

BAY FM PRESENTER'S MANUAL

Dear Presenters,

This handbook has been prepared to provide you with essential information about all aspects of your work at Bay FM. Please ensure you read, and understand its contents. At the beginning of each new season all presenters are required to sign a compliance sheet to confirm they have done so. You will find this at reception.

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Bay FM's Mission Statement/ Bay FM's Vision Statement/ Bay FM's Philosophy

1. Bay FM Community Radio is:

- A facility that encourages the individual to meet and exceed excellent broadcasting standards.
- A Community Radio Station operated by volunteers.
Bay FM Management strives to provide a safe and harmonious work environment. Respect for all volunteers and staff, and professional behaviour always, is part of your commitment to being involved in Bay FM.

All positions within Bay FM require that you:

- 1.1 Exercise care and respect when working with Bay FM volunteers and staff.
- 1.2 Attend Meetings or In-Service Training Sessions as required.
- 1.3 Work independently, and also as part of the Bay FM team.
- 1.4 Respect issues of confidentiality. Therefore presenters must not comment, either on air or publicly, on any statements or decisions made by Bay FM management or Programming teams.

Bay FM's Mission Statement

Bay FM 99.9 Independent Community-Responsive Radio aims to inform and entertain both locally and globally.

Bay FM's Vision Statement

- Bay FM aspires to:
- Develop journalism, news, information and music appreciation
Train its volunteers to an accredited standard.
- Be entrepreneurial.
- Continue to be a viable independent broadcaster.

Bay FM's Philosophy

Bay FM, as a unifying facility for the community, broadcasts program content that:

- Reflects, discusses and contributes to the ideas and issues important to the Byron Shire community.
- Provides information to link the diverse facets of the community.
- Celebrates the unique character of the Byron Shire.

Bay FM Programs provide opportunities to:

- Stimulate and encourage ethical, personal and community growth.
- Support and encourage socially responsible and sustainable living and business practices.
- Enable the community to deal with change.

Bay FM as a responsible member of the communications industry:

- Strives for excellence in broadcasting.
- Embraces new technologies, systems and media.
- Creates opportunities for development of a positive media model.
- Recognises an obligation to the needs of those without effective access to, or inadequately serviced by, other media.
- When required, provides assistance to, and information about, emergency services and situations.

Bay FM is a not-for-profit, community service organisation that:

- Acknowledges and nurtures its volunteer base by providing training, and by developing and evolving as an efficient and viable volunteer organization.

2. Station Regulations

Bay FM Broadcasting conditions are set by:

The Australian Communications and Media Authority, contained in The Broadcasters Code Of Practice. See- www.acma.com

Those adopted specifically by Bay FM. These are as follows:

- 2.1 Bay FM Community Radio rules include all the items in the Program Undertakings on the Program Submission Form and standing orders which pertain to presentation of on-air material.
- 2.2 Any individual or group wishing to be involved in any aspect of station operations needs to be a current financial member of Bay FM Community Radio and to have completed a volunteer application form.
- 2.3 No person or group can have a regular program, or take control of the console, without having first reached an approved level of proficiency.
- 2.4 Unless a submission is received for a new program, or for a review of a program, no further consideration will be given to a program unless under exceptional circumstances.
- 2.5 Please record in the daybook if anything is found faulty, missing or broken in the on-air studio. It is located at reception.
- 2.6 Under no circumstances will any presenter's private phone number, address or personal details be broadcast or given to any individual or group.
- 2.7 Any person or group applying for sponsorship or a grant from any organization or government authority, in relation to broadcasting on Bay FM Community Radio, must receive prior approval from the Station Management.
- 2.8 All grant recipients will be required to follow the Grant Guidelines, sign an agreement with BayFM as auspicing body and report on your grant in a timely manner. Please contact the Grants Officer at grants@bayfm.org for approval of your project, queries or assistance.
- 2.9 Any person found removing, or to have removed any recorded material or equipment from the premises or property of Bay FM Community Radio without authority, will be prosecuted.
- 2.10 The Station Management has the power to suspend a normal program in favor of a program specially designed for public holidays and other events and celebrations. Programmers will be notified in writing a fortnight prior to that change where possible.

- 2.11 Smoking, eating or drinking in any studio, or the record library, is not permitted. A second offence will lead to a suspension from programming for one month.
- 2.12 The Station Management may initiate an investigation of any incident to which its attention is drawn, which may contravene regulations or station policy. Management has the right to suspend any program or presenter while such an investigation is carried out. If a breach is established, the Management may:
- Give a written reprimand.
 - Suspend the presenter/s for a set period.
 - Require future programs to be acceptably pre-recorded.
 - Withdraw broadcasting privilege.
- 2.13 If a presenter fails to play scheduled sponsorship announcements the Station Management may give a reminder. If a second offence occurs the grievance procedure, outlined above, will be followed. If any presenters are interested in further information on ABA guidelines see the Office Coordinator, or visit the Bay FM website <http://www.bayfm.org/about-us/regulations.html>
- 2.14 **Do not interrupt the presenter while they are doing their program.** (However, in the event that a presenter is using offensive language or broadcasting in a possibly libellous manner, or sound quality is bad or there is some technical problem, immediate action will be taken.) Negative feedback should never be given to a presenter during their program although positive feedback can be given at appropriate times. Finally, please be respectful of other presenter's sensibilities. Your personal views on another show are just that – personal. If you have any complaints please lodge a signed complaint in the feedback box.
- 2.15 **AMRAP: Every presenter must complete their playlist listing on their program Bay FM website page within a week maximum. Failure to do so will result in disciplinary action and suspension for repeat offenders.** Please contact the Program Team if you need instructions. This is a highly valuable service to both the musician and the listener. The musician gets direct feedback as to when their music gets played and by who and the listener gets to find out more about whom you played. We are lucky to have this service available.
- 2.16 **VOLUNTEERING** all presenters are expected to participate in volunteering at BayFM. This is separate to your broadcasting hours and for every hour you are on air you are expected to volunteer for an equivalent amount of time. There are many opportunities throughout the year to fulfill your quota. Please contact volunteering@bayfm.org

