



YOUR LOCAL STATION

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MEMBER MANUAL

(A user friendly guide to the station's procedures, equipment and licence requirements)

Revised 2014

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Welcome to 89.3 2GLF's team of volunteers!

We hope that you enjoy the experience of working in radio. Whether you present on air or act as a volunteer in other areas, e.g. production, there are some things that you need to know.

This information is not new. There are some alterations due to the move to 161 Bigge St Liverpool and the fact that we are now becoming the owners of the premises.

You will find that information has been placed in three sections; however, you should make sure that you are fully aware of and abide by the requirements of membership.

Sections included relate to:

1. The Station
2. Broadcasting a Program
3. General Information and Requirements



SECTION 1 THE STATION





89.3 2GLF IS A COMMUNITY RADIO STATION STAFFED BY VOLUNTEERS

2GLF is completely run by volunteers like you. This makes us special as we rely totally on the continued support of the community in order to exist.

The Liverpool-Fairfield Community Radio Co-operative has a Board of seven directors that is elected annually. The Board formulates and ratifies station policy and direction. It is responsible for the financial management of the station.

STATION POLICY

89.3 2GLF is a community station with a community broadcasting licence. The aim is to provide a comprehensive community entertainment and information service. This service is broad based and provided the opportunity for as much community involvement as possible. Local content is the station's top priority. As the station serves a high proportion of listeners who speak a language other than English, it seeks to provide programs that allow them to fully engage with the medium of radio in their first language.

Local community news and current affairs reporting is an important part of community radio.

THE STATION- Some history

At the end of 2011 the Co-operative commenced the purchase of Suite 201/161 Bigge St. In effect this has made the Co-operative the owner of the station. Members made the decision to purchase at this location based on transport, security, and affordability.

This makes 2GLF somewhat unique as most community stations do not own their sites. Ownership brings with it additional responsibilities, particularly as we are situated in a professional building.

STATION ACCESS

Daytime Access

The building is open during business hours through the front door. The station is found on the second floor which is accessible via a lift or the fire stairs.

To enter the station you need an access pass which will cost you a \$30 deposit.

After Hours Access

Access to the building is limited after hours. Because of our need to access the building for 24/7 broadcasting we were granted passes to cover those hours at \$50.00 per access card. We purchased 50 cards to allocate to after hour programs. The control of these cards is monitored for security reasons. Each after-hours program has one card.

If you arrive after hours without a card you go to 201 on the panel at the side of the building and buzz to be let in. If your program team enters the building they will listen for you upstairs and buzz you in. Some teams meet at the front door and enter together.

Guests and visitors to programs are told to buzz at 201 and they will be let in. Always make sure you know who it is before giving entrance to the building.

Care should be taken with passes as losses will cost you money and a delay whilst we try to gain a replacement.

SIGNING IN AND OUT OF THE STATION

It is a workplace requirement is that you sign into the station as you arrive and sign out as you leave. This relates to WH&S, insurance and fire regulations. All visitors and guests should also sign in and out.

As the sign in book is retained for legal purposes, members should not use nicknames or nom de plumes. The name that you used when you applied for membership should be used.

MEMBERSHIP

Volunteers are required to apply for membership. There is a once off joining fee of ten dollars. The membership fee from 1st April 2015 will be \$27.50 (GST inclusive). Membership allows you to become part of the station and contribute in our activities which can be on-line, on-air or off-line. Applications for membership are approved by the Board of Directors.

OPERATING COSTS

It costs a lot of money to purchase a building and to keep the station on air. The costs include a mortgage, electricity, strata fees, insurance, fees, equipment repairs and purchases, stationary, postage and other operating costs.

Funds are provided by:

- 1 Grants
- 2 Annual membership fees to the co-operative
- 3 Airtime fees
- 4 Sponsorships

RESPONSIBILITY

The Australian Communications and Media Authority (ACMA) and NSW Fair Trading make it clear that the Board of Directors is responsible for station policy, management and finances. As there is no station manager, the Board is also responsible, together with volunteers, for the day to day operation of the station.

DISCIPLINE POLICY

The station has a discipline policy. This is approved by the members and forms the basis for action should any member fail to comply with requirements.

