



## Presenters Handbook 2021



### **Victoria's birthplace**

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# 1. Welcome

## **Welcome to the world of broadcasting.**

We are pleased that you have joined us and trust that it will be a long, enjoyable and successful experience for you.

We broadcast to the Glenelg Shire and the world. If you have friends or family who do not live within the shire, they can listen to you via streaming on our website.

## **General Information**

The Committee of Management and all volunteers at 3RPC Incorporated have the responsibility for ensuring we work in a safe and healthy environment.

We have a duty of care to each other and to the public, to make this happen.

Respect each other

Be responsible

Be co-operative

3RPC has Zero Tolerance for:

All forms of

**Discrimination**

Abuse

Threatening Behaviour

Sexual Misconduct (Physical or Verbal)

Drug and Alcohol use on 3RPC premises

Violation of our Zero Tolerance any of 3RPC's policies will result in your being asked to leave the premises immediately and your presenters privileges may be suspended or withdrawn

**3RPC policies are available to view or download on website [3rpcfm@3rpcfm.org.au](mailto:3rpcfm@3rpcfm.org.au) or you may request a hard copy from the office**

**Bullying and harassment will not be tolerated at 3RPC**

**EMERGENCY: Police, Ambulance, Fire  
Dial 000**

As soon as possible after contacting an Emergency Service, Management MUST be notified  
Phone numbers for Management can be found in each studio and beside the emergency phone

## **Accidents rarely “just happen”**

Your primary responsibility is to ensure your own safety and that of other volunteers. Volunteers are not to put themselves at risk in any way.

The Office and Studio complex is a non-smoking environment.  
Smokers may use the outside courtyard. Please use covered containers for butts.

## **Privacy**

Presenters should only refer to other presenters on air by their first name or pseudonym.

Personal details of volunteers at 3RPC-FM are not disclosed to listeners or enquirers. Office staff and presenters will relay messages, not give out telephone, mobile numbers or home/email addresses. Presenter phone numbers and other personal details are on a “need-to-know” basis.

This Privacy Policy is available to read and/or download on 3RPC's website [www.3rpcfm.org.au](http://www.3rpcfm.org.au)

Hard copies are available in the Station Handbook: Policy and Procedures; and on request from the station office.

## Acknowledgement

3RPC Incorporated and the Committee of Management would like to thank Alpine Radio for their assistance

We respectfully acknowledge the traditional custodians, the Gunditjmara peoples. We pay our respects to all Aboriginal community Elders past and present who have been an integral part of this region's history.

## 2. Definitions: -

**3RPC** – 3RPC Incorporated.

**Presenter** – Presenter(s) or Panel Operator(s) or Broadcaster(s)

**Program** – the sounds, including words and music broadcast

**Station** – The building's, and environs, which form the office and studio complex, currently located at 18 – 34 Julia Street, Portland, outside broadcast locations and Mt Clay facility

**Visitor(s)** – Anybody not presenting a program or volunteering at the station

**Rules** – Federal or State Regulations, Australian Communications and Media Authority (ACMA), 3RPC Presenters Agreement, 3RPC Presenters Handbook or 3RPC Station handbook  
3RPC abides by CBAA and ABA Codes of Practice for on-air broadcasting.

**Management** – Committee of Management Member or Office Co-Ordinator(s) or Volunteer Station Manager

**CSA** – Community Service Announcement

**Emergency Services** – Police, Ambulance, Fire Brigade (CFA), State Emergency Services (SES), Coast Guard

**VSM** – Volunteer Station Manager

**CoM** – Committee of Management

## 3. Responsibilities of the Programming Sub-Committee and Committee of Management: - They shall:

### 3.1 General Responsibilities

1. Undertake to provide facilities, training, infrastructure and a safe working environment that enables the presenter to work in our community radio station as a volunteer presenter.
2. Ensure that the Station operates in accordance with the applicable Laws and Government regulations and that Station policies and procedures are followed and shall keep the presenters informed of any changes that may apply to them.
3. Give the presenter access to the 3RPC and CBAA's conflict resolution processes as set out in the CBAA's Code of Practice. Concerns presented in writing will be addressed at the next scheduled CoM meeting.
4. Ensure that details of any complaints received are fully explained to the presenter and the actions 3RPC is obligated to follow
5. Give the presenter a copy of the presenters' agreement for their records and a signed copy shall be retained by 3RPC Incorporated
6. Endeavour to give forty- eight (48) hours notice, where practicable, if changes to schedules or format are required, due to special events or other programming requirements: e.g.: Outside broadcasts.
7. Give constructive feedback on programs.
8. Initiate an *Evaluation* of the quality of a presenters program and presenting skills to assess satisfactory performance and to suggest improvements as required.
9. Undertake to take every care with item(s) left by the presenter at the station but cannot accept any responsibility for loss or damage.
10. Notify all presenters and volunteers of any changes to the rules or guidelines as the needs of the station changes, either by the notice board, panel notices or in writing.

