

Creative Broadcasters Ltd  
(Trading as 4ZZZ-FM)



## 4ZZZ-FM Station Policy

Version 1.3

### Mission Statement

“For 4ZZZ to be an influential player in increasing awareness of the concerns of marginalised communities, their issues and music”

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# 1 Introduction

The purpose of this document is to list 4ZZZ's policy covering all aspects of the operation of the station. Each section deals with a different aspect of the station and is divided into policies and procedures.

This document is a working document in that it is updated and modified to reflect current attitudes and opinions of the station. Incremental minor version number changes mean cosmetic changes, major version number changes reflect actual changes to policy. Any policy changes however, must be made in light of the effect they may make on the financial situation of the radio station.

All volunteers at the station must be familiar with the contents of this document and as a condition of volunteering abide by its direction.

Policy changes can only be made by the Board of Directors.

## 2 Workplace

### 2.1 Policy

- No illegal activity may be performed on the station's premises, or arranged within the premises or using any equipment (including the telephone) belonging to Creative Broadcasters Ltd.
- All people regardless of race, culture, colour, religious belief or sexual orientation will be accorded equal opportunity and rights in the workplace. 4ZZZ will not tolerate prejudice within the workplace.
- 4ZZZ will not tolerate, condone or allow harassment or discrimination by any person/s including visitors, work experience people, customers, or staff on 4ZZZ premises or events. Any person who believes harassment or discrimination may be occurring is required to report the conduct to one of the Workplace Equality Officers. There will be two Workplace Equality Officers (WEO) Workplace Equality Officers will be the station manager and another person appointed by the Board of Directors from time to time. Complainants can choose to speak with either of these officers, whichever they feel most comfortable speaking with.
- All people will be free of sexual harassment within the workplace.
- All people will be free from violence or threats of violence within the workplace.
- All volunteer staff is to be treated as equal with any paid staff and there is to be no discrimination on the basis of paid or unpaid services.
- All station staff and volunteers must be current subscribers to 4ZZZ.
- Any equipment or plant donated to, or purchased by 4ZZZ, remains the property of Creative Broadcasters Ltd.
- Smoking is prohibited within the building at all times.
- There is to be no eating or drinking in the Studios and Record Library at any time.
- Any person visibly effected by drugs or alcohol will be removed from the premises.
- 4ZZZ will not be held responsible for the loss, theft or damage of the equipment or property of staff, volunteers or guests whilst on the 4ZZZ premises, at 4ZZZ events, or in carrying out 4ZZZ business. The station will only accept responsibility for property or equipment loaned to 4ZZZ where a written agreement with the Station Manager or Committee has been entered into prior to the use of aforementioned property or equipment by the station.
- No reimbursements will be paid for unauthorized purchases or repairs. Individuals claiming reimbursement for items not requested or authorized by the Station Manager or Committee prior to purchase may not be reimbursed. All authorized requests for reimbursement will require evidence of payment.

## **2.2 Procedures**

### **2.2.1 General**

- Employees, station workers and volunteer are responsible for keeping their own work area tidy and must clean up after themselves.
- 4ZZZ staff is expected to be polite and courteous to all other staff, volunteers and the general public whilst at the station.
- 4ZZZ will instigate whatever preventative measures are necessary to ensure a safe and comfortable working environment.

### **2.2.2 Harassment or Discrimination**

- In the occurrence of any harassment or discrimination, one of the 4ZZZ WEO's is to be approached by the person reporting the case of harassment or discrimination (complainant).

#### **2.2.2.1 Workplace Equality Officers**

- The Workplace Equality Officer will then make the complainant aware of procedure and inform them of independent conciliator (a contact outside of the station), if they are not comfortable with 4ZZZ WEO, and of the stations confidentiality agreement. Complainant and Workplace Equality Officer have to follow the following procedures:
  - -ask complainant to think about the outcome they want
  - -Inform complainant that unless they are able to confidentially disclose the identity of alleged offender to WEO or independent conciliator then legally 4ZZZ can take no specific action towards the alleged offender.
  - -If the complainant wants the matter dealt with informally then the Zed Officer is given power to do so.

#### **2.2.2.2 Respondents Rights**

- Respondent (person against whom the complaint has been made) is approached.
- -the WEO or Independent Conciliator will approach the respondent upon the discretion of the complainant.
- -the respondent must meet with WEO or independent conciliator.
- -if it becomes a legal matter the 4ZZZ board will require a report from WEO/Conciliator.

#### **2.2.2.3 Conciliator**

- If an independent conciliator is employed, the conciliator will recommend how respondent should be dealt with in a report which will not disclose details of incident to Zed Workplace Equality Officer (WEO) and such advised procedure is then to be carried out. The complainant's wishes for outcome are to be considered in this process. 4ZZZ will follow through conciliation and will adequately fund the independent conciliator. If the respondent refuses to follow policy procedure the station manager will act on the situation as they see fit. Source of the complaint is kept confidential and will not be disclosed.