COMPLAINTS AND CONFLICT RESOLUTION

The station has:

- An Harassment policy
- Conflict Resolution Procedures
- A Formal complaint Form

The first approach, if you have a minor problem, is to tell the person concerned. If you are not able to do this then a formal complaint can be made in writing. This will be dealt with as per the Conflict Resolution Procedures.

SECTION 2

BROADCASTING A PROGRAM



TRAINING

Training is required before you can apply for airtime. If you have previous radio experience you are able to apply for RPL (Recognised Prior Learning) however; equipment is different between stations and we need to ensure that all presenters are trained to our standards.

There are theory and panel training sessions (a total of sixteen two-hour sessions) which assist to assist you to become a presenter.

PROGRAMMING

The Programming Committee is responsible for maintaining a program schedule which satisfies community demands. Five members are elected by the membership to serve on the Programming Committee for one year. A Board Director chairs the committee.

Each year at the end of March all timeslots are declared vacant and presenters apply for a suitable timeslot for the next year. The Programming Committee makes every attempt to allocate suitable timeslots. They may negotiate alternative times in some instances.

DEVELOPING A PROGRAM CONCEPT

You may have a great idea for a program but you need to know who will be your potential audience. Consider age, language and background of those living in our licence areas of Liverpool and Fairfield.

If you know your audience it will help you to develop suitable content for a program so that they engage with you throughout your program. Presenters need to consider the type of audience that might be listening at certain times in the schedule.

APPLYING FOR A PROGRAM

When members apply for airtime they agree to the following:

- If allocated airtime I/we will abide by the rules of the Co-operative and the policies and practices of the station.
- If allocated airtime I/we will abide by the Community Broadcasting Codes of Practice, the Broadcasting Act 1992 and all media laws including defamation and copyright.
- I/We will use social and online media responsibly for program purposes and ensure that the station is not brought into disrepute, being mindful of the representation posted.
- I/we am/are required to be in the studio at least 30 minutes prior to my program commencement (unless a pre-record program has been organized) and will contact the on-air presenter if I am running late.
- I/we understand that the board of directors controls all airtime, and may suspend programs at any time for any reason, which may include special events.

- Airtime allocated to me/us will be used as indicated under program application details. All presenters / co-presenters require prior approval by the station before going to air, to ensure they meet all the station requirements.
- Sponsorship will be vetted by the marketing/sponsorship director and paid to 2GLF.
- I/we accept that the copyright to all broadcasts belongs to 2GLF.
- The time allocated to me/us in the program schedule is subject to change if required by the Programming Committee.

Members need to be flexible on the time they are able to present their program as demand is often high for the most sought after timeslots (nights and weekends) and if demand exceeds supply the best applications get on air. We believe that an annual reapplication for a program is the fairest way to allocated very limited airtime. We do this so everyone has an equal chance of getting a program. In most cases everyone who applies gets a timeslot though it may be their second or third preference.

Our operating panels are LAWO- Crystal Digital panels. The automation system we use is SIMIAN.

STUDIO RULES

- From October 2014 it is a studio rule, agreed to by members, that you vacate the presenter's chair six minutes before the end of your program – not on the hour. This gives the next presenter time to assign different faders to their required sound sources, e.g. personal laptop or Studio PC. Co-operation between presenters is essential at change over time.
- There are no alcohol and no smoking policies in place.
- Foodstuffs and liquids are not permitted in the studios as equipment can be seriously damaged by spilt food or drink. Presenters are advised to use Simian on automation if they need to leave the studio to take a break for food or drink. Food is to be eaten in the Breakout room only.

YOU NEED TO BRING WITH YOU

There are certain things that you will need when presenting a program as they are not supplied by 2GLF:

- Headphones and adaptor – for health reasons it is necessary for you to have your own headset. Headphones with a 6.5mm plug are preferred.
- Leads - If you use other sound sources that are not supplied by the station, e.g. Laptop, USBs etc. you will need to supply your own leads. In the past leads were supplied, but did not remain in situ.

PERSONAL MEDIUM

Radio is a personal medium. You are one on one with your listeners. Remember that although we are a voluntary organisation our listeners are entitled to a professional approach on our behalf. Our aim is to keep listeners tuned in to 89.3 2GLF.

Tips for presenting your program

1. Become fully conversant with the panel.
2. Prepare your program.
3. Have interesting content.
4. Evaluate your program regularly.

