined by the Board must also be observed.
6. If you follow another live program, always let the outgoing presenter know that you have arrived for your shift, especially if you are setting up in the other studio. A simple “hello” to the current presenter is enough.
7. Changeover is a difficult time to handle, and neither the outgoing nor the incoming presenter should be distracted.
8. Thank the previous presenter as you start the program and as you end point forward and invite listeners to “stay tuned” for the next program. This should be observed whether programs are live or pre-recorded.
9. If there are issues, the presenters following later need to be alerted. At a minimum, contact the next presenter before they arrive, and/or send an email to production@3bbrfm.org.au who can act accordingly.
10. Review the policies from time to time to ensure that you haven't overlooked something.
11. The Daily Run Sheet is an important document around which most of the running of the day-to-day programs of the station revolve.
12. The daily run-sheet is available on the Blue computer desktop . The entire day’s programs, SPA, CSA and News points are shown here, and as much as is possible they should be strictly

adhered to. You are expected to competently load these, along with following pre-recorded programs as per this run-sheet, up to the next live-presented program.

13. News is sponsored, and the sponsor must be acknowledged by loading the News item as directed in the Daily Run Sheet. This will play the required top and tail with the bulletin itself.
14. It is essential that programs begin and end on time. That applies to any live program as much as it does to pre-recorded programs to be loaded on the studio computer.
15. Treat the computers and audio machines with care and press the buttons gently. This will avoid audible clicks, and prevent damage to the buttons.
16. If there is a technical problem, and it can't be solved on the spot, contact technical@3bbrfm.org.au and/or the Production Team production@3bbrfm.org.au to inform them and to get help. If it's going to affect the performance of later presenters, try to make contact to warn them.
17. If you wish to introduce a new segment, change the emphasis, style or name of your program or conduct an interview, please consult the Program Co-ordinator.
18. The task of putting a program to air requires your whole attention. Avoid distractions from newspapers, personal devices, internet browsing or off-air conversations.
19. You should only leave the studio if absolutely necessary.
20. You should not eat in the studio during you program, and if you need the odd sip of water you should use a flask of the kind that will not spill.
21. Fluids must be kept well away from the mixing desk specifically and electrical devices generally.
22. Please help to keep the studio environment clean and tidy. You *must* take all rubbish with you when you leave the studio.
23. Review your techniques and performance occasionally by recording your program and listening critically. If needed, the Production Team can provide you with a recording of your program from the station logger.
24. Ask more experienced presenters for help if you are finding specific difficulties. Accept comment if it is offered. Be willing to offer and accept constructive help, and be willing to share.
25. A Computer generated playlist can be used in emergencies.
26. Programs must commence and finish at the times stated on the published program, except in the case of a pre-recorded program, which must be played through to its end.

Responding to listeners:

1. Do not feel you must instantly respond to listener requests, particularly if you are not familiar with the track requested.

2. If you receive a request for an item which is not appropriate to your program, refer the caller to a program where it will be suitable. And if it's not suitable to play on 3BBR at all, please tell the caller so, and ask for another request.
3. You are not obliged to listen to phone abuse, but you should always stay calm. It is not rude to ask the caller to desist, or to put the phone down in this situation. If you are on air, your audience is your first priority. Always note and report any instances of abuse, persistent time-wasting or unreasonable requests.
4. You should NOT play any material which would offend against these policies and guidelines.
5. Never play something with which you are not familiar.
6. If necessary suggest you will endeavour to play the track at a later time.
7. If a complaint is made, please take down the name, address and telephone number of the person ringing, and assure them that they will be contacted. If they are unwilling to supply this, tell them their comments will be noted, but that the station cannot act officially on anonymous complaints. Please take your notes and the details with you, and forward them to secretary@3bbrfm.org.au as soon as possible.

Pre-recorded programs:

1. Programs can be pre-recorded and assembled by presenters, and submitted via electronic means.
2. Plan the tracks and the voice links between them. Ensure there are no long silences, nor are tracks butted up too close against each other, or overlap incorrectly. Double check everything.
3. Presenters must be mindful of how they express time-sensitive information. Time calls should not be given.
4. Programs must be produced at 44.1kHz sample rate, and delivered at 256kbps or 320kbps in MP3 format.
5. You will be advised by the Production Team about the expected total duration of your pre-recorded program, and is dependent on time required for News bulletins and time of day. Normally programs will be delivered in 3 parts per hour (~50 mins with allowance for News bulletins), or 6 parts for a two hour program (~108 minutes). Aim to keep all parts of similar length (~18 mins).
6. It is your responsibility to make sure your program does not overrun the required time limits.
7. It is not possible to make minor cuts to a pre-recorded program after you submit it. When in doubt a program should run slightly under time, rather than over. Small schedule gaps can easily be filled by short music tracks.
8. Naming conventions for pre-recorded files must be strictly adhered to.

9. Program files must be sent via WeTransfer to the email address uploads@3bbrfm.org.au so they can be download directly to a studio computer for broadcast.
10. Your show *must* be sent to the station no later than 24 hours before it is scheduled to air. If you are running late you must let the programming team know. Failure to do so may mean your program does not air at all.
11. Programs which have gone to air will be archived for 12 months before being deleted.

How you sound:

1. Presenters will be given training and guidance before being allowed to go to air. The station aims for a high standard of clarity in communication.
2. Training will include voice and microphone technique, as well as using various equipment and computers for which competence is essential.
3. It is expected that as a presenter you will be expressive, enthusiastic, interested, accurate and natural in your approach, without excessive stumbling, speed or contrivance.

What you say:

1. Our call sign is 103.1 3BBR-FM, voiced as "one oh three point one, three double B R FM".
2. You should feel free to give station call sign regularly, and the computer on the desk has a icon for the local weather.
3. Mention our contact details from time to time. These can include Telephone, Facebook and web, and the best email for requests or listener feedback.
4. Time calls should only be given during live programs, should be accurate and always called as minutes past and minutes to (so twenty-five minutes to four not 3.35)
5. "Talk for the sake of talk" is probably worse than simple playing and naming each track.
6. Giving context to songs and adding information that informs the creative process can make good radio, however, you should also allow music to speak for itself. Refrain from reinforcing strong views expressed in lyrics, and avoid too much detail.
7. Avoid playing too many tracks together, and be sure to back-announce every musical item you play. Be clear and concise about it.
8. Consider using CSA/SPA/Promo breaks to punctuate thematic ideas or sections in your program.

Things you should NOT say:

1. Remember that community radio stations are not permitted to broadcast 'commercials' or 'advertisements', so avoid using these words, or abbreviations of them, on air.

