



# **4ZZZ Station Policy**

“Connecting and amplifying the voices of  
our local communities.”

Version 1.5

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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

1. 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.
2. 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.
3. 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.
4. Any person who believes harassment or discrimination may be occurring is required to report the conduct to one of the Workplace Equality Officers (WEO). There will be two WEO's.
5. The WEO's 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.
6. All people will be free of sexual harassment within the workplace.
7. All people will be free from violence or threats of violence within the workplace.
8. All volunteer staff are to be treated as equal with any paid staff and there is to be no discrimination on the basis of paid or unpaid services.
9. All station staff and volunteers must be current subscribers to 4ZZZ.

10. Any equipment or plant donated to, or purchased by 4ZZZ, remains the property of Creative Broadcasters Ltd.
11. Smoking is prohibited within the building at all times.
12. There is to be no eating or drinking in the Studios or Record Library at any time.
13. Any person visibly affected by drugs or alcohol will be removed from the premises.
14. 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.
15. No reimbursements will be paid for unauthorized purchases or repairs. Individuals claiming reimbursement for items not requested or authorized by the Management Team prior to purchase may not be reimbursed. All authorized requests for reimbursement will require evidence of payment.

## 2.2 Procedures

### 2.2.1 General

1. Employees, station workers and volunteers are responsible for keeping their own work area tidy and must clean up after themselves.
2. 4ZZZ staff are expected to be polite and courteous to all other staff, volunteers and the general public whilst at the station.
3. 4ZZZ will have appropriate Workplace Health and Safety policies and procedures in place in a separate WHS Manual.

### 2.2.2 Workplace Equality Officers

1. If a 4ZZZ staff member or volunteer is experiencing harassment or discrimination, they must take their complaint to one of the 4ZZZ WEO's.
2. The complainant can either make a formal complaint in writing, or an informal complaint verbally. 4ZZZ can only take specific action towards the alleged offender if the complainant can disclose the person's identity. If this is not possible, alternative outcomes or approaches can be discussed.
3. The WEO will make the complainant aware of procedures including the option to appoint an independent conciliator (a contact outside of the station), if they are not comfortable with 4ZZZ WEO, and of the station's confidentiality agreement.
4. The procedures are as follows:
  - a. Complainant to think about outcome they want;
  - b. the WEO or independent conciliator will approach the respondent (person against whom the complaint has been made) upon the discretion of the complainant.

- c. the respondent must meet with WEO or independent conciliator to discuss the issue and work towards an outcome.
  - d. if it becomes a legal matter the 4ZZZ board will require a report from the WEO/Conciliator
5. If an independent conciliator is employed, the conciliator will recommend how the respondent should be dealt with in a report to the WEO and such advised procedure is then to be carried out. The report will not disclose details of the incident. The complainant's wishes on an 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. The source of the complaint is to be kept confidential and will not be disclosed.

## 2.3 Breach of Policy

1. A Volunteer who breaches policy or performs/behaves in a manner detrimental to 4ZZZ will be breached by the Station Manager or Delegate who will be able to warn, suspend or ban the volunteer according to the severity of the offence.
2. 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.

### 2.3.1 Procedure

1. A breach of policy may result in a warning being given to the volunteer who is responsible. The Station Manager or Delegate will issue warnings at their discretion. These warnings will be issued in writing, including the reasons for the warning being issued.
2. Volunteers have the right to appeal any warning to the Station Manager and/or the Board of Directors.

## 2.4 Employment

1. All staff members must be given Key Performance Indicators which the Board of Directors and Station Managers reviews at least once within a 12-month period.
2. 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.
3. The Board of Directors will conduct an exit interview for employees to provide feedback with regard to their employment and tenure at 4ZZZ.
4. All employees must be given a copy of the Fair Work Information Statement when they commence work at 4ZZZ.