3. A Brief Guide to Broadcasting Law

Here is a brief, but not definitive, guide to Broadcasting Law. For specific details consult the CBBA handbook in the office or online, or check with the Administrator of the Bay FM Programming Team. As a broadcaster, you are responsible in law for what you broadcast. So is Bay FM. In the event of any court action both you and the station are liable to summons. The following are some key areas to be aware of:

Defamation:

Any statement may be defamatory of a person if it tends to make reasonable people think worse of that person. A corporation may no longer be defamed. Courts tend to consider defamatory most words that reasonable people would not like to have said about themselves. A few examples of defamatory material are:

- Disparaging, e.g. saying of a doctor, “he doesn’t know a thing about medicine.”
- Imputing dishonesty, e.g. “Alderman Jones gives contracts to his friends.”
- Alleging a person to be criminal – even to say, “she is not better than a thief” is defamatory.
- Imputing a person has venereal disease, or a lack of sexual morals, is defamatory
- If the Court holds that it would make a reasonable person think worse of the person.

Blasphemous Defamation:

Although prosecutions are rare, it is an offence to vilify the Christian religion, the Bible, the Book of Common Prayer or the existence of God.

Seditious Defamation:

This is when violence or public disorder is incited.

Injurious Falsehoods:

This is similar to defamation, but involves broadcasting false statements about the quality of someone’s merchandise, their trading interests, etc.

Obscenity:

Material is obscene if its effects tend to deprave or corrupt people likely to hear it. Depravity and corruption are not only viewed in sexual terms – material stressing favourable aspects of drug taking or advocating violence can also be considered obscene.

The law always tends to take a narrow view on what is publicly acceptable here. For instance, you cannot claim a program was aimed at mature and broadminded adults if there is any chance a young child might have tuned in.

As a general rule, the words 'f...' and 'c...' will always be regarded as obscene. Any obscene words or expressions must be preceded by warnings to the audience that the material that follows may be considered offensive.

It is not sufficient justification that a recording being played containing obscenities has been recorded and sold in shops. Broadcasting law is more specific, and some commercial recordings have been considered to be obscene presentations.

Contempt of Court:

Contempt of Court consists of words which would obstruct the administration of justice. It includes comments on pending proceedings (which are subjudice, that is; under judicial consideration) and intemperate criticism of courts and judges.

To call a person's death a murder, to say that the local judge goes soft on juvenile theft, to allege a crime before a court case has ruled it to be so, all constitute contempt of Court. Particular care has to be exercised if interviewing witnesses to an (alleged) crime before it has gone to court. The jury may consider what is said on air in their deliberations, in which case the broadcast would be considered in contempt. **If in doubt, leave it out!**

Copyright:

This is a very complex area, which even experts have difficulty in following.

Copyright exists in every original literary, dramatic or musical work. The author is the first owner, including the rights to perform, reproduce, publish or broadcast the work. The copyright continues until 50 years after the death of the original owner.

Standard copyright agreements cover all commercial recordings. However, you need to take particular steps before playing an independent recording, broadcasting a local production of a play or a live performance etc. Copyright in these cases has to be cleared both with the performers and the writers of the material.

4. Copyright Laws

BayFM pays a large annual fee to be licensed to broadcast music that is copyrighted by artists with APRA.

- Annually we must provide APRA|AMCOS with: A Statement of Gross Earnings (The Schedule Part 2) for each financial period, and
 - Music Use Percentage, which determines the rate at which applicable income is assessed.
- During some years, when instructed by APRA, we must provide details of actual music played in a week of programming- 4 specified weeks in that one calendar year. You as a presenter will be required to complete detailed documentation at that time. The Programming Team will advise you when that is required.
- The APRA/AMCOS licence agreements do not cover the use of commercially released music in advertisements /sponsorship announcements.

RESTRICTIONS AND OBLIGATIONS UNDER LICENCES FROM APRA/AMCOS & PPCA

Australasian Performing Rights Association (APRA)

Under this licence we:

- CANNOT broadcast in public if an entrance fee is charged to the public
- CANNOT broadcast in public unless the whole or a substantial part is broadcast
- CANNOT broadcast any dramatic or musical work in their entirety
- CANNOT broadcast any excerpts of any dramatic or musical works if APRA has prohibited such excerpts in writing
- CANNOT broadcast without written permission more than 2 excerpts of any dramatic or musical works within any period of 3 consecutive hours of broadcasting
- CANNOT broadcast oratorios or major choral works or excerpts of such works, exceeding 20 mins.
- CANNOT broadcast an unpublished parody of a musical work which denigrates that work
- MUST provide to APRA the details of any unpublished parody that is broadcast
- MUST provide broadcast logs when required by APRA in the format requested.

Australian Mechanical Copyright Owners (AMCOS)

This is the licence to record and broadcast AMCOS controlled production music sound recordings in

Announcements, station promotions and station IDs. We pay a licensing fee at the same time as the APRA licence, and to supply such recordings to other stations and to members of the public and receive and broadcast of such recordings received from other stations.