### 3.2 Junior Presenters (14-18 years)

1. Be able to present on-air programs alone with the consent of the CoM and the parent/guardian.
2. Will be trained by a presenter holding a current Victorian Working With Children card.
3. That the trainer informs the presenter of the responsibilities of being a presenter

4. The trainer gives feedback to the programming committee as to whether or not the junior presenter is responsible enough to run a program by themselves

### **3.3 Training**

1. Ensure presenters under the age of 18 will only be trained by a person holding a current Victorian Working With Children's card.
2. Ensure that a presenter is thoroughly trained before being permitted to present a program.
3. Ensure that where possible, training will occur in the trainees preferred timeslot, however this is not always the case and training will be made available in a trainer's timeslot.
4. Ensure that at the completion of training, every endeavour is made to find a timeslot suitable to the trainee's availability, however no guarantee is made that a particular timeslot will be available.

## **4. Presenters Responsibilities**

**4.1** Presenters must accept some responsibilities and duties as they may be the only person in the station at the time. These may include:

1. Answering any incoming calls relating to station operations while you are on-air and recording the details in the studio phone log book.
2. Speaking politely to any visitors or new members that come in and promoting the station to them **by handing them a program guide and membership form.**
3. Being placed on the cleaning roster;
4. Checking of the notice board and your pigeonhole for notices.

**4.2** By signing the Presenter's Agreement you have agreed to be a financial member of 3RPC and to pay Presenter's Fees

1. Your hobby costs you less than a cup of coffee per week plus your annual membership
2. Failure to have your presenter's fees up to date may result in removal of your on-air privileges. This fee should be paid weekly or in advance.
3. If you are unable to pay your weekly fee, arrangements may be able to be made with the Office Co-Ordinators
4. Envelopes are on top of pigeon holes in the studio entry hall
5. Make sure you put your name on the envelope
6. Fees can be placed in the play sheet box outside Studio one, also there is a slot in the office door

**4.3** Every presenter has the right to present their program uninterrupted except in case of emergency or if the law is being broken.

Visitors as well as other station personnel, are not permitted to enter the on-air studio without the approval of the on-air presenter. So please knock!

### **4.4 Junior presenters**

3RPC Incorporated Community Radio welcomes and encourages presenters of all ages, however for those under the age of 18 years of age there are special considerations.

1. Abide by the Presenters Agreement and the Presenters Handbook
2. You must be at least 12 years of age before you commence training as a presenter
3. Your parent or guardian must sign the presenter's agreement as well as yourself
4. A parent or guardian must be on the station premises for those presenters between the ages of 12 and 14 years
5. The preferred program time slots for junior presenters is between 4 and 7 pm weekdays and no later than 7pm on weekends
6. For presenters 16 years and under it is essential that they are picked up by their parent or guardian at the end of their program

## **5. Commitment**

### **5.1 Be committed to 3RPC**

Please remember that we are all volunteers and the station does not run itself.

If everyone contributes life is easier for ALL of us.

You may occasionally be asked to assist in other areas

### **5.2 You may be asked to help with:**

1. Fundraising
2. Helping at events
3. Office work.

4. Cleaning
5. Gardening
6. Assisting with maintenance.

### 5.3 Be committed to your program(s)

1. If you are running late for your program, a phone call to the on-air presenter should be made.
2. Repeated failure to turn up to your allocated timeslot(s), without notice, may result in removal of your on-air privileges
3. If you can't be there, it is **YOUR** responsibility to make arrangements for another trained presenter to do your program.
  1. There is a list of presenters in the studio log book.
  2. If you are unsuccessful in finding a fill-in contact the Programming Co-Ordinator. (Have a list of presenters you have already called.)