2. We have **Community Service Announcements** and we have **Sponsorship Announcements**. The latter is where businesses or organisations support the station financially in exchange for airtime that promotes their activities. The distinction is important for community radio.
3. Any comments on the benefits to be gained by dealing with our 'sponsors' are regarded as 'personal endorsement', and have no place in community radio. Let the sponsorship messages speak for themselves.
4. On-air comments should be restricted to, and focus what is relevant to your program brief e.g. the music you play. Do not express strong personal views and opinions of your own, especially of a political nature or with regard to station operations and management. This is distinctly different from opinion expressed by interviewees which you should never endorse.
5. Avoid self-indulgence such as long-winded chit-chat about your personal life, about personal problems you may have, or viewpoints that you hold.
6. Slanderous or defamatory remarks, insults or derogatory comments may see you and 3BBR in court. Just don't.
7. Fair comment does not include attaching adjectives to a person's character or behaviour, and suggestions of dishonest or self-serving motivations are dangerous. It is equally dangerous to spread rumour or negative stories you may have heard.

Handling Public Emergencies:

1. We are not an Emergency Authority. This means if an emergency situation occurs when you're on air; either fire, flood, weather, traffic accident or the like we will likely have an Emergency Bulletin sent in the form of an email.
2. We do not respond to gossip or Social Media posts. We do not guess, or circulate rumour, nor do we broadcast listeners or their unsubstantiated information.
3. If we are asked to by authorities, we read the Emergency Bulletin VERBATIM, without embellishment, or omission and without adding our own comments. Our own experience, fears or attitudes, however well intended are NOT helpful.
4. During a major public emergency in our broadcast area, we will direct listeners to Victorian government emergency information resources or the appropriate authority. These could be official government websites, Apps or a phone service.
5. When the ABC (as the official emergency broadcaster) has suspended normal programming to report on it, we should also direct listeners to them for ongoing coverage. Either the President or Vice-President will authorise this and the frequent scheduling of our prerecorded "Emergency Advice" message, which will give that information clearly and concisely until the emergency is over. This promo is labelled "EMERGENCY ADVICE (Play only when authorised)"

General Issues:

1. Be familiar with the Programming Policy and any program guidelines issued by the station. These have been through an exhaustive process of drafting and approval. From time to time updated policy information will be circulated. These updates must be read and complied with.
2. If you wish to query any aspect of our policies, do so off air, through the Program Team.
3. If you have an issue or complaint about comments made on-air contact the Program Team.
4. Presenters will be given training in their legal responsibilities while broadcasting.
5. A Presenter who withdraws services for any reason must ask permission of the Program Co-ordinator before resuming on air in any capacity.
6. You must warn listeners in advance of potentially offensive language in songs or text, even if you believe your target audience may not be offended by it. Your broadcast must comply with the Station's Programming Policy. If you're unsure, you should not use any tracks which may be offensive and seek advice from the Program Coordinator.
7. Loyalty to 3BBR-FM and your colleagues means you should not make derogatory remarks about other presenters, programs, program contents, music genres, support staff or committee.
8. Instructions for the use of computers and equipment invariably changes over time. Presenters ideally will make themselves available for update training sessions. Alternative training methods will be provided for those remote presenters that are unable to attend in person.
9. Presenters should strive to perfect panelling skills, so that clicks and whirs, varying levels, contact noise, paper shuffling etc. don't go to air. This also applies to microphone technique. Make sure you are a short handspan from the microphone and have your fader and levels set before going to air.

History:
Revised April 2022
Revised "Handling Public Emergencies", February 2023

Guidance for Producers and Presenters of Regional News

3BBR recognises that the training needs of our local News readers and Regional News program producers are different from Music program Presenters. Their induction, training sessions and materials are usually dealt with separately by the Board nominated Coordinator.

Regional News Program Principles:

We convert newsprint into radio, specifically providing access to local newspaper content for those who are unable to read. We seek out items that print-handicapped people would not usually hear.

Over 15% of the population has a print disability, but we also have a significant audience who find our program useful while engaged in another task - driving their tractor, a truck on the highway, or working on their farm or hobby.

We are mere impartial carriers for the information, not celebrities-in-the-making, neither commentators nor critics of the items we read.

In remote recording, we use either smart phones or computers connected to the internet, to record and send our finish program to our station's techs. We send everything by internet, never in solid form (e.g. discs, USB sticks), nor do we meet other station volunteers. Total separation via the internet.

Each program is just short of an hour's broadcast, so we record our selected stories in 3 blocks, totalling 52 minutes. The remaining time is filled by a member of the Production team, with station announcements, to start after the on-the-hour 5 minute syndicated national news bulletin at 11am.

Currently 3BBR produces 5 hours of this specialised programming every week of the year, and from our homes since early 2020.

As part of a roster of 8 volunteers, each broadcaster is allocated one local newspaper, and a day on which it has to be sent as a finished program, for massaging and transferring to the station's computer.

Rules and Requirements:

We are strictly bound by broadcasting licences - broadcasters have been stood down for serious breaches.

- We must acknowledge the source, its date, writer's name (when a byline is given) and page number.
- Read all the text, except to deal with obvious printing or grammatical errors that will not change the meaning. Do not selectively edit to drop facts and contentious paragraphs.
- Don't make fun of errors, or use a disparaging style – let the listener judge the content for themselves.

- We can paraphrase or explain – "I think what they meant to say was…" but only after reading the faulty sentence
- Announce the source (once per block of recording), each article title, the author (if there is one), and page number. Re-announce (called back-announcing) the title and page number when you've finished.
- No editorialising – don't judge, or comment, but segues are fine.
- Don't read advertorials, nor advertisements. Advertorials are not unbiased journalism, but a vehicle for sales promotion, disguised as a news item, often with effusive praise, covering only one business, usually with contact details.
- We must read all apologies in that day's paper regarding previously-published articles (a very rare event in Gippsland papers)
- Items can be truncated if running short of time, BUT only at the end of a broadcast
- During a state or federal election, if we read any article reporting on political meetings, policies, candidates, etc, other candidates are entitled to demand equal on-air time. See below for more detailed guidelines. Be mindful that the media blackout period prohibits political advertising during the three days prior to an election.

Some protocols:

- Follow the scripts.
- Read your items as if to one person you know sitting in front of you. Be interesting and well-paced but not rushed, with an natural and personable style.
- Don't read text describing pictures unless it adds critical information for listeners' understanding of the story

Useful guidance can also be found through Vision Australia
https://radio.visionaustralia.org/about-us/rph-protocols

Local program content:

- Gippsland-specific regional news, editorials, community information, sports and magazine items
- Deaths, funeral and birth notices
- Letters to editors
- Items and events for visually-handicapped listeners
- and sometimes interview & local history programs

We put each program to air a day after each newspaper is published, so its fresh news.