## **2.3 Employment**

- All staff members must be given Key Performance Indicators which the Board of Directors reviews at least once within a 12-month period.

- Before any termination of an employee's contract the Board of Directors must review the staff member's performance against Key Performance Indicators outlined for the position.
- The Board of Directors will conduct an exit review of all finishing staff members, to allow for airing of grievances and conflict resolution. The exit review will be conducted with a trained mediator if necessary.

## 3 Announcing

### 3.1 Policy

#### 3.1.1 Care of Equipment and Media

- It is the responsibility of announcers to ensure due care toward all equipment and media at all times. (For procedures covering this issue see the Announcer's Manual.)

#### 3.1.2 Guests

- No more than two (2) guests are permitted in the station between the hours of 10pm and 10am inclusive.
- The announcer is **unconditionally responsible** for the actions of these guests while on-air and must ensure that they leave the station when the announcer does.
- The on-air announcer is responsible for informing any guests who join them in the studio of the requirements of the Broadcast Services Act and the Community Radio Codes of Practice with respect to defamation and of any other relevant station policy.

#### 3.1.3 Record Library

- The only persons who are permitted to be in the record library are:
  1. The on-air announcer
  2. Any other current announcer
  3. Any current Production person
  4. The current Music Coordinator
  5. Any person under the direction of the Music Coordinator
  6. One guest only who is under the direction of the on-air announcer.
- NO bags are permitted in the record library at any time.
- NO items from the record library may be removed from the precincts of the studio level (level 2). Any exceptions are to be approved by the Station Manager prior to the removal of any items from the studio level.

#### 3.1.4 Meetings

- Attendance at Announcers' Meetings is compulsory with apologies only being acceptable for two consecutive meetings.

#### 3.1.5 Music Quotas

4ZZZ has music quotas that must be adhered to by all announcers when on-air. Announcers must play the following:

- 30% Australian/New Zealand music
- 15% Local music
- 30% Women's music
- 30% New Releases

## **3.2 Procedure**

- If a block show has difficulties meeting these quotas they should discuss this at an Announcers' meeting. They should however strive to meet these requirements wherever possible.

### **3.2.1 Security**

- The on-air announcer is responsible for station security between the hours of 10pm and 10am. (This entails checking that all doors have been locked and that the previous announcer and their guests have left.)

### **3.2.2 Workplace Commitment**

- All announcers must be current subscribers when they apply for a shift. See section 2
- Announcers must be able to demonstrate some type of current workplace commitment outside of their Announcing commitments.
- All announcers must play any rostered promotional or sponsorship spots at the allotted times during their shift. (Those who have a conscientious objection to playing a particular spot during their shift should refer to such procedures outlined in the Announcer's Manual.)
- All music removed from the library to the on-air studio for an announcer's shift must be returned to the library in its correct position at the end of the shift. Similarly, the minidisks and cassettes that are normally stored in the on-air studio must be returned to their correct position.
- Announcers must be reliable and punctual for their shift for which they are rostered. (See the Training Manual for procedures regarding a fill-in announcer.)
- All announcers must sign the log-in book at the commencement of their shift, as this is a legal requirement under the Broadcast Services Act 1992.
- Announcers less than 17 years of age are to have another volunteer with them when performing their shift outside of business hours
- Announcers less than 17 years of age are to be picked up by a parent/guardian/reliable friend at the end of any shift of theirs which is outside of business hours.

### **3.2.3 Talkback**

- Only announcers trained and approved to operate the telephone talkback facilities may conduct a live talkback program.

## **3.3 Breach of Policy**

- A Volunteer who breaches policy or performs/behaves in a manner detrimental to 4ZzZ will be breached by the Station Manger or Delegate who will be able to warn, suspend or ban the announcer according to the severity of the offence.
- A Volunteer receiving two warnings for the same breach of policy may be immediately removed from the Announcing roster. The volunteer will not be considered for a shift for the following block.

- If a volunteer is to be removed from air the format for that particular timeslot will remain unchanged unless there has been a change made to the 4ZZZ Program Guide by the 4ZZZ Committee.
- Any person caught stealing or vandalising 4ZZZ property will be immediately banned from the station. Any such ban may be reviewed after 12 months upon written request.

### **3.3.1 Procedure**

- A breach of policy may result in a warning being given to the volunteer who is responsible. As the person appointed to handle announcer issues the Station Manger or Delegate will issues warnings at his/her discretion. These warnings will be issued in writing including the reasons for the warning being issued.
- Volunteers have the right to appeal any warning to the Station Manager and/or the Board of Directors.