## 6. Accidents rarely “just happen”

Your primary responsibility is to ensure your own safety and that of other volunteers.

Volunteers are not to put themselves at risk in any way.

All injuries or property damage require that an Incident Report be completed

- 6.1 Station security must be maintained at all times,
  1. Ensure that exterior doors are closed and locked at all times.  
(This is for your safety and the safety of other presenters)
  2. It is your responsibility to check the exterior door(s) to ensure they are closed after the previous presenter has left.
  3. If you open the courtyard door, close and lock it as you enter
- 6.2 Know where the fire extinguishers are.
  1. In studio 1 and 2
  2. In the passageway outside the studios
  3. Outside the kitchen
  4. In the office
- 6.3 The Studio Area has three exits:
  1. Studio foyer door onto Richmond Street
  2. Studio foyer door into courtyard\*
  3. Main office door, corner Julia and Richmond Streets.(open during office hours only)\*

\*These doors may be locked

## 7. Property

- 7.1 Treat all station equipment and property with care to avoid injury to yourself, and damage to equipment. The presenter is responsible for all deliberate damages and shall reimburse 3RPC Incorporated for the repair or replacement of all damaged items, property or equipment
- 7.3 Report damage to property or equipment in the studio log book
- 7.4 If you have a problem with a piece of equipment. Do **NOT** try and fix it yourself
  1. If it is serious damage or there is a dangerous situation contact Management.
  2. Write the problem in the studio log book. These books are checked regularly.
  3. If you notice damage to equipment or property in the studio complex and you cannot see it written down please report the damage in the studio log book.

## 8. Broadcasting

- 8.1 3RPC's listeners come in all ages, from all walks of life and interests. We are their contact with Portland and the surrounding district.
  1. The presenter has sole responsibility for what is broadcast
  2. Always present your program professionally
  3. You are the face and voice of 3RPC.
  4. If you put to air any sponsorships not on your log sheets you may have your on-air privileges removed
  5. All presenters must have their own headphones or ear buds.
- 8.2 You should arrive 10 to 20 minutes before you are due to go on-air.
  1. Check your pigeon-hole and the notice board

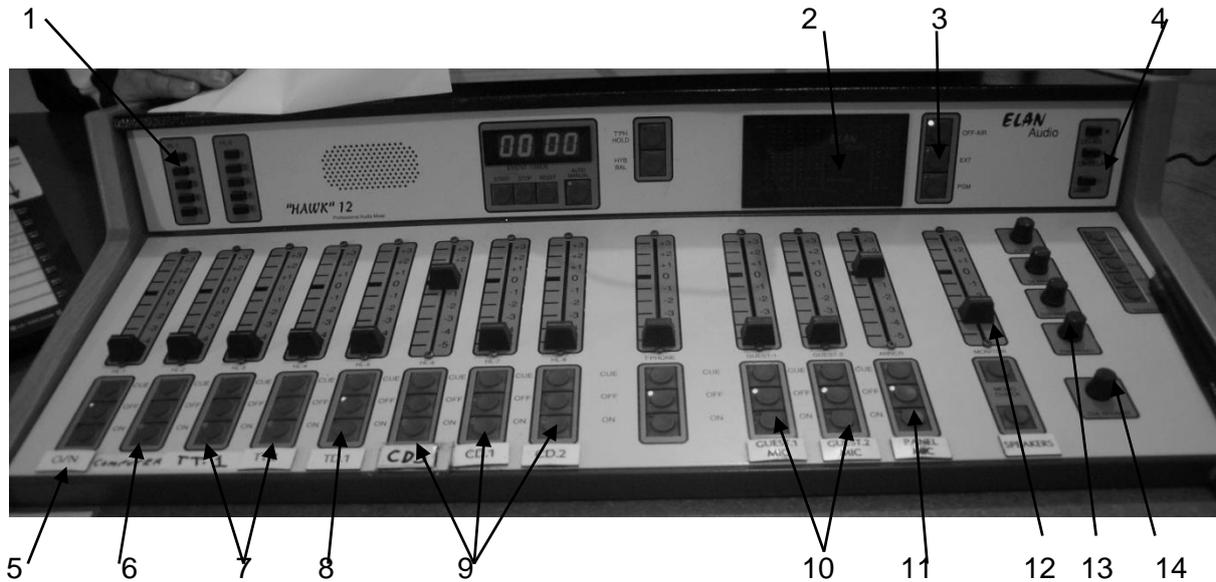
2. Using your log sheet ensure you have all required promos, sponsorship and CSA CD's, weather, etc.
3. Be ready for the hand-over