PRODUCTION MUSIC is also known as library or background music and has been specifically recorded for that use. It is only available from production music publishers. Purchase of this music does not entitle the purchaser to broadcast rights, the licence is required to broadcast. And the licence is to record, but not broadcast any work from the AMCOS repertoire provided that such work is not reproduced into a sponsorship announcement (broadcast rights are covered by the APRA licence).

Under this license we:

- CANNOT reproduce any works from the AMCOS repertoire with lyrics or words other than those approved by the copyright owner
- CANNOT adapt or re arrange any works from the AMCOS repertoire.

PHONO GRAPHIC Performance Company. (PPCA)

Bay FM pays an annual fee to be licensed to broadcast sound recordings that are copyrighted by PPCA

WHAT IS A SOUND RECORDING?

A sound recording means the aggregate of the sounds embodied in a compact disc, record, pre-recorded cassette, homemade tape or any other device in which sounds are embodied. In other words, it is the sounds on a CD (rather than the CD itself), which constitute the sound recording. Protected sound recordings are those covered by the provisions of the Copyright Act and the Copyright (International Protection) Regulations, for which the Act grants public performance and broadcast rights.

Under this licence we

- MUST use best endeavours to announce the name of the artist or band and the title of each PPCA sound recording either immediately before or after the broadcast of such recording or in as close proximity as possible.
- Must endeavour to include at least 25% of Australian music within overall music programming and will encourage individual presenters to abide by this requirement
- Will complete logs as supplied by APRA
- CANNOT use the PPCA sound recordings for any other purpose than broadcasting
- CANNOT reproduce, adapt, edit, remix, add to, delete, or otherwise change any PPCA sound recordings
- CANNOT debase any PPCA sound recording
- CANNOT subject any PPCA sound recording to derogatory treatment
- CANNOT remove or interfere with any ISRC sub codes embodied in any PPCA sound recording
- CANNOT use, reproduce or broadcast any PPCA sound recording before it has been published in Australia or before 7 weeks after the date of first publication outside Australia
- CANNOT broadcast any infringing copy (pirate or private) of any PPCA sound recording
- CANNOT use any PPCA sound recording to endorse, or in any way which appears to endorse, any goods and services

5. SPONSORSHIP POLICY GUIDELINES

- 5.1 Only non-profit organizations may promote their business free of charge on Bay FM (e.g. Red Cross, Community Centres, Environment Centres, etc.)
- 5.2 Interviews with guests from profit making, self-employed businesses and services should be conducted with care and preparation to ensure that the business or service is not specifically promoted. For example: you may interview a Tai Chi master and discuss Tai Chi in general terms, but do not mention where their classes are or their phone number. Bay FM cannot afford to be a free referral service for a person's livelihood or business. A worthwhile monetary arrangement can be made through the "Special Events Calendar" which could be referred to during the interview. Cash Sponsorship Announcements can also be arranged through a Sponsorship Representative.
- 5.3 Musicians, Artists and Theatre Persons who wish to promote their gigs, exhibitions or plays are also requested to donate tickets or projects (CDs) to the station to be used for give-aways, even then care should be taken that the interview does not become an advertisement. This should be arranged with the Prizes and Give-aways Coordinator.
- 5.4 You are required by contract to play all Sponsorship Announcements that are on your Running Sheets at the time they are scheduled. Failure to do so results in breach of contract with the Sponsor and Bay FM is legally obligated to honour the contract. If you have any moral, religious or ethical objection to a sponsorship announcement scheduled on your program please bring it to the attention of the Program Team who will arrange for it to be replaced.
- 5.6 No comment is can be made about the sponsor before or after the announcement has been played. The Station's Community Broadcasting Licence allows for **no more than 5 minutes per hour of Sponsorship Announcements**. Embellishment increases that time.
- 5.7 You can say hello to friends at their place of work but do not embellish on the business where they are working (e.g. "The best food in town!")
- 5.8 It is your responsibility to fully understand the policies and procedures of Sponsorship that are set down in the Codes of Practice.
<http://www.bayfm.org/about-us/regulations.html>
- 5.9 Please refer any business that wishes to sponsor your program to Jeff McCloud, our Head Sponsorship Representative who will allocate the servicing of the client to the relevant sales representative.
- 5.10 Any breaches of this policy could lead to warnings and subsequent suspension of your program.

6. Bay FM Prizes and Giveaways Policy

Ratified 4/6/2004
 Amended 15/9/2008
 Amended 21/10/2008
 Amended 13/4/2010
 Amended 20/7/ 2010
 Amended 09/12/2014

All Presenters have a responsibility to fully understand the policies and procedures of Sponsorship that are set down in the Broadcast Services Act, Community Radio License requirements, Codes of Practice and Bay FM Policy. Prizes and give-aways are not an alternative way for businesses, organisations or events to gain free airtime or promotion.

To be considered, in legal terms, a “sponsor” there must be “financial support” for the station. Any one providing financial support can be recognized as a sponsor. Any announcement to this effect must be properly “tagged” as sponsorship. This is a legal requirement.

To promote any business or organisation outside of Australian Communication and Media Authority’s (ACMA) sponsorship guidelines is considered ADVERTISING, which community radio licences do not allow.

- 6.1 All prizes and give-aways are to be given to **Subscribers only**. Exceptions must be requested, in writing, of the Management Committee.
- 6.2 There are unlimited prizes per week for any one subscriber.
- 6.3 Prizes and give-aways are identified by what they are, not by who donated them. The prize or give-away can be announced, several times in a program, within reasonable “good radio” sound.
- 6.4 Prizes and give-aways are separate to Sponsorship. Promoting a prize or give-away does NOT include giving details such as a business location, address, phone number or website of the business or organisation of origin. (*See #5)
- 6.5 Prizes and give-aways can only be connected to the business name or organisation of origin twice per hour. This should be done in the following format:
“XYZ Business, in conjunction with Bay FM, is giving away ____ (give-away identification)_____.