## 4 Promotions

- The Promotions Coordinator has autonomy to make decisions regarding promotions so long as they adhere to 4ZZZ station policy. If there are doubts to the suitability of the event, then that event must be approved by the Station Manger or Board of Directors.
- The Promotion Coordinator has control over what material is placed on the promotions whiteboards in on-air studios. Content is prioritised as follows:
  1. 4ZZZ presents deals
  2. Events by subscribing community groups
  3. Events by other community groups approved by Collective
  4. Other community events
- All prize giveaways must be made available only to current subscribers.
- All promotions events should be arranged in consultation with the Promotion Coordinator.
- Excessive promotion of events in which 4ZZZ has no financial interest is not permitted, except for non-profit events and benefits.
- Any website, flyer or any other promotional item which promotes a radio show conducted on 4ZZZ or promotes any event related to that show must have the 4ZZZ logo displayed prominently and /or mentioned prominently and the Promotion Coordinator must be advised of this.

### 4.1 Procedures

- 4ZZZ events with a budget of over \$2000 need to be approved as per finance policy as do budget excesses of over 10%.
- Promotion rates should be reviewed every 12 months at the start of each financial year. Any promotional contracts made at discounted rates should be made known to the Board of Directors through the Promotion Coordinator's report.
- The Promotion Coordinator must declare any conflicts of interest, which may arise to the Station Manger or Board of Directors.
- The Promotion Coordinator must organise and be accountable for events they initiate.
- Any staff guest/door lists for events in which 4ZZZ is involved are to be organised by the Promotions Coordinator after gaining input from relevant volunteers and staff. People who have contributed to 4ZZZ will be given priority.

## 5 Finance

### 5.1 Policy

- There are to be no staff loans.
- All decisions regarding the sale of 4ZZZ plant and equipment must be approved by the Board of Directors before any transactions or agreements regarding such plant or equipment are entered into.

### 5.2 Procedure

- The Board of Directors is responsible for the approval of all expenditure requests over \$500. Expenditure requests less than this can be approved directly by the Station Manger and one other person appointed by the Board of Directors.
- Budgets less than \$500 can be approved directly by the Station Manager and one other person appointed by the Board of Directors. Budgets greater than this amount must be approved by the 4ZZZ Board of Directors.
- All Cheques over \$2000 must bear the signature of the Station Treasurer.
- The Finance Coordinator must consult all station departments as part of the process of formulating a station budget.
- The Finance Sub Committee must provide monthly written reports to the Board of Directors
- The Finance Sub Committee will be the Treasurer, Station Manger and Finance Coordinator
- The Finance Sub Committee will formulate both 6 monthly and 12 monthly budgets
- Two persons must be responsible for the handling and transportation of monies over \$500.
- The Finance Coordinator must keep accurate and up to date records.
- Budget excesses of 10% and over must be approved by the Board of Directors for reallocation before any relevant transactions are made.
- All proceeds from 4ZzZ fundraisers must be returned to 4ZzZ for receipt and deposit into a 4ZzZ account

## **6 Administration**

- Staff phone numbers are not to be given out to non-staff members under any circumstances.
- Front desk is to have only one (1) work experience student at a time and they are to be arranged by the Administration Coordinator only.
- 4ZZZ does not provide facilities for lay-by subscriptions whatsoever.
- Major prizes must be split 50-50 with new subscribers (pledges) and current subscribers. All other prizes given away by 4ZZZ must go to subscribers only.
- Prizes not collected within the allocated time of two weeks are to be returned to the prize pool.
- The Trips notices service is made available to both subscribers and non-subscribers.
- Front Desk trainers are appointed as required by the Administration Coordinator only.

### **6.1 Procedure**

- Front Desk keys are the responsibility of the Administration Coordinator and a key register must be kept with the keys being returned when no longer needed.
- The Administration Coordinator is responsible for the petty cash and must reconcile the petty cash each day.
- The Front Desk drawer is to be kept locked at all times, with the key being made available to Front Desk staff during a shift as needed.
- Front Desk staffs are to be polite, helpful and courteous when dealing with the public, both in person and on the phone.
- Front Desk Coordinators must attend each Front Desk meeting.
- Prizes must be collected within two (2) weeks of the date of the give-away.

## 7 Music Policy

The Music Coordinator must strive to be diverse in their choice of music for 4ZZZ's music library and remain impartial with respect to music.

- Programming material should reflect 4ZZZ's station charter.
- Music may be removed from the station with the explicit approval of the Music Coordinator and under supervision for:
  1. Repair purposes
  2. Preview/evaluation purposes (for interviews, etc)
  3. Storage purposes (culling of record library etc)
- 4ZZZ will not accept financial reward or consideration of any kind to give specific releases airplay.
- The Music Coordinator will not misrepresent 4ZZZ when soliciting material for the station.

### 7.1 Procedure

- The Music Coordinator is responsible for the security of new music until it is entered into the library.
- 4ZZZ recognises that situations of conflict between certain aspects of 4ZZZ's charter may arise, particularly with respect to censorship and racism, sexism, homophobia. Consequently, 4ZZZ will not impose censorship decisions on programming material although we will strive to educate announcers about the station policies and charter.