# 3 Programming

## 3.1 The Program Reviews Team

1. The Program Reviews Team (PRT) consists of at least five members appointed for a one year term.
2. The PRT is responsible for reviewing the on-air sound and tone of 4ZZZ.
3. The PRT Coordinator is responsible for overseeing the PRT in its responsibilities pertaining to the on-air sound and tone of 4ZZZ and associated duties. If agreed to by the Station Manager, then the Programming Coordinator may also chair the Program Reviews Team.
4. Each member should elect or be delegated role(s) to be accountable and responsible to manage to ensure the PRT goals are addressed.
5. If possible, at least one current announcer should be on the Program Reviews Team. Interested PRT applicants must submit a written application addressing the selection criteria and position description upon calling for applications once per year.
6. The Program Reviews Team Coordinator will determine the best means for the Program Reviews Team to review programming on 4ZZZ. A quorum for a Program Reviews Team meeting shall be three committee members (including the chair).
7. Any conflicts of interest should be stated upon application (example: on air announcer etc)
8. Short listed applicants will be interviewed and the final selection ratified by the Station Manager with responsibility for this area.
9. Vacancies are to be filled as they are needed to the end of the current term.
10. The PRT will meet when and as often as deemed necessary.
11. The PRT is directly answerable to the Programming Coordinator and the Station Manager will provide guidance to the Program Reviews Team.
12. The PRT Coordinator is required to prepare monthly written reports to the Station Manager on the activities of the PRT. Agendas and Minutes for all meetings must be maintained and sent to the Station Manager.
13. All feedback and meeting records must be held in the PRT folder on the 4ZZZ server.
14. The PRT is to review, maintain and develop 4ZZZ programming in accordance with:
  - a. the Broadcasting Services Act 1992
  - b. the CBAA Code of Practice
  - c. 4ZZZ station policy
15. The PRT's primary objective is to constantly improve 4ZZZ's on-air sound such that it is always:
  - a. high quality
  - b. competent
  - c. relevant
16. The PRT 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 and Programming Coordinator.

## 3.2 Drafting On Air Grids

### 3.2.1 Policy

1. 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).
2. Programs broadcast between 9am and 3pm weekdays will preferably contain a broad cross-section of music, issues and information.
3. 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.
4. Weekend shifts should contain a variety of the above styles of programs.

### 3.2.2 Procedure

1. The Programming Coordinator shall work with the Station Manager to produce the new roster for each announcing block, using the following format:
  - a. 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.
  - b. Require all shift application forms to be emailed to the administration staff at least six weeks before the new block commences.
  - c. 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.
  - d. 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
  - e. The Station Manager, in collaboration with the Programming Coordinator will submit a draft announcing roster to the Board of Directors for approval at least four weeks before the next block.
2. The Station Manager or Programming Coordinator shall:
  - a. contact all announcers at least three weeks prior to the commencement of the new grid, and
  - b. Arrange and advertise an announcers meeting for 1 week before the new block commences
  - c. 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.
  - d. At all times, the Station Manager, Programming Coordinator and the Program Reviews Team must ensure they act in an unbiased manner and in the best interests of 4ZZZ stakeholders in preference to any individuals. It's important to



note that the ownership of 4ZZZ airtime belongs to 4ZZZ and is managed by the Station Manager, Programming Coordinator and the Program Reviews Team on behalf on 4ZZZ subscribers.

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

### 3.2.3 Selection Criteria

1. 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.
2. Relevance to 4ZZZ's Mission Statement, "Connecting and amplifying the voices of our local communities"
3. Adherence to 4ZZZ's Announcers' Manual, including:
  - a. Adherence to quotas
  - b. Tight presentation
  - c. Confident presentation
  - d. Competent approach
  - e. Adherence to C.B.A.A. Code of Practice
  - f. Originality & Creativity, including:
  - g. Appropriate selection of music
  - h. Guests
  - i. Segments presented
  - j. Audience input
  - k. Audience Appeal, including:
    - l. Level of popularity
  - m. Ability to retain Subscribers and/or increase Subscribers and sponsorship or funding to the station x Links to the community
4. Information Presented, including:
  - a. Relevance
  - b. Local appeal
  - c. Support given to Independent Artists.
  - d. Support of marginalised groups with
  - e. Information
  - f. Issues
  - g. Organisations
  - h. 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.
5. Station commitment and/or participation beyond the contribution to your show.
6. Fulfilment of Sponsorship requirements
  - a. Playing rostered Spots
  - b. Live Reads for programs broadcast between 6am to 6pm Monday to Friday