Select suitable articles to read - we usually read page 1, then work through the paper reading most major interest items, especially those that are both local and would normally be heard on state radio, any editorials, features and community information, summarise deaths, and upcoming funerals - never ones on the day of broadcast or earlier. We'll teach you how to select suitable items.

Considerations during Elections:

As soon as federal, state or local elections are formally called, presenters need to ensure the variety of topics they read include some political news, quotes from candidates, commentary and analysis, including any relevant information re voting procedures and guidance from the electoral commission.

This is a distinct departure from procedures under Vision Australia Radio policy which prohibits reading any political material.

We need to consider including news, criticism by media, opponents or the public, inc. information from and about candidates, their speeches, their policies, analysis. Favour rational commentary and analysis.

Our print-handicapped audience ought to hear as much information re local candidates as we can fit into a mix of local news, so that they are locally informed when deciding how to vote. Editorials and comments (e.g. on the opinion pages of the Weekly times, etc) may add an extra dimension to news reportage on political issues, and so should also be considered when compiling your program.

Strive to maintain balance – regardless of your own views. We could be accused of bias if we read one item from or about one candidate, and not read an item about another from the same paper.

We do not read advertisements or advertorials, including advertisements for or by candidates or their parties, but Electoral Commission voting procedures and advice are an important exception.

Equipment:

You can record and send a program on a mobile phone, or for better quality, an omni-directional microphone and headset, via computer with access to the internet. This needs to be done in a quiet place, preferably with some furnishings to reduce room echo. If your phone or microphone is too far away, the room acoustics will overwhelm your voice and reduce clarity.

If not using a mobile phone for recording, download free recording software Audacity to your computer. You will need to learn the basics of Audacity.

Skills:

Estimating the reading time of articles.

Following the pre-set sequence of our programs.

Recording using Audacity.

Adhering to time limits for each of the segments.

Sequence:

One program takes about 2 hours to plan and record, until you gain skills and learn short-cuts. Our best broadcasters, with years of practice, can do it in 1 hr 15 mins.

It doesn't need to be in a straight run of 2 hrs, it can be created in parts, using the pause feature in the software, and taking rest breaks.

We read our selected articles in 3 blocks - 17, 18 and finally 17 minutes long

Select suitable items, and enter them, in order, in our standard run sheet.

Check standard script(s) for relevance for the date.

Pre-read each item to find and tag trip points – e.g. difficult pronunciations, poor journalism.

Have a glass of liquid at hand, record each segment. Track elapsed time while recording each segment, then note the total time of each segment.

Save, then export as an MP3 file at 256 or 320kbps

Send the 3 segments to the nominated member of the Production team via https://wetransfer.com. Use our standard numbering to flag what program it is.

Recruitment and Training:

The recruitment and training of news readers is somewhat different to regular training for studio presenters.

1. Audition
2. Training; in-studio procedures and broadcasting behaviour standards, inc. how it is controlled by our licence conditions, and how to prepare & time a program
3. Supervised live or pre-recorded practice
4. Registration on our roster

History:

Training and resource materials compiled by Ian Hill, 14 Nov 2021
Revised May 2022

Volunteer Rights and Responsibilities

RATIONALE:

West Gippsland Community Radio Inc. recognises its dependence upon volunteers. Volunteers will be treated with the same professionalism and respect as a paid worker, and in turn volunteers will be expected and encouraged to give the same standard of performance and involvement that they would offer a paid career. These principles apply irrespective of whether the Volunteer is also a Member, whose rights and responsibilities are defined by the Rules, and by appropriate legislation.

Except as provided in Clause 3.4 of the Rules of the Association (the 'Constitution'), no person will be refused membership on the grounds of gender, disability, race, age, sexuality, religion or political beliefs.

Access to training will be open to all members who show interest and aptitude.

Responsibilities and tasks will be open to all members who show interest and aptitude and are willing to undertake appropriate training.

The service of volunteers will be officially recognised at five year intervals in a manner to be decided by the Board.

VOLUNTEER RIGHTS:

Volunteers have the right to:

- be treated as workers, with respect for the task done, and through coverage by appropriate insurance and indemnity
- be given tasks appropriate to their skills and interests, with clear guidelines
- be given training in new skills, and be encouraged to widen their involvement with appropriate training and follow-up
- be fully informed about the organisation and its policies and philosophy, with clear lines of responsibility and accountability, and sound guidance and direction
- safety and security in the workplace
- contribute to initial and ongoing discussion of policy
- loyalty and support from the Board, and to have confidential information respected by the Board
- recourse to mediation if a dispute occurs
- enjoy a comfortable workplace with opportunities for rest and refreshment
- to withdraw temporarily from their rostered obligations due to personal or family needs
- have contributions recognised and respected.

VOLUNTEER RESPONSIBILITIES:

Volunteers have the responsibility to:

- maintain a professional attitude towards their tasks
- strive to improve standards of performance of all tasks done on behalf of the organisation
- allow adequate time to complete tasks and attend appropriate meetings
- follow accepted procedure in arranging for replacements if unable for personal reasons to carry out rostered duties
- accept the Constitution of West Gippsland Community Radio, and station rules
- be familiar with the CBAA Code of Practice and broadcasting laws, and comply with them
- follow accepted procedure in suggesting changes to policies or procedures
- accept mediation in case of dispute
- be loyal to the organisation, and supportive of other volunteers
- refrain from derogatory public comment on the work of other volunteers
- be willing to learn, and open to learning new tasks
- consult when unsure of procedures, and accept explanations and instructions
- respect confidential information about the organisation or other volunteers gained through participation
- accept the right of others to hold and express a different point of view
- assist new volunteers by making them feel welcome, and passing on acquired skills
- ensure that health or safety risks are not created for other volunteers.

History:
Adopted May 1999. Reviewed May 2002.
Reviewed July 2004.
Reviewed, and additional material adopted June 2009. Further additions June 2011.

Documents Related to this Policy:
Community Broadcasting Codes of Practice.
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Complaints and Dispute Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Programming Policy
West Gippsland Community Radio Inc. Privacy and Confidentiality Policy
West Gippsland Community Radio Training Manual.

Volunteer and Presenter Replacements

RATIONALE:

West Gippsland Community Radio endorses the right of volunteers to take time off from their duties for personal business, health or family reasons. Sooner or later, every presenter will need to find someone else to fill in for them. Presenters are responsible for this process, which must be clarified so that confusion does not arise.

IN THE CASE OF ILL HEALTH:

- It is preferred that volunteers do not attend if they are unwell.
- If the illness is known in advance, involving surgery and a period of convalescence, it is expected that the volunteer will make arrangements for cover, unless it is emergency surgery.
- If the illness involves emergency surgery, is very serious, or has an onset within twenty four hours of the program, volunteers are not expected to make their own arrangements.
- In this case, the person to contact for assistance is the person appointed by the Board to manage Programming.