## 8 News Policy

4ZzZ FM is a community radio station. Its motivation is not to make profit but to serve the community.

Our current mission statement is:

*"To provide a voice for community interests and concerns of marginalised groups in Brisbane, not represented in the mainstream media."*

This affects every aspect of the news department. Journalists working in the news department are encouraged to maintain professional standards, accuracy and attribute all sources, just as would be expected at a corporate media organisation, it is the content of the news that differs.

- Journalists should endeavor to support community groups that wish to highlight issues the mass media ignores. Sometimes this means counteracting the misinformation, sensationalism or misreporting that appears in other media sources.
- Journalists at 4ZzZ have a large amount of editorial control over the issues they wish to report on so it is up to the individual to decide what serves our mission statement. While editorialising and opinion have a place in the newsroom, the primary function of a Zed journalist is to inform and educate.
- Journalists are encouraged to inform themselves of alternative view points and to especially seek them out when producing news

The following guidelines are intended to promote accuracy and fairness in news and current affairs programs -

News and current affairs programs should:

- provide access to views under-represented by the mainstream media;
- present factual material accurately and ensure that reasonable efforts are made to correct substantial errors of fact at the earliest possible opportunity;
- clearly distinguish factual material from commentary and analysis;
- not present news in such a way as to create public panic or unnecessary distress to listeners;
- not misrepresent a viewpoint by giving misleading emphasis, editing out of context or withholding relevant available facts;
- 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;
  - (a) that person has been informed in advance that the words may be transmitted; or

- (b) 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
- (c) the manner of the recording has made it manifestly clear that the material may be broadcast.

## 9 Production

### 9.1 Policy

- Production studio equipment is only available for use by persons who are current station volunteers or staff and have been trained to use the equipment and can demonstrate a competent level of skill.
- Maximum bookings of three (3) hours only may be made for the production studio between the hours of 10am and 10pm.
- There is to be no eating, drinking or smoking in production studio at any time.
- A maximum of five (5) people only may be in the production studio.
- Any music removed from the record library for production, or any other purposes must be returned and refilled correctly.
- Any material produced for pre-recorded broadcast must be preceded with a language warning if it contains any obscenities.
- Equipment is not to be removed from the production studio without prior approval from the Technical Coordinator.

### 9.2 Procedure

- A breach of production policy will result in a warning being issued to the person responsible.
- If a producer receives two (2) warnings in a two month period they will be denied access to the production studio
- The doors of the production studio must remain closed at all times.
- Producers utilising the facilities of the production studio are responsible for the security and safekeeping of the production studio and the equipment therein.
- Priority use of the production studio is to be organised through the booking board and the producers. When necessary, the Promotions and Production Coordinators may assist.
- People using the production studio are responsible for keeping the studio tidy, putting stuff away and throwing out rubbish.
- The Production Coordinator and/or the Promotions Coordinator must vet all promotional spots before they are included in the promotion roster.
- All technical problems must be recorded in the production logbook.
- Any person using the digital editor may store a maximum of 5 minutes of edits on the machine.

# 10 Programming

## 10.1 Policy

- Programs broadcast between (6am to 9am) and (3pm to 6pm) on the weekdays are to remain in a broadly based, predominantly music format (broad cross-section).
- Programs broadcast between 9am and 3pm weekdays will preferably contain a broad cross-section of music, issues and information.
- Programs broadcast between 6pm and 2am will preferably be of a more specialised nature, either in a particular musical genre or focused on a particular issue or audience.
- Weekend shifts should contain a variety of the above styles of programs.

## 10.2 Procedure

- Programming decisions are to be made by the Station Manager, who will consult with the Program Review Committee and seek the approval of the Board of Directors. The Station Manager is responsible for drafting the announcing roster at the commencement of each block.

## 10.3 The Programming Committee

### 10.3.1 Structure

The Program Review Committee consists of at least five members appointed for a two year term.

The Program Review Committee is responsible for maintaining and improving the on-air sound and tone of 4ZzZ, and is the point of contact for current and prospective announcers.

The Announcers Coordinator is an active member of the Program Review Committee.

The Program Review Committee Chair is responsible for overseeing the Committee in its responsibilities pertaining to the on-air sound and tone of 4ZzZfm and associated duties. If agreed to by the Station Manager then the Announcers Coordinator may also chair the Program Review Committee.

Each member should elect or be delegated role(s) to be accountable and responsible to manage to ensure the Program Review Committees goals are addressed.

If possible, at least one current announcer should be on the Program Review Committee.

Interested Program Review Committee applicants must submit a written application addressing the selection criteria and position description upon calling for applications once per year.