If you are a subscriber to Bay FM, you can call in now to enter the draw which will take place at __ (Time & Date). Subscribers can ring 66 807 999 to go in the draw.”

6.6 CD give-aways can be identified by Artist, Album Name, or Distributor only twice per hour.

6.7 On-going or regular prizes or give-aways from the same donor are permissible on the same program or in run-of-station placement. It is preferred that regular donor businesses be sponsors and / or subscribers.

6.8 A limit of 2 give-aways is allowed during any one programme. One give-away is defined as one draw, which could contain more than one prize, i.e. a first and second prize.

6.9 Prize donors are permitted a maximum of 1 prize give-away per day, for 2 weeks prior to an event, allowing prize donors a maximum of 14 prizes per promotion. The prizes are to be allocated to shows and time slots by BayFM, although preferences will be noted.

6.10 Testimonials of prize donor businesses, organisations, or events are not permitted.

6.11 Presenters are not permitted to make any form of personal gain for airing any prize or give-away.

6.12 When there is a presenter or guest-initiated prize, the generic prize slip (copies of which are located at the front reception desk and in the on-air studio) will be filled in with all pertinent details and given to the front desk volunteers.

6.13 Front Desk Volunteers shall be advised in ADVANCE of any on-air announcement about a give-away. Volunteers should be told if it is a draw, first caller, a quiz, (or whatever the situation is) so that they can assist the caller and you. Be aware that "sixth caller" is impossible to monitor and should not be announced.

6.14 Any prizes that presenters wish to solicit and give away shall be cleared with the Prizes and Giveaways Coordinator, in advance, when possible.

6.15 No prize or give-away will be announced on air until the prize or give-away is physically in the station.

6.16 Any event passes or tickets that are to be collected at the venue door are confirmed in writing to Bay FM with the contact phone number of whoever has authorised the passes or tickets. This allows for a copy of the authorisation to be available to the winner.

6.17 Burned CDs are not to be given away as prizes.

6.18 Cash prizes are not allowed.

6.19 A prize that is a 2 for 1 offer, such as 1 free meal and one that is paid for are not allowed

6.20 The presenters, their immediate family or pets, are not allowed to win prizes on their own program.

6.21 All prizes and give-away winners will be notified immediately following the draw and will be advised that:

- They need to bring their Subscriber Card with them when collecting a prize
- That their prize will be held for one month only
- That there will be no further notification.

6.22 All prize winners during business hours will be notified by the Office Volunteer. After-hours presenters will be responsible for notifying winners with the above information.

6.23 Prizes and give-aways that have been won will be held for one month only, and if not collected within that time, the prize will be recycled. If recycled, the Prizes and Giveaway's Coordinator will mark the recycle date in the "winner" column of the Prize Book.

7. On-Air Presenters

If your program submission is accepted, the presenters and program style must remain as submitted. Any change in presenters or program style must have prior consent from the Program Team. Placement of programs is based on individual presenter eligibility and the style of the program as it fits into the overall sound of the station and the program grid as developed by the PT.

Bay FM values all of its presenters. However, it should be noted that:

The **On-Air Presenter** is considered **the most important person in the station!** The On-Air Presenter is the sound of Bay FM and it is being broadcast at 3000 watts, which takes our signal far beyond Byron Shire. The On-Air Presenter is projecting the image of Bay FM in the minds of the local community as well as the visitors.

Do Not Disturb the On-Air Presenter unless it is urgent.

Not all presenters handle interruptions in the same way. Some presenters can be easily thrown off track if they are interrupted. Others don't mind. If you aren't sure which kind of presenter you may be interrupting, assume they are the type that does not want to be interrupted.

Some On-air Presenters like to take phone calls, others do not. The office volunteer on duty will probably know the personality of the On-Air Presenter during their shift. All incoming messages or requests for the On-air Presenter should go through the rostered office volunteers.

Backup Presenters

All presenters, including backup presenters, are required to be current financial members of Bay FM.

Bay FM has between 70 and 80 trained presenters in any given program period. Back-Up Presenters must complete a Back-Up Presenters Application and be approved by the Program Team. Back-Up Presenters must endeavour to present a program that is similar in style and content as the regular program. They are obligated to play all announcements scheduled into the running sheets. **Regular presenters who are unable to cover their program are responsible for organising a replacement presenter. Every presenter MUST have a co-presenter for this reason.** This is NOT the responsibility of any other person. A presenter can also contact another replacement from the on the Back-Up Presenters List at reception. Please be sure that the presenter is qualified to deliver your program. (It takes a special kind of presenter to do breakfast or drive time.) Their names MUST be notified to and approved by the Program Team prior to broadcasting.

Note that presenters doing programs outside of Office Hours need station access. The presenter organising a back up must arrange for access by sharing their keys/swipe tags, and notify office staff of key-holders.

In the event that a presenter is unable to locate a back-up presenter, they should contact a PT member, who may be able to assist in finding someone.

The Program Team must approve any absences over 3 weeks. Contact your Program Team Representative.

There is no ownership of issues or musical genres by any Bay FM Presenter. Cross communication and common courtesy are expected. “Complement, not compete, to produce the best results for Bay FM.”

Presenter Guidelines

7.1 Be prepared! Ensure all your guests have been 'cleared' by our Interview Co-ordinator. (See p.31)

7.2 Before your program be sure you are in a relaxed state. Deep breathing, relaxation exercises and vocal exercises will greatly enhance the quality of your program, and your own on air experience. It is really helpful to do vocal and facial muscles exercises prior to your show.