IN THE CASE OF HOLIDAY OR OTHER LEAVE INVOLVING ONE ABSENCE:

The person appointed by the Board to manage Programming must be notified as soon as possible. Arrangements for replacement must be made by the volunteer, and notified to the person appointed by the Board, preferably in writing.

IN THE CASE OF HOLIDAY OR OTHER LEAVE INVOLVING MORE THAN ONE ABSENCE:

The person appointed by the Board to manage Programming must be notified as soon as possible. Arrangements for replacement must be made by the volunteer, and notified to the person appointed by the Board, using the Leave Notification Forms available in the studio office.

IN AN EMERGENCY WHERE FORWARD NOTICE CANNOT BE GIVEN:

In cases such as vehicle breakdown, missed train, or other last minute hold-up, the volunteer must ring the studio, the Programming Co-ordinator or member of the Production team so that arrangements can be made to cover the shift or part of the shift for which the volunteer will be absent.

RESOURCES:

Availability Grid, contact details for Station Management – kept in a folder at the front of the second drawer in the grey filing cabinet in the office. This also includes phone numbers. For email addresses – ask the person appointed by the Board.

PROCESS:

Contact the Program Co-ordinator or member of the Production team ASAP to negotiate a replacement program.

History:
Draft submitted to the Board November 2011. Displayed for comment December 2011-January 2012.
Adopted January 2012.
Revised February 2022

Documents Related To This Policy:
Community Broadcasting Codes of Practice
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Volunteer Policy
West Gippsland Community Radio Inc. Complaints and Dispute Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Inc. Duty Statement – Programming Portfolio
West Gippsland Community Radio Training Manual

Keyholders

RATIONALE:

The proper management of keys is an important part of the security provisions for the studio and station assets.

KEY ALLOCATION OR ACCESS:

- Keys are allocated and accessed by members on a needs basis.
- Keys to Mt Worth will be allocated to Technical staff and Station Management.
- A full set of keys will be held at the studio in a secure place.
- Keys to locked drawers and cupboards will be allocated to those who need them to carry out their duties.
- Members who need keys to open or close the studio because they are doing replacement programs on a temporary basis will be given access to the key safe.
- Station Management reserves the right to change the access code to the key safe from time to time.

USE OF KEYS:

- Keys and access codes must not be loaned or given to other members, nor to any non-member.
- Keys must not be copied by anyone other than the person responsible for key maintenance.
- Keys must not carry any identification that links them to West Gippsland Community Radio premises.
- If keys are lost, the loss must be reported as soon as possible so that a replacement key can be issued.
- There will be a charge for the replacement keys, to cover the cost of duplication.
- If a presenter is leaving West Gippsland Community Radio, any keys must be returned at the last session.

ADMINISTRATION:

- A record of key holders will be established as a database, and maintained by Station Management or nominated person.
- The database will be audited on an annual basis, and the results of the audit reported to the Board.

History:
Adopted August 2009.
Revised February 2022

Documents Related To This Policy:
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Inc. Duty Statement – Station Management

Give-aways, Competitions and Raffles

RATIONALE:

Giveaways and Competitions must be seen to be managed under rules that provide for a fair outcome, to protect the integrity and reputation of West Gippsland Community Radio Inc. Raffles must be run according to the rules of the Victorian Commission For Gambling Regulation.

Giveaways and Competitions:

- Giveaways can only be given during live programs.
- Giveaways are only to be offered at a time when a person is on premises to answer the phone, and record the winner details in the log book. Arrangements must be made prior, to have clear plan to deliver the prize in a timely and efficient manner.
- All Giveaways must be pre-approved by the Sponsorship Co-ordinator.
- Full names of winners and necessary contact details must be forwarded promptly to the Sponsorship Co-ordinator.
- Where CDs or tickets supplied to the station by an artist or management are to be given away, only the minimum necessary information about the specific performance or the CD itself may be broadcast. Ticket and product prices and availability must not be mentioned.
- If a Giveaway is provided by a contracted 3BBR Sponsor, the Sponsor's name must be acknowledged on air.
- The time taken to offer the giveaway must taken into account when calculating the sponsorship time in each hour, which must not exceed 5 minutes.
- If the prize or giveaway is not taken within the specified period of time, the presenter must not continue to push it.
- Giveaways are open to general listeners, and some special prizes and giveaways will be targeted at members, or potential members.
- Presenters, Members of the Board, their partners and children are not be eligible for prizes or giveaways.
- All non-members of West Gippsland Community Radio are eligible for membership incentives.
- Details of pre-recorded sponsorship giveaways and competitions must be notified in advance to the person responsible for preparing the Daily Schedule.
- The result of the giveaway or competition must be announced on air at the earliest opportunity, but only the first name and town of a winner must be broadcast. It is prudent to ask a winner if they require complete anonymity.

Raffles*:*

- No raffle is to be run without the approval of the Board.

- A raffle manager will be appointed by the Board.
- All prizes in major raffles must be confirmed in writing, or the prize be in the hands of the raffle manager before tickets are sold.
- In the case of small raffles (total value of prizes under $500), tickets may be sold without taking the details of the purchasers.
- In the case of major raffles (total value of prizes more than $500), the contact details of purchasers must be written on the ticket butt.
- In the case of major raffles, a list of ticket sellers must be drawn up, and every attempt made to have all unsold tickets returned.
- Prize winners must receive their prizes as soon as possible after the draw, and a record kept of their contact details.
- All records must be kept for three years.

History:

Adopted June 1998.
Reviewed and rewritten May 2007.
Section on Raffles added 2009.
Reviewed July 2009, new clauses adopted.
Revised May 2022

Documents Related to this Policy:

West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Dispute Policy
West Gippsland Community Radio Inc. Discipline Procedure
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Duty Statement – President
West Gippsland Community Radio Inc. Duty Statement – Station Management

Complaints Policy

Introduction:

West Gippsland Community Radio Inc. (3BBR FM) acknowledge the rights of our listeners, members and volunteers to make complaints about alleged non-compliance with both the licence conditions in the Broadcasting Act, and the requirements outlined in the Codes of Practice.
We will make every reasonable effort to resolve genuine complaints.

Types of Complaints:

a) Complaints may be made by members, listeners who are not necessarily members, volunteers, and people in the wider community.
b) Complaints may be about:
   i. Programming and program content
   ii. behaviour of presenters and other members
   iii. policies and practices of the Board
   iv. alleged breaches of the station rules and codes.