Any conflicts of interest should be stated upon application (example: on air announcer etc)

Applications from staff and volunteers holding Coordinator positions (other than the Announcing Coordinator position) will not be accepted nor will applications from anyone on the Board of Directors be accepted on the grounds of conflict of interest.

Short listed applicants will be interviewed and the final selection ratified by the Board.

Vacancies are to be filled as they are needed to the end of the current term.

The Program Review Committee will meet when and as often as deemed necessary.

The Program Review Committee is directly answerable to the Station Manager and the Station Manager will provide guidance to the Program Review Committee.

### **10.3.1.1 Decision Making**

The Station Manager will consider all points of the selection criteria with respect to the drafting of announcing rosters. The Station Manager will utilise feedback from relevant station workers and the Program Review Committee.

The Chair of the Program Review Committee will determine the best means for the Program Review Committee to review programming on 4ZZZ.

A quorum for a Program Review Committee Meeting shall be three committee members (including the chair).

The Station Manager and the Program Review Committee must ensure decision making is unbiased and in the best interests of 4ZZZ stakeholders. However, 4ZZZ volunteer needs must be considered.

The Program Review Committee shall work in a unified approach with respect to assessment of programs on the station

In case a programming decision impacts on an announcer, the contact person for that show must be contacted in person or by phone. The announcer must be given the reasons and negotiate if required.

The Board of Directors may appoint (if required) a person to assist the Station Manager with programming matters at the station.

The Board of Directors may appoint a mediator (if required) if there is any conflict between the Station Manager and the Program Review Committee.

### **10.3.1.2 Reporting**

The Announcers Coordinator is required to prepare monthly written reports to the Station Manager on the activities of the Program Review Committee.

Agendas and Minutes for all meetings must be maintained and sent to the Station Manager.

All feedback and meeting records must be held in the Program Review Committee folder on the 4ZZZ server.

## **10.3.2 Roles and Responsibilities**

### **10.3.2.1 On Air Sound**

The Program Review Committee is to maintain and develop 4ZZZ programming in accordance with:

- the Broadcasting Services Act 1992
- the CBAA Code Of Practice
- 4ZZZ station policy

The Program Review Committee's primary objective is to constantly improve 4ZZZ's on-air sound such that it is always:

- high quality
- competent
- relevant

**The Program Review Committee will monitor the on-air sound of the station (including ensuring quotas for local, Australian, women's and new release music are met) and communicate the results of this monitoring to the announcers.**

### **10.3.2.2 Announcing Roster**

The Station Manager shall produce the new roster for each announcing block, using the following format:

- Make shift application forms available at least eight weeks before the new block commences any person wanting to make an annual application must note this.
- A show will not be granted airtime unless an application is received.
- Require all shift application forms to be emailed to the administration staff at least six weeks before the new block commences
- Assess the merits of the applications received, in particular applications for new shows, taking account of the skills and abilities of the announcers who have applied plus the time of day and similar programs being broadcast.
- Compile the new program grid to provide a balanced and varied program to our listeners while fulfilling the requirements of the Programming Policy and the Selection Criteria outlined in this document
- The Station Manager will submit a draft announcing roster to the Board of Directors for approval at least four weeks before the next block.
- Administration Staff shall contact all announcers at least three weeks prior to its commencement of the new grid.
- Arrange and advertise an announcers meeting for 1 week before the new block commences
- Distribute the new grid to all announcers and staff in advance of the commencement of the new block

**In the event an announcer is unable to continue with their shift, they will be required to assist the Announcers Coordinator with respect to finding a replacement and the Announcers Coordinator will call for interested persons to apply for the available shift for the remainder of that block.**

### **10.3.3 Policy**

At all times, the Station Manager and the Program Review Committee must ensure it acts in an unbiased and in the best interests of 4ZzZ stakeholders in preference to any individuals.

It's important to note, the ownership of 4ZzZ airtime belongs to 4ZzZ and is managed by the Station Manager and the Program Review Committee on behalf on 4ZzZ subscribers.

At no stage, does any specific time period belong to any individual or group of individuals.

#### **10.3.3.1 Selection Criteria**

In assessing applications for shows, the Station Manager will adhere to the following selection criteria. It is recognised that not all of these criteria will apply to all types of show.