7.3 Relate to your listener on a one-to-one basis, not as a broad group of people. Just remember that the listener is your (and Bay FM's) best friend. It's the reason for the station's existence. Remember that radio is an intimate medium. You are broadcasting into someone's lounge room or car. Private conversations in the studio sound bad. Always include your listener.

7.4 Make sure you have at least two formats cued and ready to go at any given time. If something does go wrong or you make a mistake **don't apologise to your listener. It is unprofessional and the listener may not have noticed it anyway.**

7.5 Remember to always:

- Give the call sign (Bay FM 99.9) or play a station ID at least every 15 minutes.
- Give a full weather report on the hour.
- Announce presenter and show ID every half an hour.
- Always back announce your music, but for music based shows play at least two tracks before doing so.
- Pre-read all copy eg. Community Service Announcements – CSA's & Special Events, and listen in cue mode to all announcements before going to air.
- Play your CARTS at the time written on your running sheet. (See # 9)
- Thank the outgoing presenter and forward announce the next show/presenter near to them coming on air.

7.6 Be sure to keep the dialogue to a maximum of 4 to 5 minute segments with music breaks.

7.7 After a music break reintroduce your guest and the subject/story, and continue the interview for the allocated time.

7.8 Prizes & Give-Always are for Subscribers Only. Please announce this.

- If you initiate giveaways for your program, you must tell the office volunteers before you announce it on air. Complete the Prizes & giveaways slip. After your show give the slip and prize to the office volunteers for processing.

- If you are an After Hours presenter complete the slip (if slips are not in the on-air studio, they are in the front desk stationery slots) and put the slip and the prize in the locker key slot. The office volunteers will process it in the morning. If the prize is too big for the key slot, make prior arrangements during office hours.
- 7.9 Remember that you are required to have a good knowledge of the Community Broadcasting Codes of Practice
http://www.cbaa.org.au/News_And_Publications/Code-of-Practice/Code-of-Practice and to present your program accordingly.
- 7.10 It is essential the station's Running Sheets be followed. News & Weather, Sponsorship Announcements, Special Events live reads, Gig Guide, Promos, Community Service Announcements and Carts must be broadcast at the time written on your running sheet. Sponsorship announcements, particularly, must be played when specified. Our sponsors have paid for that slot, and will be listening
- 7.11 Always answer the phone professionally, identifying BayFM and your name. Record any feedback (positive or negative), from listeners, on the feedback sheets which are at the front desk. Put them directly in the locked Feedback Box.
- 7.12 Access to the Bay FM Library is only available during office hours and the library procedures must be followed. Failure to do so will result in cancellation of your program. Please see attached sheet for Library Procedures.
- 7.13 Do not adjust the air conditioning. The temperature has been set to maximize the life of this very expensive equipment and the presenter's comfort is dependent on this. Therefore the air conditioner must not be turned off or down at any time, for any reason. Please leave set at 21C.
- 7.14 Change over procedure. When concluding your program:
- Clean up the on-air studio. Take your newspapers and bits of paper with you. Return the clipboards to the wall. Put the covers on the turntables.
 - Be packed up and ready to leave 10 minutes before the end of your program. This includes interviewees and any guests. You and the presenter following your program should be the only people in the on-air studio.
 - Sign off before the last song that you play. Pick a longish track so that the following presenter has time to set up before turning on the microphone.
- If you are about to commence your program:
- Be at the studio 15 minutes before it starts.
 - Make sure the presenter is off-air before entering the studio. Do not barge in.
 - Make sure you thank the previous presenter for their program.

7.15 Station Cleanliness.

- **Absolutely no Food Or Drink in the On-Air Studio.** A spilled drink can cost the station thousands of dollars in repairs. (Exemption: Specialist food programs will be extremely diligent if live ‘tastings’ occur).
- If you use tea & coffee facilities, please wash your cup for the benefit of everyone.
- Please keep the on-air studio neat & tidy for the benefit of all presenters
- All presenters, volunteers and staff are expected to maintain high standards of personal hygiene. We understand that some may not wish to use commercially available deodorant products, but please find an alternative, especially during the warmer months.
- Please arrange for your back up presenter, or another volunteer, to cover for you if you contract flu or another contagious illness. Do NOT soldier on.
- All animals, excluding guide dogs or other assist animals, must be left outside the station. They are permitted on the verandah.
- You will be expected from time to time to deal with impromptu situations such as:
Emergency announcements i.e. SES flood reports, police reports, accident /road reports, sea & rescue reports.
Emergency news items deemed relative to the community’s concern. For example the outbreak of war or dangerous criminal activity.
- These announcements are vitally important, and must be read exactly as they are provided by the relevant emergency organisation. DO NOT EMBELLISH, MAKE FUN OF OR COMMENT.

The Management Committee has reserved the right to expect full co-operation from the presenter in the delivery of this information as soon as possible.

7.16 Emergency Procedures.

IN AN EMERGENCY DIAL 000

1. If you receive a call about a road, marine or other emergency:
 - a) Get the caller’s name and phone number
 - b) Take the details of the emergency
 - c) Contact the appropriate emergency service for verification (numbers at front desk)
2. When working at Bay FM after hours **make sure the front door is locked.**

If you are feeling threatened whilst at the station:

Call Cape Byron Security Patrol Car – 0407 017343

Call Byron Bay Police – 6685 9499

SES (Flood & Storm only) – 132500

7.17 Unless otherwise approved, **NO presenter's telephone numbers are to be given out or announced.**

7.18 For presenters broadcasting out of office hours please consult with Office Managers for training in opening and lock up procedures.