### 3.2.4 Other Considerations

1. Objectivity
  - a. All Station Workers involved in Programming must at all times operate in an objective manner and act in the best interests of the station, not any individual
2. Market Research
  - a. Marketing information is vital to enable the Station Manager and the Program Reviews Team to make effective decisions within the framework outlined.
  - b. Market Research should encompass as broad an audience as possible.
  - c. The Station Manager is responsible to provide the Program Reviews Team with any available relevant market research. However, the Program Reviews Team are encouraged to
    - i. Consult the Station Manager.
    - ii. Perform niche programming related market research (if required)
    - iii. Support the promotion of any market research relevant to programming needs
3. Consultation
  - a. Consultation is to be an important part of the Station Manager, Programming Coordinator and Program Reviews Team 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.
  - b. The Station Manager, Programming Coordinator and the Program Review Committee must communicate with the News Coordinator regarding decisions pertaining to news programming, consult with the Training 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.
4. Feedback
  - a. The primary responsibility of the Program Reviews Team is to proactively engage in processes that will improve the on air sound of 4ZZZ.
  - b. This includes engaging in comprehensive feedback sessions and providing announcers with constructive feedback and providing appropriate 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.
5. Strategic Plan
  - a. The Station Manager and the Program Reviews Team shall work in conjunction with the Board of Directors to help achieve any relevant goals in the Strategic Plan.
  - b. The Board of Directors may from time to time revise the Strategic Plan with new goals which may affect the programming on the station.
6. Accountability

- a. The Program Reviews Team is accountable to the Station Manager with responsibility for on air sound. 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.
7. Visibility
    - a. The processes of the Station Manager and the Program Reviews Team 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 Reviews Team meetings must request a copy from the Program Reviews Team Coordinator. Due to confidentiality issues pertaining to other announcers, the Program Reviews Team reserves the right to refuse the request for minutes.

### 3.3 Complaints

1. We acknowledge the rights of our listeners, members and volunteers to make complaints in writing about alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes.
2. We will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
3. We will ensure that:
  - a. complaints will be received by a responsible person in normal office hours and receipt is acknowledged in writing,
  - b. complaints will be conscientiously considered, investigated if necessary, and responded to substantively as soon as possible, by either the Programming Coordinator or the Station Manager.
  - c. complaints will be responded to in writing within 60 days of receipt, as required by the Act, and the response will include a copy of the Codes, and
  - d. complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
    - i. formally lodged their complaint with the licensee in writing, and
    - ii. received a substantive response from the licensee and are dissatisfied with this response, or have not received a response from the licensee within 60 days after making the complaint.
    - iii. A written complaint or response can be a letter, fax, or email.

## 3.4 Announcer Responsibilities

### 3.4.1 Policy

1. Care of Equipment and Media
  - a. 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.)
2. Guests
  - a. No more than two (2) guests are permitted in the station between the hours of 10pm and 10am inclusive.
  - b. 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.
  - c. 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.
  - d. Only announcers trained and approved to operate the telephone talkback facilities may conduct a live talkback program.
3. Record Library
  - a. The only persons who are permitted to be in the record library are:
    - i. The on-air announcer
    - ii. Any other current announcer
    - iii. Any current Production person
    - iv. The current Music Coordinator
    - v. Any person under the direction of the Music Coordinator
    - vi. One guest only who is under the direction of the on-air announcer.
  - b. NO bags are permitted in the record library at any time.
  - c. 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.
4. Meetings
  - a. Attendance at Announcers' Meetings is compulsory with apologies only being acceptable for two consecutive meetings.
5. Music Quotas
  - a. 4ZZZ has music quotas that must be adhered to by all announcers when on-air. Announcers must play the following:
    - i. 40% Australian/New Zealand artists
    - ii. 30% Local artists
    - iii. 50% Women and non binary artists
    - iv. 30% New Releases (released in the last 4 months)
    - v. 5% First Nations artists

- b. If a specialist show (as approved by the Program Reviews Team) has difficulties meeting these quotas they should discuss this with the Programming Coordinator to see if they are eligible for an exemption.
- c. All programs are expected to strive towards these quotas.

### 3.4.2 Procedure

- 1. Security
  - a. The on-air announcer is responsible for station security between the hours of 6pm and 10am. This includes checking that all doors have been locked and that the previous announcer and their guests have left.
- 2. Workplace Commitment
  - a. All announcers must be current subscribers when they apply for a shift. See section 2
  - b. Announcers must be able to demonstrate some type of current workplace commitment outside of their announcing commitments.
  - c. 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.
  - d. 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
  - e. Announcers must be reliable and punctual for their shift for which they are rostered. (See the Announcer Manual for procedures regarding a fill-in announcer.)
  - f. All announcers must fill in their program pages within a week of the program's air date.
  - g. Announcers less than 17 years of age are to have another volunteer with them when performing their shift outside of business hours
  - h. 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.