MEDIA AND BROADCASTING LAW

Every presenter must have an understanding of the law as it relates to broadcasting and to the Community Broadcasting Codes of Practice.

A lack of understanding in these areas can be costly to you as an individual presenter as well as to the station;

- Defamation
- Blasphemy
- Obscenity
- Contempt of Court
- Contempt of Parliament
- Injurious Falsehood
- Malicious Falsehood
- Copyright

COMMUNITY SERVICE ANNOUNCEMENTS

If you are presenting a program you will find community service announcements (CSA's) allocated to your program in the weekly Traffic Schedule. You are required to play these and sign to say that you played them. The time the CSA/s went to air should also be noted. Most presenters play the CSA's located in the Simian automated system.

SPONSORSHIP

Under Broadcast Law community radio is allowed to have sponsorships (they are not called advertisements) Sponsorships bring funds to the station. They are governed by the Broadcasting Act 1992. Each sponsorship has to be tagged, to show the station is receiving payment. In addition **we are allowed to play no more than a total of five minutes of sponsorships in one hour (including the tags)**. The Traffic Schedule is produced weekly to make sure that the sponsorship limit is not exceeded.

The Traffic Schedule indicates when sponsorship announcements should be played, ensuring that the sponsors receive the exposure they require in a suitable timeslot.

Additional sponsorships should not be played.

Accounts cannot be sent to sponsors unless we can verify the sponsorships have actually gone to air.

The importance of signing the log cannot be over emphasised. It provides written evidence that presenters have played the appropriate sponsorship.

TRAFFIC LOG

The traffic log is placed in Studio 1 and 2 each week. Presenters are required to play what is allocated to their program and to sign off at the time it is played. The log contains CSAs (Community Service Announcements) station promotions (PROMOS) and sponsorships that you should play during your program. You should indicate the exact time they were played. **DO NOT ADD ANY EXTRA SPONSORSHIPS AS YOU COULD CAUSE US TO BREACH THE BROADCASTING ACT.**

AIRTIME CONTRACTS

All programs that purchase airtime are required to sign an airtime contract.

IN THE EVENT OF YOUR BEING ABSENT

If you are not able to attend a Members' Meeting you can send an apology to the Secretary at office@893fm.com.au.

If you are not able to present your program you should:

1. Try to find a replacement
2. Notify the Programming Committee Chairperson who has a list of fill in presenters or who will arrange for your air time to be covered for the term of your absence
3. If possible, tell the people who are before and after your show that you will not be attending so that they are not concerned by your absence.

If you are not able to undertake volunteer duties contact the Secretary at office@893fm.com.au

TECHNICAL SUPPORT

The maintenance of equipment in the studios and at the transmitter site is co-ordinated by Board members. Faulty equipment can be noted in the book by the sign in book or notified via the email.

MP3 VERSUS WAV

WAV files are preferred as they give the best sound. Simian is loaded with WAV files. Some presenters use material on their laptops using MP3 files.

BACK-UP SYSTEM

If a presenter fails to put something to air through the panel – e.g. laptop or USB failure then we have a piece of equipment that will put something to air directly at our transmitter at Mount Pritchard. You will know this is operating as you will hear something but there will be no studio monitors working. What do you do if you come into the studio and you realise that music is coming from the transmitter? (It is looped on an audio card and will keep going until you do something) Simply begin to put something through the panel and the fail safe detector will cut out. Sometimes the transmitter takes over if someone is playing a Simian log and there is a stop down laced in error and Simian stops.

EQUIPMENT FAILURE

If presenters have a difficulty with a sound source they should move onto something else rather than talk the audience through what they are doing to correct the problem. The audience does not want to know you are having a technical problem. It is also unprofessional to complain about the equipment on air. Much of the time it is human error not equipment error that is causing the problem. If it is equipment failure you will need to contact the technical director. Be sure to tell the next presenter if something is causing a problem then they can adapt their usage accordingly.



SECTION 3

GENERAL INFORMATION AND REQUIREMENTS



AIR CONDITIONING

The air conditioning has been set at temperatures that protect the equipment. If members feel cold they should bring extra clothing and take breaks if necessary. The needs of the equipment are paramount. The dials have been encased in boxes to prevent members setting the temperature to their individual preferences.