If you have any queries in reference to any of the above, please do not hesitate to get in touch with the Program Team.

8. Presenters' Show Format

SET UP

- On the computer, check your Show's Running Sheet for Promos, Special Events and Sponsorship ads you need to play.
- Set up the V-Cart with Station ID's and required Promos, Specials, Sponsorships and their IDs.
- Pre-read the Weather, Community Service Announcements & Special Events so you're prepared.
- Check the desk is ready to go to air.
- Let the Desk Volunteer know if you have any guests or give-aways (Office Hours Mon - Fri).

ON AIR

- Start with a STATION ID (play a STATION ID every 15 minutes).
- Thank the last Presenter.
- Read the weather after the News (read the weather at the beginning of every hour).
- Introduce yourself, your show and what's coming up.
- Announce who you are and your show ID every half an hour.
- Always pre or back announce your tracks.
- Give a time check every 15 minutes.
- Play your V-Carts at the time of your Running Sheet.
- **TIP:** Group tracks together and back announce at the end of the music bracket
- **TIP:** Break up interviews into 10 minute or less segments, then play music

SIGNING OFF – LAST 10 MINUTES OF YOUR SHOW

- Complete interviews 10 minutes before signing off.
- Prize giveaways should be completed.
- Forward announce the next Presenter and their show.
- Clean up the On Air Studio.
- Load the first 30 minutes of the V-Cart for next Presenter (check their Running Sheet).
- Sign off before the last song you play.
- **TIP:** Pick a long track so you can fade it out without sounding too abrupt & give Presenter time to set up.

GOING TO THE SATELLITE NATIONAL NEWS (6am / 7am / 8am / 10am / 2pm / 6pm)

- Two minutes before your show ends, press CUE button to listen for the beginning of the Satellite News
- At the sound of the CUED Beep, fade out the music track and press PLAY button, then gradually bring fader up to avoid the BEEPS going live.

GOING TO PRE-RECORDED LOCAL NEWS (12 Noon / 4 PM)

- Two minutes before your show ends, select the Local News Intro ID from the V-Cart.
- Load the CD player with pre-recorded Local News.
- Play V-Cart Intro and HIT PLAY button for Local News CD .

GOING TO OVERNIGHT PLAY LIST COMPUTER (Last Presenter)

- Set up a long track and have a Station ID ready to play before going to the Play List on the computer.
- Ensure Overnight Playlist in ACTIVATED on the computer.
- At the end of your show, play ID, then HIT PLAY on the computer, HIT PLAY on the Studio PC and fade up the track.
- Ensure the Playlist moves to the next couple of tracks – so you don't get DEAD AIR ALL NIGHT!
- **GOING TO OVERNIGHT SATELLITE (Last Presenter).** CUE the Overnight Satellite, at the end of your show, play an ID, then FADE UP the Overnight Satellite broadcast.

9. The Music Library

Library Access Hours: Monday – Friday 9.15 to 4.45

Saturday – 9am to 12 noon

The Bay FM Library has a dedicated volunteer. You will find her at the desk upstairs at the library. If the librarian is not on duty, ask an office volunteer to unlock the library and return the keys promptly.

No bags, food or drinks are allowed in the library.

The music in the Bay FM library must never leave the station, under any circumstance. You are welcome to listen to the music on the library CD players to help make your selections.

You can borrow music for up to three days. This includes the day of your show. As you can appreciate, other presenters may wish to access the same titles, especially with new releases. Exceptions are only by authorization of the Librarian.

- After selecting and listening to the CDs you want to borrow from the library take them to the Library Volunteer. In the event the dedicated volunteer is not on duty, take your selection to the front desk so that the office volunteer can check them out for you. The office volunteer will issue you with a locker key. Place the borrowed CDs in the appropriate locker until you want to play them on your show.

Presenters are not allowed to write up (check out) the music that they wish to borrow. An office volunteer must do it.

- Remember to turn off the CD player and the lights in the library. Pull the library door shut.
- When you have played the selections return the Cds to the locker. Be sure to lock the locker. Place the key in the Key Return slot.
-

If the presenter is accessing the library during their program the same procedure must be followed.

MISSING CDs: If music that you have checked out goes missing while in your care, you will be held responsible. All Bay FM music is coded and clearly marked “Property of Bay FM.” If you see any Bay FM library music outside of the station, please advise the Management Committee. Thank you.

Latest Australian Music Available FREE to Community Radio Broadcasters.

Code 5: Australian music

Purpose: To reflect the commitment of community radio stations to develop Australian music and provide opportunities for performers to have their work regularly broadcast

AirIT is community radio's exclusive catalogue of Australian music curated by Amrap for the co One of the legally binding Codes of Practice for Community Radio is that our station **MUST** play 25% Australian music in any calendar month

The Australian Music Radio Airplay Project (Amrap) is a community radio initiative that works with musicians and community broadcasters to get great Australian music national airplay, faster. The project is funded by the Department of Broadband, Communication and Digital Economy through the Community Broadcasting Foundation and is managed by the Community Broadcasting Association of Australia. Amrap offers services for signed and unsigned Australian artists, major and independent record labels and all community radio stations around Australia. AirIT is an on-line initiative for getting great Australian music on air!

AirIT is:

- An Australian music catalogue
- A CD and digital audio download distribution system
- A community radio social network
- Exclusively available to Australian community radio stations
- AirIT Compliments the promotional releases sent to Music Directors and stations by making feature tracks available to broadcasters who control their own playlists.
- AirIT enables labels and artist representatives to get music to more stations to inspire national impact through community radio.
- AirIT enables likeminded stations to share music discoveries, and skilled broadcasters and Music Directors to advise and mentor others.