Policy:

a) Complaints must be:
   1. in writing
   2. treated with respect
   3. acknowledged in writing, fully investigated and documented
   4. finalised and the complainant notified of the outcome, in writing, within 60 days of receipt.
   5. All documentation will be retained for at least five years, and submitted to ACMA upon request.

b) Complainants must be advised of their rights, including to make further complaint to ACMA;, and provided with a copy of the Codes of Practice.

c) The subject of a complaint is entitled to know who lodged the complaint, even if the complaint has been found to be not valid. The subject of the complaint may then choose to initiate dispute procedures.

Procedures:

a) Complaints must be referred to the Secretary or the President.

b) The President, or a delegate (as defined below – **Selecting an investigator**) will take responsibility for ensuring that the complaint is processed in accordance with the Complaints Policy.
c) If a presenter or volunteer receives a complaint she/he must:
   vi. advise the complainant to contact the Secretary or President preferably in writing
   vii. not seek to explain, comment on, excuse or solve the complaint
   viii. inform the Secretary or President as quickly as possible

Selecting an investigator:

1. Either the president or their elected deputy must investigate the complaint, or delegate the investigation to a board or station member. If there is any perceived conflict of interest the latter must occur.

2. To ensure independence of the investigation, the investigator must not have any perceived conflict of interest, any involvement in the circumstances leading to the complaint, nor any family, formal or friendship relationship with the complainant.

Role of the investigator:

1. The investigator is to:

- determine the circumstances of the complaint
- check with relevant policies for compliance
- make a recommendation of action to the board that includes the application of any policy
- draft a response for the secretary to send to the complainant after board's decision.

2. Should a complainant not be satisfied with the outcome of their complaint, transmitted via a letter from the secretary, then this sequence must be followed:

- **Option 1** :
- **Test**: The complainant must present more, or new, information, in writing, to the secretary.
- **Action:** a special meeting of the board to be convened within a calendar month to consider this additional information, the investigator's information and advice, and make a final judgement.

- **Option 2**: Should option 1 be followed to the full, yet still not satisfy the complainant:
- **Action 1**: the secretary must forward the complainant's correspondence, with the board's decision, to the ACMA, asking for a final judgement, tested against CBAA procedures and licence conditions.
- **Action 2**: The secretary must write to the complainant detailing the referral to the ACMA and the outcome.

Review:
This policy will be reviewed and updated where necessary, and as part of the overall policy review undertaken following the Strategic Planning review cycle.

History
2009
Revised 2020 and adopted 28 April 2021.
Updated and adopted 26 July 2023

Discipline

RATIONALE:

Station policies and procedures are in place to ensure good governance, maintain standards of performance and protect against actions which are not in the best interests of the station.

Members sign an undertaking to observe Station policies and procedures when they apply for membership.

The Disciplinary Action Policy procedure is intended to provide a fair, and defensible mechanism for managing cases where there have been allegations of conduct which infringes upon the rights of members/volunteers, alienates listeners or bring the station into disrepute.

The procedure outlined below sets out the steps to be taken leading up to a decision by the Board to invoke the provisions of Division 2 of the Rules of Association for West Gippsland Community Radio, Inc (The Constitution).

PROCEDURE

If a presenter or member is alleged to have offended against the Constitution, Standing Orders, the Community Broadcasting Code or Programming Guidelines, the Board shall appoint a member to undertake the following procedure to prevent a recurrence of any alleged offence or to determine that there are sufficient grounds for taking disciplinary action.

The Board appointed member shall:

1. Provide informal verbal notice that the presenter or member is alleged to have offended
2. Seek to clarify the circumstances with the presenter or member and determine the appropriate action to be taken
3. Undertake an investigation of the circumstances, if no further action was taken under point 2, and the alleged offence is repeated. In the case of an alleged broadcasting offence the investigation should include listening to the logging record of the program in question.
4. Recommend to the Board one or more of the following:

    a) A temporary stand-down from the program roster of a presenter, if the findings of the investigation indicate that there has been a clear and serious offence against the Constitution, Standing Orders, Community Broadcasting Code or Programming Guidelines.

    b) A process for resolving any differences and managing the performance of the presenter/member who was the subject of the investigation

    c) That undertakings from the presenter/member be accepted

    d) That there are sufficient grounds for taking disciplinary action in accordance with section 19 and 20 of the Constitution.

History:

Adopted February 2000.
Reviewed and rewritten November 2007.
Reviewed in relation to new provisions in the Constitution approved to operate from 06/01/14.
Revised version adopted 27th August 2014.

Documents Relating to this Policy:
Community Broadcasting Codes of Practice
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Guidelines for Sounds of West Gippsland
West Gippsland Community Radio Inc. Volunteer Policy
West Gippsland Community Radio Inc. Programming Policy
West Gippsland Community Radio Inc. Privacy and Confidentiality Policy
West Gippsland Community Radio Inc. Sponsorship Policy
West Gippsland Community Radio Inc. Production Standards Policy
West Gippsland Community Radio Inc. Giveaways and Competitions Policy
West Gippsland Community Radio Inc. Complaints and Dispute Policy
West Gippsland Community Radio Training Manual.

Logo and Brand usage

High resolution logos are available at https://3bbrfm.org.au/logos/
It is common practice that well-meaning 3BBR Members will grab the logo from anywhere they can find one on the internet, instead of asking for a high-resolution copy. For that reason, this page is public, but not easily discoverable.

LIMITATION:

3BBR logos may *only* be reproduced or modified by individuals or other organisations *with the express consent of the 3BBR Board.*

USAGE:

- Modifying or re-colouring the logo in any way is not permitted
- Monochrome versions should be used for all black and white printing and email footers
- Maintain “white space” around the logo in all usage
- Cropped versions are provided to allow easier edge alignment in layout, but at least 10% margin is still required on all sides
- Avoid adding borders around the logo artwork alone
- Font = Stone Sans Sem ITC TT Semi

History:
Adopted by 3BBR FM Board at its meeting on 15 February 2023

Infectious Diseases Policy

Policy:

With the COVID 19 pandemic continuing, and other respiratory disease (RSV, colds and flu) increasing, and with the removal of Government mandates as to vaccines and masks, 3BBR requires members who are unwell for any reason, but particularly if presenting with sneezing, a cough, or other respiratory symptoms to not attend the station.

If such attendance is vital, for example resolving a technical issue, a mask should be worn. Presenting a program is NOT a reason of sufficient urgency.

Sanitation processes should continue to be followed, especially the washing or sanitation of hands and touching surfaces.

Due to the nature of the operation it is difficult to maintain a high level of air circulation, therefore it is required that numbers of people be kept to a minimum, with a maximum of 2 in Studio 1 and a maximum of 3 in Studio 2 (Production).

With these caveats, a return to live broadcasting is to be encouraged.