### 3.4.3 Breach of Policy

- 1. An announcer who breaches policy or performs/behaves in a manner detrimental to 4ZZZ will be breached by the Station Manager or Delegate who will be able to warn, suspend or ban the announcer according to the severity of the offence.
- 2. An announcer 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.
- 3. If an announcer 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 relevant 4ZZZ Committee.

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

## 3.5 Music Policy

### 3.5.1 Policy

1. The Music Department must strive to be diverse in their choice of music for 4ZZZ's music library and remain impartial with respect to music.
2. Programming material should reflect 4ZZZ's station mission of connecting and amplifying the voices of our local communities.
  - a. Music may be removed from the station with the explicit approval of the Music Coordinator and under supervision for:
    - i. Repair purposes
    - ii. Preview/evaluation purposes (for interviews, etc)
    - iii. Storage purposes (culling of record library etc)
    - iv. 4ZZZ will not accept financial reward or consideration of any kind to give specific releases airplay
    - v. The Music Coordinator will not misrepresent 4ZZZ when soliciting material for the station.

### 3.5.2 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 rigid censorship decisions on programming material, but we will strive to ensure announcers act in accordance with station values, policies and charter, as well as the CBAA Code of Practice.

## 3.6 News Policy

1. 4ZZZ FM is a community radio station. Its motivation is not to make profit but to serve the community.
2. Our current mission statement is:
  - a. "Connecting and amplifying the voices of our local communities"
  - b. 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 any other reputable media organization. It is the content of the news that differs.

3. 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.
4. 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.
5. Journalists are encouraged to inform themselves of alternative view points and to especially seek them out when producing news
6. The following guidelines are intended to promote accuracy and fairness in news and current affairs programs. News and current affairs programs should:
  - a. provide access to views under-represented by the mainstream media;
  - b. present factual material accurately and ensure that reasonable efforts are made to correct substantial errors of fact at the earliest possible opportunity;
  - c. clearly distinguish factual material from commentary and analysis;
  - d. not present news in such a way as to create public panic or unnecessary distress to listeners;
  - e. not misrepresent a viewpoint by giving misleading emphasis, editing out of context or withholding relevant available facts;
  - f. 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;
  - g. not broadcast the words of an identifiable person unless;
    - i. that person has been informed in advance that the words may be transmitted; or
    - ii. 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.

## 4 Events

### 4.1 Policy

1. All 4ZZZ events should be arranged in consultation with the Station Manager.
2. 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 Sponsorship Manager or Station Manager must be advised of this.

## 4.2 Procedures

1. 4ZZZ events with a budget of over \$2000 need to be approved as per finance policy as do budget excesses of over 10%.
2. 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. Any Media Accreditation and gig requests are to be authorised by a Station Manager or Review Coordinator to ensure a streamlined volunteer request process.

# 5 Finance

## 5.1 Budget Development and Reviews

1. The Station Manager will develop the Station's annual Budget alongside the Finance Sub-Committee of the Board.
2. Station personnel responsible for line items in the budget will contribute to the budget proposal and provide any documentation necessary to assist with the approval of those line items.
3. Budget approval is by the Board of Directors. There will be no changes to an annual budget unless a review is submitted by the Treasurer to the Board for approval.

## 5.2 Cash

1. All proceeds from 4ZZZ fundraisers/events must be returned to the station for receipt and deposit into 4ZZZ's bank account.
2. At least two staff members/personnel will be responsible for the handling and transportation of monies over \$500.

## 5.3 Loans

1. 4ZZZ will not issue loans or approve credit to staff and or volunteers.

## 5.4 Sale of Plant/Equipment

1. Board of Directors to approve the transfer of any plant/equipment before any transactions or agreements regarding such plant or equipment are entered into.

## 5.5 Expenditure

1. Non capital and unbudgeted
  - a. Board of Directors must approve all expenditure of individual items above \$1000



- b. Expenditure between \$500 and \$1000 can be approved by the Station Manager and one other person as appointed by the Board of Directors. Expenditure less than \$500 can be approved by the Station Manager.
  - c. Expenditure greater than 10% of an allocated budget is to be brought to the attention by the Station Manager to the Finance Sub Committee for discussion to brief the Board of the Directors.
  - d. In the event a cheque is to be issued it will bear the signature of the Treasurer when the amount is greater than \$500.
2. Capital
    - a. Any expenditure capital in nature is to be approved by the Board of Directors

## 5.6 Finance Sub Committee

1. Members will consist of the Treasurer, at least one other Board Member and the Station Manager.
2. Will meet at least quarterly to review the Station's financial position and address any other issues that may arise in relation to finance.
3. Will review the formulation of the Station's annual budget/reviews before submission to the Board of Directors