Record labels and music distributors ('Artist Representatives') submit new Australian music to AirIT. You browse the catalogue, preview tracks and order a customised CD containing the music you want to broadcast. Digital download of broadcast quality audio tracks is available for some tracks (as authorised by Artist Reps). AirIT is completely free for approved Artist Reps, Stations and Broadcasters.

If you are a Broadcaster User (you must register individually on-line to become one: our Station ID is 2Bay) and you order tracks, you need to broadcast them on your community radio station program within 28 days of receiving the tracks. You can stream every song on AirIT in full so we think it's only fair if you've listened and ordered it, that you will AirIT!

TO REGISTER AND RECEIVE FREE MUSIC go to:

http://amrapsairit.weebly.com/airit_user_application_form.html or for more information www.amrap.org/airit

10.1 Bay FM External Complaint Procedures

Listener Complaint: Over the telephone or in person

- Invite the listener to put their complaint in writing, including their name and address, phone number, and email address and submit it addressed to:
- The Program Team, if it is a Programming/Presenter issue.
- The Management Committee, if it is other than above.
- Inform the listener that the relevant committee will address their complaint.
- Acknowledge the complaint and fill out a Listener Feedback Form and put it in the locked Feedback Box.
- Explain to the listener that the Management of Bay FM cannot take action to address a complaint if it is not in writing and signed.
- Be polite. Don't take the complaint personally.

Do not interrupt the presenter while they are doing their program.

However, in the event that a presenter is using offensive language or broadcasting in a possibly libellous manner, immediate action will be taken.

See Code of Practice No. 7(next page)

It is the responsibility of the appointed Program Team Member to deliver feedback to a presenter, and that must be delivered in private.

Australian Communications & Media Authority (ACMA)

Formerly known as Australian Broadcasting Authority (ABA)

Community Radio Code of Conduct extracts

(Legal requirements as part of The Broadcast Services Act)

Code 7: Purpose

General programming to outline our legal requirements relating to complaint handling

7.1 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.

7.2 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.

7.3 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,**
- (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.**

A written complaint or response can be a letter, fax, or email.

7.4 A responsible person of the licensee will maintain a record of complaints and responses for at least two years from the date of the complaint.

7.5 The record of complaints and responses will be made available to ACMA on request.

References:

- Appendix 8: Complaints policy example**
- See also ACMA's Complaints about programs: How to make a complaint about radio and television programs brochure at www.acma.gov.au**

10.2 Bay FM Internal Complaint Procedures

All complaints concerning any issues that affect your safety or incidents that might affect you, whilst involved in BayFM activities, should be directed to Human Resources. Contact Office for referral details. Similar procedures to those listed above are in place.

11. Guests & Visitors

Individual presenters invite guests on air. This may be for reasons such as:

- The Guest has special talent (they may be a member of the community or temporarily staying in the Shire or just passing through).
- The guest has important information (local, nation or international visitor)
- The guest is a local identity.
- The guest is a former resident who has been away and has recently returned with some news- worthy comment.

Visitors are rare event in the station.

Visitors are people who come to the station but who do not intend to go on air.

Visitors can include:

- Group tours of school children or university students.
- Politicians who need to have an awareness of community radio.
- Your friend or relative who is keen to see you “in the chair on the air”.
- Community radio enthusiasts from elsewhere in Australia or the world.
- Community members on Open Days or anytime they may wish to see their radio station.

Presenters are advised that you are responsible for all guests and visitors who are in the BayFM station at your invitation.

12. NOTIFICATION OF INTERVIEWEES

ALL PRESENTERS ARE REQUIRED TO NOTIFY BAYFM OF INTERVIEWEES/ON-AIR GUESTS PRIOR TO THEIR SHOW.

Notification MUST be made via e-mail to: interviews@bayfm.org

1. Interview requests and notifications are required, at a minimum of 24 hours prior to broadcast, to allow confirmation with the relevant Artist contacts that BayFM can or cannot accommodate their requests.
2. Notifications allow our interview co-coordinator to ensure there are no duplications of interviews or that sufficient spacing is created between on-air appearances.
3. If you have a backup presenter filling in for you, you must contact **BOTH** the Program Team administrator and the interview co-coordinator detailing dates and presenter's details well in advance of this occurring. This will allow back-up presenters to be contacted in the case of interview opportunities at late notice.
4. Presenters must **reply to the exact email sent them** to avoid duplication of requests and/or scheduled interviews.

Presenters. Please familiarise yourself with Interview procedures and requirements. Being a guest on a program does not imply free advertising of individual business ventures. Please respect sponsorship guidelines as detailed in this booklet. If a Guest has a business please provide them with the letter in the envelope, which you will find on the top of the CD pod. This details how they can support BayFM. Guests must sign the visitor's book at the front desk on the Guest's Registration Form. Any phone numbers or Internet contacts should be listed there so that office volunteers can provide details to any listeners who may call with an enquiry. Callers often phone in many days after the interview and this allows a permanent record of contact details which can be referred to at a later date.

13. Bay FM Policy – Use of Social Media

Bay FM encourages presenters, volunteers and employees to use social media such as Facebook, Twitter and YouTube to engage with listeners and supporters of the station.

Bay FM members are responsible for any content they post on Bay FM and personal social media accounts and sites.

The following standards apply to all Bay FM members and their use of Bay FM and personal interactive services.

12.1 Do not conduct any activity which is likely to bring Bay FM into disrepute.

12.2 Do not defame or vilify any person or organisation.

12.3 Do not imply Bay FM endorsement of your personal views.

12.4 Be respectful of our listening public and of all individuals involved in Bay FM.

12.5 Do not disclose confidential information obtained through interaction at Bay FM.

12.6 Do not engage in any process, petitioning or public statements about any BayFM policy's or decisions.

Bay FM will enforce these standards as and when appropriate.