EQUIPMENT

Station equipment is on an assets register that is audited annually. You are welcome to use equipment that will assist your show, e.g. the digital recorder for interviews. However, all equipment has to be signed out and back in. This is for insurance purposes in case of loss or damage and to ensure we know where equipment is at all times.

COURTESY

Some members forget that the station is run by volunteers who give their own time. Sometimes expectations of others can be very high. Members should be thanked for their contributions not blamed for something that they have not done.

FOOD

Food is to be eaten in the breakout room only.

FUNDRAISING

In addition to sponsorship, the station engages in fund raising activities, e.g. chocolate drives. The station expects you to support fundraising activities. Drinks are provided at minimal cost and an honour system operates whereby if a drink is taken then payment is placed in the container provided.

GARBAGE IN GARBAGE OUT

Members are responsible for cleaning the studios. Some volunteers vacuum and tidy up. However, many members leave rubbish and smelly food containers for someone else to clear away. This is unfair and if everyone leaves the rubbish it becomes a Workplace Health and Safety issue. Please take any food containers that you have away with you and dispose of them properly.

LIGHTS

The major light switch is to the right of the station entrance door. This covers the hallway, breakout room and the central office area. Studios have their own switches. Please switch off any studio lights that are not in use. The last presenter each evening should switch off the lights.

PARKING

Since arrival at 161 Bigge Street parking has been as follows:

1. Members are responsible for locating their own parking.
 - Three hours are available at the Westfield Shopping Centre.
 - There is the Liverpool City Council car park at the rear of the station. There is a charge incurred.
 - After 6pm there is free parking outside the front of the station in Bigge Street.
2. The station has one parking space at the rear of the building. This is only to be used by those with a Mobility Parking Scheme Permit. Those with a pass should provide a photocopy of the permit to register permission to use the spot.

MEMBERS WITHOUT A MOBILITY PASS SHOULD NOT USE THE SPACE AT ANY TIME.

Some members have entered the private parking space area which is accessed by pass. THESE SPACES BELONG TO TENANTS AND NO MEMBERS SHOULD USE THESE AT ANYTIME DAY OR NIGHT.

Illegally parked cars have been noted by owners and reported to the station.
3. Those with a Mobility Parking Scheme Permit can also park directly in front of the building during the daytime;

“Residents and visitors to Liverpool displaying the MPS (Mobility Parking Scheme) permit do not have to pay for parking.” - Liverpool City Council.

Permit holders have to follow the clearway signs and cannot park on the station side of the road prior to 9.30am and from 3pm to 6pm.
4. Some daily volunteers have taken the option to pay \$99 per month to use the Council Car Park this is cheaper than paying \$13 per day. The restriction for the cheaper price is that parking will take place on levels 4 and above only.

RETURN TO ITS ORIGINAL PLACE

If during your time at the station you move or borrow something you are required to put it back where you found it. There have been instances of small items of equipment being borrowed and not returned, e.g. headphone adapters and leads to attach laptops. If you move microphones around then you need to replace them at the end of your broadcast.

SOCIAL MEDIA

The station has Social Media Guidelines to assist members with the ever growing use of social media. Misuse of social media is not taken lightly and warnings or suspension can occur.

TOILETS

Toilet keys are available in the container next to the signing in book. Please ensure that you return the key after use. There are large tags on the keys as there have been instances in the past where members have put the key in their packet and failed to return it – to the

discomfort of others. If you inadvertently lock the key in the toilet please tell the Secretary who will take action to retrieve it.

VISITORS

You are advised that you should not grant station access to those under the age of 18 unless accompanied by an adult, lest you incur legal liability for any injury, accident or incident that the under-age person may suffer whilst on station premises.

Access cards to the station should only be used by those who have paid the deposit and have the card registered to them. On any occasion, if you need to give the card to anyone, i.e. a replacement presenter whilst you are absent then the office should be notified.

On permanently leaving the station, the access card should be returned and the deposit will be refunded.

WORKPLACE HEALTH AND SAFETY

The usual requirements apply to the station. Regular safety checks are carried out. Everyone has a duty of care to address safety issues. Issues should be noted in the communication book next to the sign in book reported immediately to a director whose phone numbers are next to the sign on book.

Everyone should exercise a duty of care and ensure that potential hazards are addressed.

ENJOY YOUR TIME AT 89.3 2GLF