History:
Adopted by 3BBR FM Board at its meeting on 19 April 2023

Child Protection

RATIONALE:

The purpose of this Policy is:

1. To prevent child abuse within West Gippsland Community Radio Inc.
2. To work towards an organisational culture of child safety.
3. To ensure that all parties are aware of their responsibilities for identifying possible occasions for child abuse, and for establishing controls and procedures for such abuse and/ or detecting such abuse when it occurs.
4. To provide guidance to members, volunteers and contractors as to action that should be taken where they suspect any abuse within the organisation.
5. To provide a clear statement to members, volunteers and contractors forbidding any such abuse.
6. To provide assurance that any and all suspected abuse will be reported and fully investigated.

DEFINITIONS:

A ***'child'*** is a person who has not reached the age of eighteen years.

'Child abuse' means all forms of physical abuse, emotional ill-treatment, sexual abuse and exploitation, neglect or negligent treatment, commercial (eg for financial gain) or other exploitation of a child and includes any actions that result in actual or potential harm to a child.

'Child sexual assault' is any act which exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted community standards, and includes actions deliberately undertaken with the aim of befriending and establishing an emotional connection with the child to lower the child's inhibitions in preparation for sexual activity with the child.

'Reasonable grounds for belief' is a belief based on an objective assessment of the facts as observed or reported. It is not the same as having proof, but a reasonable belief may be formed as a result of a statement by a child that they have been physically or sexually abused; that they know somebody who has had such an experience (they may be talking about their own experience); someone who knows the child states that the child has been physically or sexually abused; there are any behavioural signs of sexual or physical abuse.

REPORTING AND INVESTIGATION:

A person who has formed a reasonable belief as defined above must report that belief to a Member of the Board, who will ensure that the report is passed on to the President. The President or a person appointed by the President will investigate the circumstances of that person's knowledge,

and reason for forming the belief. The parents will be informed of the investigation by the President, or by a person appointed by the President.

A child who discloses sexual or physical abuse must be treated with respect, but the person to whom such behaviour is reported is entitled to ask for details of the alleged assault, including times, places, identities, and witnesses.

The child may be further questioned by the President, or the delegated person.

The President or delegated person is obliged to inform the person who has been named as having abused the child; or any witnesses that have been named by the child or the informant.

All parties are entitled to up-to-date feedback on the progress of the investigation.

If the President forms a reasonable belief that such an abuse has occurred, or is likely to have occurred, the police must be notified.

If the police are notified, it is the duty of all members, volunteers and contractors to co-operate fully with the investigation.

Every effort will be made to keep any investigation confidential.

If an external investigation finds reason for legal action, the Board reserves the right to submit the matter to a Discipline Sub-Committee for internal action under Clauses 19-24 of the 3BBR Rules of Association.

The President will ensure that a full record is kept of reports, investigations, and outcomes.

RESPONSIBILITIES OF MEMBERS, VOLUNTEERS AND CONTRACTORS:

All people involved in the induction, training and supervision of children on behalf of West Gippsland Community Radio, and all adults present while a child is on the premises, will:

1. Establish and maintain a child-safe environment in the course of their work.
2. Treat children with respect, and value their ideas and opinions. Children will also treat other members with respect.
3. Act as positive role models in their conduct with children.
4. Respect the privacy of children and only disclose information to people who have a need to know.
5. A person working directly with the child must have Working with Children accreditation, or be supervised by another member with this accreditation.

It is unacceptable to:

1. Shame, humiliate, oppress, belittle or degrade children.

2. Unlawfully discriminate against any child.
3. Engage in any activity with a child that is likely to result in physical or emotional harm.
4. Initiate unnecessary physical contact with a child.
5. Develop a 'special' relationship with a specific child to satisfy their own needs.
6. Show favouritism through the provision of gifts or inappropriate attention.
7. Arrange contact, including online contact, with a child outside of the organisation's programs and activities.
8. Photograph or video a child, or put a broadcast to air of a child, without the consent of the child and his/her parents or guardians.
9. Work with a child or children while under the influence of alcohol or illegal drugs.
10. Engage in open discussion of a mature or adult nature in the presence of a child or children.
11. Use inappropriate language in the presence of a child or children.
12. Do anything which is in contravention of this policy.

BROADCASTING:

Once a child has been trained and accepted as a presenter, a parent must be present whilst the child is broadcasting, whether the child is alone in the studio, or with others of any age.

A child will not be allocated a program time after 8pm.

History:
Drafted 15/12/16
Electronically submitted to the Board for approval 19/12/16
Displayed for comment for three months.

DOCUMENTS RELATED TO THIS POLICY:
Child Protection Toolkit published by Our Community Pty Ltd
West Gippsland Community Radio Inc. Rules of Association
West Gippsland Community Radio Inc. Standing Orders
West Gippsland Community Radio Inc. Volunteer Policy
West Gippsland Community Radio Inc. Disciplinary Procedure
West Gippsland Community Radio Inc. Privacy and Confidentiality Policy

Bullying and Sexual Harassment

INTRODUCTION:

West Gippsland Community Radio Inc. (3BBR FM) aims to provide a safe and healthy work environment, in which all volunteers and workers (referred to as "workplace participants") are treated fairly, with dignity and respect. Bullying and sexual harassment (further referred to as "such behaviours") are risks to health and safety in the workplace, and will not be tolerated by 3BBR FM.

PURPOSE:

This Policy outlines 3BBR FM's commitment to a safe workplace. It also details the legal responsibilities of 3BBR FM and workplace participants in relation to preventing such behaviours in the workplace.

DEFINITIONS:

In this policy, the term "workplace participants" is used to include officers, Board members, employees, volunteers and contractors.

Workplace bullying is repeated, unreasonable behaviour by an individual or group of individuals, directed towards a work place participant or a group of work place participants that creates a risk to health and safety. It includes both physical and psychological risks and abuse.

Sexual harassment is any unwelcome sexual advance or other unwelcome conduct of a sexual nature which causes a person to feel offended, humiliated or intimidated and where that reaction is reasonable in the circumstances.

LEGAL RESPONSIBILITIES:

Everyone is obliged to preserve health and safety in the workplace.

Under Australian health and safety legislation 3BBR FM must minimise any risks to health and safety in the workplace. Workplace participants are also required under the same legislation to take reasonable care for their own health and safety, as well as that of others at their workplace.

POLICY:

a. The 3BBR FM Board has a responsibility to ensure that any allegations of bullying and sexual harassment will be investigated promptly, thoroughly, and fairly. Complaints Allegations will be treated in confidence, and all parties will be treated with respect.

b. The person against whom an allegation is made has the right to natural justice – that is, the right to know what is alleged against them, the right to put their case in reply, and the right to an impartial decision-maker.

c. This policy deals with identifying and eliminating objectionable workplace behaviour and developing attitudes to avoid it and procedures to deal with incidences. It should be read in conjunction with the 3BBR FM Complaints Policy and the Rules of Association – (Division 3 – Grievance Procedure).