- 1 Relevance to 4ZZZ's Mission Statement, "For 4ZZZ to be an influential player in increasing awareness of the concerns of marginalised communities, their issues and music"
- 2 Adherence to 4ZZZ's Announcers' Manual, including:
  - Adherence to quotas
  - Tight presentation
  - Confident presentation
  - Competent approach
- 3 Adherence to C.B.A.A. Code of Practice (see <http://www.cbaa.org.au/main/html/copradio.htm>) & Broadcasting Services Act 1992 (see [http://www.austlii.edu.au/au/legis/cth/num\\_act/bsa1992214](http://www.austlii.edu.au/au/legis/cth/num_act/bsa1992214)).
- 4 Originality & Creativity, including:
  - Appropriate selection of music
  - Guests
  - Segments presented
  - Audience input
- 5 Audience Appeal, including:
  - Level of popularity
  - Ability to retain Subscribers and/or increase Subscribers and sponsorship or funding to the station
  - Links to the community
- 6 Information Presented, including:
  - Relevance
  - Local appeal
- 7 Support given to Independent Artists.
- 8 Support of marginalised groups with
  - Information
  - Issues
  - Organisations
- 9 Content Comparison to what can be heard on other Stations. We do not want a carbon copy of any other show on any other locally available radio station.
- 10 Station commitment and/or participation beyond the contribution to your show.
- 11 Fulfilment of Sponsorship requirements
  - Playing rostered Spots
  - Whiteboard Reads for programs broadcast between 6am to 6pm Monday to Friday

### **10.3.3.2 Objectivity**

All Station Workers involved in Programming must at all times operate in an objective manner act in the best interests of the station, not any individual.

### **10.3.3.3 Market Research**

Marketing information is vital to enable the Station Manager and the Program Review Committee to make effective decisions within the framework outlined.

Market Research should encompass as broad an audience as possible.

The Station Manager is responsible to provide the Program Review Committee with any available relevant market research. However, the Program Review Committee are encouraged to

- Consult the Station Manager.
- Perform niche programming related market research (if required)
- Support the promotion of any market research relevant to programming needs

#### 10.3.3.4 Consultation

Consultation is to be an important part of the Station Manager's and the Program Review Committee's operational process. Any action by the Station Manager must be preceded with consultation of relevant persons and stakeholders – both within and external to the organisation.

The Station Manager will work in consultation with relevant station staff in making programming alterations, providing feedback, sourcing new announcers and making training recommendations.

The Station Manager and the Program Review Committee must communicate with the News Coordinator regarding decisions pertaining to news programming, consult with the Volunteers Coordinator regarding recommendations on new trainees, the Sponsorship department regarding feedback on spots and so forth.

Consulting with other station workers as it pertains to their area of responsibility is both essential and compulsory.

#### 10.3.3.5 Disciplinary Action

The Station Manager is responsible for ensuring that announcers adhere to Station Policy.

The Station Manger or their delegate will dispense the necessary warning for breach of policy as per the Announcing Section of this document.

#### 10.3.3.6 Feedback

The primary responsibility of the Program Review Committee is to proactively engage in processes that will improve the on air sound of 4ZzZ.

Engaging in comprehensive feedback sessions and providing announcers with constructive feedback and providing tools (such as developing training sessions in association with the station's Announcer Trainers with which to improve their shows accordingly.)

Announcers must be encouraged to submit an annual self-review.

#### **10.3.3.7 Strategic Plan**

The Station Manager and the Program Review Committee shall work in conjunction with the Board of Directors to help achieve any relevant goals in the Strategic Plan.

The Board of Directors may from time to time revise the Strategic Plan with new goals which may affect the programming on the station.

### **10.3.3.8 Accountability**

The Program Review Committee is accountable to the Station Manager. The Station Manger is accountable to the Board of Directors, in the first instance, but more importantly the station subscribers and the wider community. Their decisions will form an important part of the future on air sound of the station.

### **10.3.3.9 Visibility**

The processes of the Station Manager and the Program Review Committee must be visible to station workers, volunteers and subscribers. Primarily this will be through announcer meetings and regular email postings as required. At certain times, the reasoning, input and process of difficult decisions may be required and as such, all relevant documentation must be kept and filed for security. Announcers wishing to view minutes from Program Review Committee meetings must request a copy from the Announcers Coordinator. Due to confidentiality issues pertaining to other announcers, the Program Review Committee reserves the right to refuse the request for minutes.

### **10.3.3.10 Dispute Resolution**

In the event of an unpopular decision, the following process is to be followed, moving to the next step if the outcome is unsatisfactory:

- The complainant will lodge a written complaint with the Station Manager who will either address the complaint directly or invite said person to meet and discuss the matter
- If the complainant is still dissatisfied they can submit a written complaint to the Board of Directors
- The Board of Directors must then ask the Station Manager for all relevant documentation to examine. The Station Manager and the Program Review Committee Chairperson must make themselves available to the Board of Directors to assist at a nominated time to examine the issue and provide documentation. The decision of the Board of Directors shall be final.

## **10.4 The Announcers Coordinator**

The Announcers Coordinator position is an administrative role. They will help announcers meet their announcing commitments, help organise announcer training and address complaints about on air sound.

The Announcers Coordinator will report to the Station Manager. They will also work in cooperation with the Volunteers Coordinator.