## 5.7 Internet Banking

1. Two board members are authorised to approve payments, currently the Treasurer and the Chair of the Board.
2. All 4ZZZ internet banking payments (except wages) requires authorisation by at least one Board member. Wages are automatically approved.
3. Either the Finance and Admin Officer or Station Manager creates the online payments and emails the authorised Board member for approval. Approvers are to given at least 24 hours notice prior to the payment being due.
4. If Board members are unavailable within 48 hours to authorise the payment, then either the Station Manager or Finance and Admin Officer is able to authorise.
5. Either the Finance and Admin Officer or Station Manager to email payment notification to all people authorised to approve payments.

# 6 Administration

## 6.1 Policy

1. All Staff, Volunteer & Announcer phone numbers, emails or other contact details are not to be given out to the general public and are for internal use only.
2. 4ZZZ does not provide facilities for lay-by subscriptions.

3. Winners of major Radiothon prizes are to be determined via a fair and random prize draw system, compliant with all relevant legislation regarding raffles. All other prizes given away by 4ZZZ must go only to subscribers or as an incentive to subscribe.
4. Front Desk trainers are appointed as required by the Reception Coordinator only.

## 6.2 Procedure

1. Front Desk keys are the responsibility of the Finance and Administration Officer and a key register must be kept, with keys being returned when no longer needed.
2. The Finance and Administration Officer is responsible for the petty cash and must reconcile the petty cash each month.
3. The Front Desk cash drawer is to be kept locked in the secure Admin Room when not in use, with the key to the admin room being made available to Front Desk staff during a shift as needed.
4. Prizes allocated as giveaways must be collected within eight weeks of the date of the give-away. If uncollected at this time, prizes are to be returned to the prize pool.
5. The Front Desk Entrance at Barry Parade is to remain locked at all times outside of Front Desk open hours and is the responsibility of the Front Desk staff on duty.

## 7 Production

### 7.1 Policy

1. 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. x Maximum bookings of four (4) hours only may be made for the production studio between the hours of 10am and 10pm.
2. There is to be no eating, drinking or smoking in the production studio at any time.
3. A maximum of five (5) people only may be in the production studio.
4. Any music removed from the record library for production, or any other purposes must be returned and refilled correctly.
5. Any material produced for pre-recorded broadcast must be preceded with a language warning if it contains any obscenities.
6. Equipment is not to be removed from the production studio without prior approval from the Tech Manager.

### 7.2 Procedure

1. A breach of production policy will result in a warning being issued to the person responsible.
2. If a producer receives two (2) warnings in a two month period they will be denied access to the production studio

3. The doors of the production studio must remain closed at all times and locked when the room is not in use.
4. Producers utilising the facilities of the production studio are responsible for the security and safekeeping of the production studio and the equipment therein.
5. Priority use of the production studio is to be organised through the Production Coordinator with advisement from the Sponsorship Manager
6. People using the production studio are responsible for turning off equipment, keeping the studio tidy, putting stuff away and throwing out rubbish.
7. The Sponsorship Coordinator or Station Manager must approve all promotional spots before they are included in the spot roster.
8. All technical problems must be reported to the Production Coordinator and Tech Manager.

## 8 Sponsorship

### 8.1 Policy

1. All announcements will meet the requirements of the Broadcasting Services Act, the Community Radio Broadcasting Codes of Practice and any other standards or codes that are required.
2. The Sponsorship Manager must manage all sponsorship.
3. All sponsorship announcements must acknowledge the financial support of a sponsor, eg. The miscellaneous Business Company is proud to sponsor 4ZZZ.
4. 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.
5. The station will only acknowledge sponsorship when both parties have signed a Sponsorship Agreement.
6. Sponsorship announcements are to be produced and presented in a style and form consistent with the program in which they are to be placed.
7. Sponsorship announcements will not be pre-produced advertisements for commercial media, nor will they contain identifiable jingles associated with a particular product or service.
8. Sponsorship announcements will be factual statements about the sponsor, and will not use superlatives (eg. fastest, cheapest, biggest range, etc.)
9. 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.
10. Sponsorship announcements will not be accepted from registered political parties
11. Each sponsorship spot is to be a maximum of 60 seconds duration.
12. The Sponsorship Manager has autonomy to make decisions regarding sponsorships, as long as these adhere to 4ZZZ station policy. If there are doubts to the suitability of an event or sponsorship campaign, then it must be approved by the relevant Station Manager or Board of Directors.