Bullying includes, but is not limited to:

a) verbal abuse
b) excluding or isolating another person/s
c) humiliation through sarcasm, constant criticism or insults
d) displaying written or pictorial material which may degrade or offend

Sexual harassment can be experienced by both men and women, and includes, but is not limited to:

a) Intrusive enquiries into a person's private life
b) Reference to their physical appearance or sexuality
c) Unwanted brushing against another person's body, body touching or physically molesting a person
d) Pornographic or offensive posters, handouts or screen savers
e) Sexual jokes, innuendos or anecdotes

Intentions are irrelevant. Actions which are not intended to offend or threaten will be offences if they have that effect on the victim.

All members have a right to seek further assistance from the Victorian Equal Opportunity and Human Rights Commission in resolving such behaviours.

The principles set out in this policy are intended to apply to any 3BBR FM related context, including work sessions, social functions, meetings, conferences and excursions.

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3BBR 103.1FM WEST GIPPSLAND

Presenter / Program / Show Proposal Form 2024

We will ask you to present this form at a "Welcome" meeting. Here, you can ask questions relating to this form and about 3BBR. It's helpful if you can send us a copy beforehand. (Details are at the end of the form.)

Please understand that applying for a Program does not guarantee you a time slot. There are basic competencies you will need to meet.

1. Name:	
2. Are you a current 3BBR Full Member?	
Yes	No
3. Your details:	
Home Address:	
Mobile Phone:	
Home Phone:	

Complainants will be advised of the option of police intervention. It is the obligation of the complainant to report such matters to Victoria Police.

RESPONSIBILITY:

The Board is responsible for developing, implementing, reviewing and publishing this policy. This includes:

a) all reasonable steps being taken to eliminate such behaviours
b) fostering an environment that discourages these behaviours, and setting an example by their own conduct
c) all complaints being treated promptly, seriously and confidentially
d) corrective action when they become aware of any offensive action
e) guidance and education provided after decisions relating to such behaviours.

The President is responsible for ensuring that 3BBR FM's Bullying and Sexual Harassment Policy is complied with and that any complaints arising from alleged bullying and sexual harassment are handled in accordance with 3BBR FM's Complaint Policy and Rules of Association – Grievance Procedure.

The Secretary is responsible for:

a) receiving and responding to enquiries about this policy
b) receiving complaints about such behaviours and for bringing a complaint to the immediate attention of the President.

It is the responsibility of all members to ensure that:

a) they understand and are committed to the rights of all members to attend 3BBR FM premises and activities without fear of such behaviours
b) they help foster an environment that discourages such behaviours.

History:

This policy was adopted by the 3BBR FM Board on the 30th October, 2019
Revised 17 Jan 2020.

Review:

This policy will be reviewed and updated where necessary, and as part of the overall policy review undertaken following the Strategic Planning review cycle.

Security Camera Access and Use

RATIONALE:

The station's buildings contain 3BBR's equipment of significant importance to running the station, which may be targeted by criminals intent on stealing items of value.

FUNCTION:

A security system has been installed in the Drouin studio complex. The cameras are not to spy on members, but to provide evidence of damage, a break-in or to investigate a major unexpected broadcast failure or breach of trust.

The cameras focus on who is entering the premises, our "Master Control" rack in the library and both studio doors.

POLICY APPLICATION:

1. The board will authorise specific members to have access to the camera controller, via user ID and password.
2. Access to images, current and stored, is only to provide evidence of damage, a break-in or to investigate a major unexpected broadcast failure or breach of trust.
3. When authorised users periodically check that all cameras are working and recording, only live camera feeds will be viewed.
4. Any images stored on the security system are to be offered to police on request.
5. It is specifically forbidden to use the images from these cameras to observe or discover any member's or visitor's behaviours, inc. compliance with other policies.
6. If any image access or use occurs contrary to this policy, the station's disciplinary policy is to be initiated.

History:

Adopted by 3BBR FM Board at its meeting on 15 February 2023

DOCUMENTS RELATED TO THIS POLICY:

Discipline

APPENDIX

3BBR
103.1FM WEST GIPPSLAND

Presenter / Program / Show Proposal Form 2024

We will ask you to present this form at a "Welcome" meeting. Here, you can ask questions relating to this form and about 3BBR. It's helpful if you can send us a copy beforehand. (Details are at the end of the form.)

Please understand that applying for a Program does not guarantee you a time slot. There are basic competencies you will need to meet.

1. Name:	
2. Are you a current 3BBR Full Member?	
Yes	No
3. Your details:	
Home Address:	
Mobile Phone:	
Home Phone:	
Email:	
4. Proposed program name:	
5. Your On Air name (public):	
6. Description of show / format:	
7. Do you have any previous radio / media experience?	
Yes - If so, please outline what and where, and provide examples where possible	No

Please scan and email to production@3bbrfm.org.au and / or post to:

3BBR FM, PO Box 350, Drouin, 3818 marked "For the attention of The Production Team"

8. Sample Playlist / Running Sheet:							
Please attach a sample playlist that would represent 30 minutes of your show. List tracks in order you would play them, inc. Artist, Track Name and Album, or list segments like Live Interview (topic), Discussion, Reading that will indicate content.							
9. What are the preferred days of the week & *approximate* times for your show? Please give us as many options as your busy life allows.							
Monday	before 09:00	09:00 - 11:00	12:00 - 15:00	15:00 - 18:00	18:00 - 20:00	20:00 - 23:00	00:00
Tuesday	before 09:00	09:00 - 11:00	12:00 - 15:00	15:00 - 18:00	18:00 - 20:00	20:00 - 23:00	00:00
Wednesday	before 09:00	09:00 - 11:00	12:00 - 15:00	15:00 - 18:00	18:00 - 20:00	20:00 - 23:00	00:00
Thursday	before 09:00	09:00 - 11:00	12:00 - 15:00	15:00 - 18:00	18:00 - 20:00	20:00 - 23:00	00:00
Friday	before 09:00	09:00 - 11:00	12:00 - 15:00	15:00 - 18:00	18:00 - 20:00	20:00 - 23:00	00:00
Saturday	06:00	09:00	12:00	15:00	18:00	21:00	00:00
Sunday	06:00	09:00	12:00	15:00	18:00	21:00	00:00
Note: You may be asked to "fill in" at other times due to holidays / sickness etc.							

I wish to apply to become a presenter with 3BBR FM, based on the information given here and confirm all details on this form are correct. I have also read the "3BBR Presenter Agreement" and will complete this form at my interview.