# 11 Sponsorship

## 11.1 Policy

- All announcements will meet the requirements of the Broadcasting Services Act, the Community Radio Codes of Practice and any other standards or codes that are required.
- The Sponsorship Coordinator must manage all sponsorship.
- All sponsorship announcements must acknowledge the financial support of a sponsor, eg. The miscellaneous Business Company is proud to sponsor 4ZZZ.
- Sponsorship announcements for block programs are to be limited to a maximum of four minutes per hour. This time doesn't include current promotional sponsorship.
- The station will only acknowledge sponsorship when both parties have signed a Sponsorship Agreement.
- Sponsorship announcements are to be produced and presented in a style and form consistent with the program in which they are to be placed.
- Sponsorship announcements will not be pre-produced advertisements for commercial media, nor will they contain identifiable jingles associated with a particular product or service.
- Sponsorship announcements will be factual statements about the sponsor, and will not use superlatives (eg. fastest, cheapest, biggest range, etc.)
- Sponsorship announcements may mention prices where this information is essential and integral to the sponsor's service (eg. price of tickets for a concert etc.) but will not take the form of lists of goods/services and prices.
- Sponsorship announcements will not be accepted from registered political parties.
- Each sponsorship spot is to be a maximum of 60 seconds duration.

## 11.2 Procedure

- Businesses seeking sponsorship must first comply with general station policy.
- The station reserves the right to veto scripts and refuse any paid announcement.
- Sponsorship decisions, provided they are within Station Policy, are made by the Sponsorship Coordinator(s). Any decision outside of Station Policy must be brought to the Station Manager or Board Of Directors.
- Sponsorship announcements must receive specific prior approval of written copy by the Sponsorship and Announcing Coordinators.
- Discretion is to be shown with rostering sponsorship announcements and block shows.
- Sponsorship announcements are made by minidisk only, no extra announcements.

# 12 Station Procedure

## 12.1 Policy

- All changes to 4ZZZ's Station Policy will occur at a Board Meeting.
- All subscribers are given the opportunity to raise any issues or concerns to the Board by mail or email to [board@4zzzfm.org.au](mailto:board@4zzzfm.org.au) or by attending and addressing a Board Meeting in person with prior notification to the Secretary.
- You must be a current subscriber to be involved in the decision making process.
- If a person has an issue regarding the station, a written request for that issue to be dealt with should be brought to the coordinator of the relevant department. If the matter is unresolved then that written request should be forwarded onto the Station Manager. If the matter is still unresolved then a letter regarding the matter shall be forwarded to the Board and discussed as an agenda item.
- Coordinators will have the autonomy to make decisions as per their job description in line with station policy and procedure.
- All Coordinator positions will be reviewed at least once every 12-month period. All coordinator positions will be appointed under the direction of the Board of Directors. These positions will have a written job description and will be advertised internally and externally of 4ZZZ. When appointing coordinators the Board of Directors will appoint a selection panel that will ensure that consideration and consultation will be undertaken with relevant staff. Final responsibility on the appointment of new coordinator positions will lie with the Board of Directors.
- If there is a vacancy in a particular department the responsibility for that department will fall onto the Station Manager until a new Coordinator has been appointed under the direction of the Board of Directors. If there is a vacancy in the Station Manager position then the responsibility will fall onto Board of Directors.
- The Board of Directors will handle all employee issues, legal issues, licensing issues and forward planning after gaining input from relevant volunteers and staff.
- As outlined in the station's constitution, in all Annual General Meetings and Extraordinary General Meetings of 4ZzZfm Creative Broadcasters Pty Ltd, only one vote per membership number may be allowed.

## 12.2 Consultation

When deciding on issues that may lead to a major change in future direction for the station in relation to its mission statement and traditions the Board of Directors will consult with the subscriber base to elicit ideas and review proposed changes to the Station Policy.

Consultation will be done by but not limited to, making a spot explaining the change to be played on air at a number of times and for a length of time determined to cover the largest numbers of subscribers. The proposed change will also be placed on the Web site. The board will to gather feedback from the widest range of subscribers on the proposed policy change.

Submissions, Comments and reviews will be requested by email, fax or letter. Each submission will need a Subscriber's name, subscriber number and current contact telephone number. This process is open to current subscribers of 4ZZ only.

The Board will either review the submissions as a group or appoint a sub-committee of the Board to conduct the review. The sub-committee will consist of at least three members of the board and may have interested co-opted members. The sub-committee will in a timely manner report to the Board.

The Board will always act in accordance with the relevant laws and Articles of Association.  
The Board will always act in the best interests of Creative Broadcasters Ltd.