13. The Sponsorship Manager has control over what material is placed on the list of Live Reads in on-air studios. Content is prioritised as follows:
  - a. '4ZZZ presents' deals & sponsorship campaigns.
  - b. Events by subscribing community groups
  - c. Events by other community groups approved by a Station Manager or Sponsorship Coordinator. Other community events
  - d. All prize giveaways must be made available only to current subscribers or be incentives to gain subscribers.
14. Excessive promotion of events in which 4ZZZ has no financial interest is not permitted, except for non-profit events and benefits.

## 8.2 Procedure

1. Businesses seeking sponsorship must first comply with general station policy.
2. The station reserves the right to veto scripts and refuse any paid announcement.
3. Sponsorship decisions, provided they are within Station Policy, are made by the Sponsorship Manager. Any decision potentially outside of Station Policy must be brought to the Station Manager or Board Of Directors.
4. Sponsorship announcements must receive specific prior approval of written copy by the Sponsorship Coordinator(s) and Station Manager.
5. Discretion is to be shown with rostering sponsorship announcements and block shows.
6. Sponsorship announcements are made by playing spots, live reads and online media, with no extra announcements
7. Sponsorship rates should be reviewed every 12 months at the start of each financial year.
8. The Sponsorship Manager must declare any conflicts of interest which may arise to the Station Manager or Board of Directors.

## 9 Station Procedure

### 9.1 Policy

1. All changes to 4ZZZ's Station Policy will occur at a Board Meeting.
2. All subscribers are given the opportunity to raise any issues or concerns to the Board by mail or email to [board@4zzz.org.au](mailto:board@4zzz.org.au) or by attending and addressing a Board Meeting in person with prior notification to the Secretary.
3. You must be a current subscriber to be involved in the decision making process.
4. 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(s). If the matter is still unresolved then a letter regarding the matter shall be forwarded to the Board and discussed as an agenda item.

5. Coordinators will have the autonomy to make decisions as per their job description in line with station policy and procedure.
6. All Employee positions will be reviewed at least once every 12-month period. All employees 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 employees, 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 employees will lie with the Board of Directors
7. 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. If there is a vacancy in the Station Manager position then the responsibility will fall onto the Board of Directors.
8. The Board of Directors will handle all employee issues, legal issues, licensing issues and forward planning after gaining input from relevant volunteers and staff.
9. As outlined in the station's constitution, in all Annual General Meetings and Extraordinary General Meetings of 4ZZZ Creative Broadcasters Pty Ltd, only one vote per membership number may be allowed.

## 9.2 Consultation

1. 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.
2. 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 Website. The board will gather feedback from the widest range of subscribers on the proposed policy change.
3. Submissions, Comments and reviews will be requested by email or letter. Each submission will need a Subscribers name, subscriber number and current contact telephone number. This process is open to current subscribers of 4ZZZ only.
4. 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.
5. The Board will always act in the best interests of Creative Broadcasters Ltd.

# 10 Station Meetings

## 10.1 Department meetings

1. Responsibilities:
  - a. Day to day running of the department
  - b. implementing and overseeing volunteer recruitment and training x Development and implementation of special projects
  - c. Developing time frames for all activities
2. Manager meetings
3. Responsibilities:
  - a. Report on progress of that department in relation to their responsibilities x Peer review of progress in relation to time frames
  - b. Discussion of problems in each department
  - c. Talk about what's coming up
4. Board meetings
5. Responsibilities:
  - a. Finance
  - b. Appointing paid staff
  - c. Legal responsibilities of 4ZZZ
  - d. Long term direction of the station (i.e. Business plan) x Review policy

# 11 Glossary

## Term and Description

Specialist 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 Live Read sheet in the on-air studios and produces a spot that is rostered into programming. Also where possible, 4ZZZ's logo must appear on any advertising material produced by the event promoters.

Sponsorship Campaign - 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

Creative Broadcasters 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 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]

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 policies 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 email address
- 1.3 09/11/2009 Peter Rohweder - Programming Policy updated
- 1.4 14/1/2016 Andrew Bartlett – various minor modifications, corrections and updating
- 1.5 26/11/2019 Grace Pashley – standardised formatting, updated music quotas (3.5), introduced broadcast complaint procedure (3.3), updated mission statement and removed references to outdated organisational structure. Endorsed by board over email on 19/11/2019.

Creative Broadcasters Ltd (Trading as 4ZZZ-FM)