Signed: _____

Print Name: _____

Date: _____

Kind Regards,
3BBR Programming & Production

Office Use Only	Date Received _____/_____/ 202_	Additional Info Attached? Yes / No
Action Req.	Yes / No	Board Approved

Please scan and email to production@3bbrfm.org.au and / or post to:

3BBR FM, PO Box 350, Drouin, 3818 marked "For the attention of The Production Team"

3BBR Presenter Agreement 2024

Programming on 3BBR is scheduled in 12 monthly cycles, commencing on 1 July, however new programs may be commissioned at any time. Each incumbent presenter will need to reapply to be included in the next year's programming. There is no automatic rollover process and no guarantees of inclusion in the programming grid.

Before new presenters can go to air, they must be fully paid up members and complete a training schedule which will vary depending on experience.

Program Conditions:

Financial Membership	All presenters and regular co-presenters must be financial members. No program can proceed without current 3BBR Membership.
Show Sponsorship	We encourage you to attract Show Sponsorship with assistance from the Sponsorship Coordinator
Volunteer Work	As a presenter you are expected to volunteer at least several hours per year. This is outside of your show and show preparations. Examples are assisting with special events / outside broadcasts / fund raising / mowing / cleaning etc.
Presenter Meetings	You are required to attend infrequent presenter meetings if at all possible. Consider them mandatory.
Program Duration	Most locally-made programs are two hours. If you are currently presenting a longer program, please understand that you may be asked to reduce this to accomodate new presenters. Programs are required to run weekly; no fortnightly shows will be accepted.
Program Renewal	A program is automatically renewed unless advised otherwise by the Station. Notification will be by phone and email with 4 weeks notice. Where notice has been given that a program will discontinue, presenters may opt to discontinue their program immediately.
Community Equity	Any presenter with more than one program may have to relinquish the additional programs depending on new applications received. Where possible the presenter will retain their preferred time slot.
Code of Conduct / Policy and Procedures	Every presenter is required to be familiar with, and agrees to follow the guidelines and policies in the 3BBR Policies and Procedures document available on our website.

Please scan and email to production@3bbrfm.org.au and / or post to:

3BBR FM, PO Box 350, Drouin, 3818 marked "For the attention of The Production Team"

Station agenda	As a community station, priority will first be given to providing service to our community. From time to time your program may be replaced temporarily, or you may be asked to include different material to accomodate outside broadcasts, special events etc. You will be invited to be involved if this occurs.
Smoking / Drugs / Alcohol	All presenters (and their guests) are advised that smoking / drugs / alcohol consumption is strictly prohibited anywhere on the 3BBR Drouin premises. Presenters will be held responsible for their guests. Breaches of this rule puts 3BBR's lease at serious risk and will result in the immediate termination of the presenter's show.
Food / Drink	Without exception, everyone is expected to keep food and drink well away from all technical equipment. A spill from liquid or crumbs could be a *very* costly accident.
Public Information	For your program you can create an alias or use an image without your likeness if you prefer some anonymity. Otherwise you agree to have details about your program, on-air name and an image made available on our website, mobile apps and online social pages.

This Presenter Agreement supersedes all previous versions, and all presenters are required to sign and return this agreement without exception.

I understand and accept the 3BBR Presenter Conditions:

Name:

Signature: Date:

Emergency Contact Name:

Emergency Contact Tel. No.:

Please list any Medical Conditions that you feel we should know about:

Please scan and email to production@3bbrfm.org.au and / or post to:

3BBR FM, PO Box 350, Drouin, 3818 marked "For the attention of The Production Team"

Program Renewal Application

July 2024

Annual program renewal is still 3BBR policy. This application form helps us to know if you are happy with your current time slot, and if your program has changed over time. This will help us with future scheduling.

3BBR also needs to confirm your contact details, especially your preferred email address. **Please use a separate form for each of your programs.**

Mail it, drop it into the station office c/- José, or email it to programming@3bbrfm.org.au

1. Name:	
2. Preferred email:	
If you have no email address, please tell us the most efficient and reliable way of getting important information to you (e.g. urgent changes to studio procedure).	
3. Has any of the following changed in the last year? Yes / No	
Postal Address	New:
Mobile Phone	New:
Home Phone	New:
4. Your Program	
Title	
Day of week	Time (From - To)
5. Is your current time slot OK? If not, what would be your preference?	
Yes	No, my preference would be:

6. Is the description of your program on the website still accurate?		
Yes	No	Please rewrite so it accurately reflects what you present. Attach a separate document if you need more space.

7. Mark all the Categories appropriate to your show				
Jazz	Contemporary	Easy Listening	Conversation	Hard Rock
Global	Classical	60s-80s	Folk, Roots, Country	Nostalgia

8. Do you have a promo for your program? (Max duration is now 35 seconds)
Yes. I am happy with my promo, and it is less than 0:35
I need help to produce a new/replacement promo
I will produce a new/replacement promo on my own

9. Are you available to help with fill-ins at short notice?		
Yes, I can present LIVE	Yes, I can PRE-RECORD	No

10. Apart from presenting, are you able to help 3BBR in other ways?	
Handy / Maintenance	Technical
Mowing	OTS loading
Leaflet drops	Electrical
Cleaning	Newsletter
Community events	

REMINDERS

Local and Australian content is an important requirement for Community Radio. As part of 3BBR's licensing conditions at least 25 percent of all music broadcast must be Australian composition and/or performance.

Please be sure to stay up to date with our current Policies and Procedures.
These may have changed since you last read them.
https://3bbrfm.org.au/about/codes-and-policies/

Thank you for taking the time to fill out this form.

I wish to apply for continuation as a presenter based on the information given here and confirm all other details on this form are correct.

Signed: _____

Print Name: _____

Date: _____

INFORMATION

The Program Working Group aims to meet once a month. The current chair of the 3BBR Program Working Group is Garry Havrillay (Vice-President) who takes responsibility for liaising with the Board before ongoing schedule changes are ratified.
vicepresident@3bbrfm.org.au

The 3BBR Secretary is José Meyer. secretary@3bbrfm.org.au

Please note that production@3bbrfm.org.au is not a private email account. Multiple people will receive any email sent to this account. This is for day-to-day issues with OTS loading, pre-recorded programs and CSAs, program scheduling, and presenter absences. We are very grateful that Andrew Clinkaberry is still doing a huge amount of work maintaining our systems and Run Sheets.

Please don't use programming@3bbrfm.org.au for day-to-day operations.

Unless you have been asked to do otherwise, broadcast-ready pre-recorded programs, promos and CSAs should be sent directly to uploads@3bbrfm.org.au so they can be downloaded directly to a PC at the station.

Presenter resources can be found at https://3bbrfm.org.au/presenter-resources/
Password: Drouin1031

Office Use Only	Date Received _____ / _____ / _____	Additional Info Attached? Yes
Action Req.	No / Yes	Approved