# 13 Station Meetings

## 13.1 Department meetings

Responsibilities:

- Day to day running of the department
- Implementing and overseeing volunteer recruitment and training
- Development and implementation of special projects
- Developing time frames for all activities

## 13.2 Co-ordinator meetings

Responsibilities:

- Report on progress of that department in relation to their responsibilities
- Peer review of progress in relation to time frames
- Discussion of problems in each department
- Talk about what's coming up

## 13.3 Board meetings

Responsibilities:

- Finance
- Appointing new coordinators (i.e. Staffing)
- Legal responsibilities of 4ZZZ
- Long term direction of the station (i.e. Business plan)
- Review policy

## 14 Glossary

Term	Description
Block Programming	Caters for specific groups and community needs on a set topic or issue and is considered a long-term program.
FSC	Finance Sub-Committee
Presents Deal	4ZZZ receives an agreed price per head for the event as well as having discounts for subscribers on the entry price. In return for this 4ZZZ put details on the promotions whiteboard in the on-air studios, produce a spot that is rostered into programming. Also where possible, 4ZZZ's logo must appear on any advertising material produced by the event promoters.
Promotional Deal	4ZZZ receives a single payment, at the current charge rate, for a spot to be produced and rostered into programming.
Strip Programming	Has a basic content of news, information and a wide variety of musical styles which includes showcasing new releases that are independent, non-mainstream and alternative.

# Appendix 1

## Ethical statement

Creative Broadcaster Ltd is committed to ensuring a healthy and safe workplace that is free from workplace harassment. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

### Definition of workplace harassment

- A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of the person that –
  - is unwelcome and unsolicited; and
  - the person considers to be offensive, intimidating, humiliating or threatening; and
  - a reasonable person would consider to be offensive, humiliating, intimidating or threatening.
- 'Workplace harassment' does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.
- In this section - 'sexual harassment' see the [Anti-Discrimination Act 1991](#) section 119.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours. Examples include:

- abusing a person loudly, usually when others are present;
- repeated threats of dismissal or other severe punishment for no reason;
- constant ridicule and being put down;
- leaving offensive messages on email or the telephone;
- sabotaging a person's work, for example, by deliberately withholding or supplying
- incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
- maliciously excluding and isolating a person from workplace activities;
- persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers;
- spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

### Actions that are not workplace harassment

Legitimate and reasonable management actions and business processes, such as, actions taken to transfer, demote, discipline, redeploy, retrench or dismiss a worker are not considered to be workplace harassment, provided these actions are conducted in a reasonable way.

### Effects of workplace harassment on people and the business

Workplace harassment has detrimental effects on people and the business. It can create an unsafe working environment, result in a loss of trained and talented workers, the breakdown of teams and individual relationships, and reduced efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

## **Workplace strategies to eliminate workplace harassment**

Creative Broadcaster Ltd will take the following actions to prevent and control exposure to the risk of workplace harassment:

- provide all workers with workplace harassment awareness training;
- develop a code of conduct for workers to follow;
- introduce a complaint handling system and inform all workers on how to make a complaint, the support systems available, options for resolving grievances and the
- appeals process;
- regularly review the workplace harassment prevention policy, complaint handling system and training.

## **Responsibilities of workers**

Creative Broadcaster Ltd requires all workers to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to **Workplace Equality Officers**.

Managers and supervisors must also ensure that workers are not exposed to workplace harassment. Management are required to personally demonstrate appropriate behaviour, promote the workplace harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

## **Where workers can go for assistance**

A worker who is being harassed can contact **Workplace Equality Officers** for information and assistance in the management and resolution of a workplace harassment complaint.

## **Commitment to promptly investigate**

Complaints Creative Broadcaster Ltd has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace harassment complaints. Any reports of workplace harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to workplace harassment will not be victimised.

## **Consequences of breach of policy**

Disciplinary action will be taken against a person who harasses a worker or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace harassment found to be malicious, frivolous or vexatious<sup>12</sup> may make the complainant liable for disciplinary action. Malicious, frivolous or vexatious complaints include complaints that are deliberately harmful, spiteful, trivial or unworthy of serious attention or resources.

## **Review of policy**

This policy and the actions outlined above will be reviewed annually, unless required earlier because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that workplace harassment is prevented and controlled.

## **Endorsement**

I/We have committed to this policy and its implementation, and to ensuring a healthy and safe work environment that is free from workplace harassment. [Chief Executive/Senior Management/Employer signatures]

[date]

## Appendix 2 Document Versions

Version	Date	Author	Comments
0.1	19/05/1997	Chris McLean	Original
0.2	30/03/1999	Gordon Clarke	Updated grammar and spelling, separated policies from procedures
0.3	29/08/1999	Gordon Clarke	Corrections to some policies
0.4	4/04/2000	Peter Rohweder	Additions and changes to some policies and procedures
0.5	6/06/2000	Peter Rohweder	Additions to some policies and procedures
0.6	4/09/2001	Peter Rohweder	Additions to policies and procedures
1.0	07/02/2006	Ariel Heber	New polices and procedures
1.1	20/02/2007	Peter Rohweder	Programming policy updated
1.2	05/01/2009	Peter Rohweder	Inserted new Mission Statement and corrected Board e-mail address
1.3	09/11/2009	Peter Rohweder	Programming Policy updated