Breaches of this policy may lead to disciplinary action.

14. Program Team Operations

13.1 Inclusion in the Program Team is open to all current and past presenters and also volunteers with *greater* than 12 months active participation with BayFM, who have *current* membership. Persons such as staff members and members of other committees, such as the Management Team, are always welcome to provide input, and may be involved in advisory roles but, in the interests of fairness, avoiding conflicts of interest and duplication of roles/voting rights, would be unable to be voting members of the PT. Vacancies for Team and Advisory panel positions will be advertised both on the Presenter's notice board and via e-mail when they occur. To contact the team please consult p.31 –“Useful Contacts’.

Glossary

(ACMA) Australian Communications and Media Authority

The major Commonwealth broadcasting regulatory authority which oversees the operations of the commercial 'free to air' and 'Pay TV' and community radio and television broadcasting sectors, as well as being highly likely to regular on-line computer delivery services. Established by the Broadcasting Services Act of 1992 (as amended.) Also manages all Spectrum (see below)

Back Announce provision of information following the conclusion of an item – at the end of a music track, for example.

(CBA) Community Broadcasting Association of Australia The peak Australian body that represents community radio and television broadcasters.

Console The panel that contains the technologies to mix the components involved in the presentations of radio programs or productions.

Cross Fade A form of segue. Fading in a sound source while another source fades out, but maintaining an equal volume level. Also applies when a program needs to be presented without interruption but its duration requires a number of tapes.

(CSA) Community Service Announcement. This is a free service offered to all non-profit, community organizations. The CSAs are read three times per day, seven days a week. (7:45 am, 12:45 am, 4:45 pm) as a live read. See CSA Clipboard in On-Air Studio and procedures for writing CSAs in

Cue Two meanings. Firstly, the indication of the end of an item, usually the last few words of a sentence. Secondly, to prepare a recording for presentation so as to eliminate dead air.

Db Abbreviation for decibel, a unit of sound loudness.

Dead Air A gap in the program, silence where sound should be.

Demographics Statistical information related to the structure of an audience regarding age, gender, marital status etc.

Fade Apart from its obvious connotation, as an out-cue it signifies that the music fades at the end of the cart / mini-disc / CD, or as a script instruction that the music or sound effect should diminish in volume.

Fader Is the controller of sound volume from nil to the capacity on the studio desk. Also known as a pot, slider, attenuator

Feedback The howling effect that is generated when sound from a loud speaker or headphones is picked up by a microphone and re-amplified.

(FM) Frequency Modulation An improvement on AM because of almost noise free transmission, but is limited in coverage due to its “line of sight” signal. Instead of the height or amplitude of the signal being varied, the frequency of the signal varies within a strictly determined bandwidth. Typically broadcast in the VHF Band, ie.88–108 MhZ.

Hertz Cycles per second.

Kilohertz One thousand Hertz.

Level The reading on a VU meter indicating audio energy in the program channel.

Megahertz A million cycles per second

Popping Small explosive sound created by blasts of air into a microphone; most frequently from words starting with ‘P’. In Audacity these can be removed for recorded items using the ‘effects’ option. (‘Click’ removal)

Pre-Announce Provide information on-air concerning an item about to be played, also called Forward announce

Promo The name for any promotional spot designed to create awareness of a forthcoming feature, sponsored or unsponsored.

Segue pronounced “SEG-WAY”. Commonly used to describe the playing of two records/CDs back-to-back with minimal or no silence between them.

(SFX) Sound Effects The abbreviation of “sound effects”

Spectrum Management ACMA, within the Department of Communications, Information Technology and the Arts (DCITA) manages the spectrum: allocates and regulates broadcasting frequencies across the entire broadcasting spectrum, so that no broadcaster’s activities interfere with another broadcaster’s activities.

Sponsor The person or organization identified with the announcement or program paid for by the advertiser.

Sting A production effect that can be electronic, musical or a sound effect. Used for punctuation at the start, within or at the end of recorded spots.

Voice Over Sometimes abbreviated to VO. The reading of copy for radio commercials and television spots.

VU Meter A volume meter situated on the studio console to measure and indicate loudness of sound. They can be either in conventional meter form or LED.

USEFUL LINKS:

BayFM contacts:

Please note that all guests you plan to interview on your show **MUST** be notified to our Interview Co-ordinator. To notify our interview co-ordinator of all guests booked for your show (a requirement):

interviews@bayfm.org

To contact our Sponsorship Department:

sponsorship@bayfm.org

To contact our Office Co-ordinators:

officemanagers@bayfm.org

To contact the Program

Team: programteam@bayfm.org

To Contact Human Resources: Please contact Office Co-ordinators.

BayFM: 66807999 (p)

Or Fax: 02 66858399

Community Broadcasting Association of Australia:

<http://cbaa.org.au/>

Amraps AirIT:

www.airit.org.au

Radio Interview Techniques:

http://www1.rfi.fr/talentplusen/articles/066/article_129.asp

<http://kboo.fm/node/25460>

http://www.youtube.com/results?search_query=interviewing+techniques+for+radio

New and Returning Presenters

You must sign the Presenter's Handbook registration located at reception. This states

"I hereby sign that I have read, and agree to abide by, the Bay FM Presenters Handbook information which contains the Bay FM Station Rules and relevant material in regards to the ACMA Code of Practice. I will undertake to clearly communicate all of these conditions to my Co-Presenters and Back-Up Presenters."

Thank You!