**8.3** Which studio to use?

1. You should be comfortable using either studio. It is good practice to swap studios regularly
2. If you wish to use the studio the current presenter is using, you should ask first

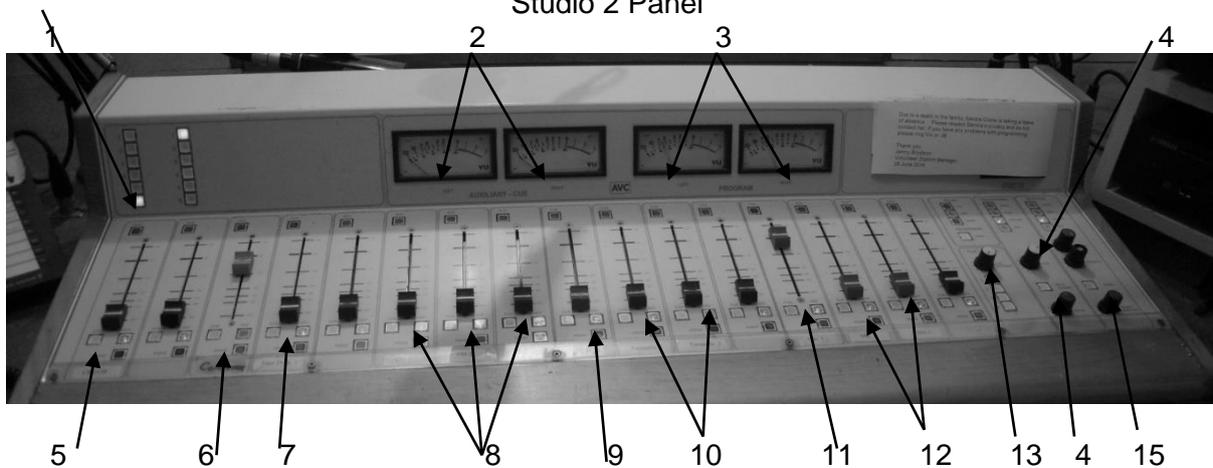
**8.4** If the departing presenter greets you on-air, return their greeting, do not go straight to music.

Studio 1 Panel



- |   |  |
|---|--|
| 1 Overnight Button  | 8 Cassette Tape deck slide and on/off/cue button |
| 2 VU Meters   | 9 CD Players slides and on/off/cue button        |
| 3 Off air – must be pushed in whilst on air                     | 10 Guest mic's slides and on/off/cue button      |
| 4 Panel on air button – must be pushed in for panel to transmit | 11 Panel mic slide and on/off/cue button         |
| 5 Overnight slide and on/off/cue button                         | 12 Studio speakers volume slide                  |
| 6 Computer slide and on/off/cue button                          | 13 Head phone volume control knob                |
| 7 Turntables slide and on/off/cue button                        | 14 Cue volume control knob.                      |

Studio 2 Panel



- |   |  |
|---|--|
| 1 Overnight Button                          | 5 Overnight slide and on/off/cue button          |
| 2 VU Meters for Cue                         | 6 Computer slide and on/off/cue button           |
| 3 VU Meters for Air play                    | 7 Cassette Tape deck slide and on/off/cue button |
| 4 Off air – must be pushed in whilst on air |  |

- |    |   |    |  |
|----|---|----|--|
| 8  | CD Players slides and on/off/cue button | 12 | Guest mic's slides and on/off/cue button |
| 9  | MP3 Player slide and on/off/cue button  | 13 | Cue volume control knob.                 |
| 10 | Turntables slide and on/off/cue button  | 14 | Head phone volume control knob           |
| 11 | Panel mic slide and on/off/cue button   | 15 | Studio speakers volume knob              |
- \*\*Buttons not explained you should not touch.

## 9. Studio and Panel Operation

### 9.1 Studio general Information

The presenter is responsible for all deliberate damages and shall reimburse 3RPC Incorporated for the repair or replacement of all damaged property or items

1. Food and drink is prohibited in the studio.
2. Treat all station equipment and property with care to avoid injury to yourself and damage to equipment.
3. All equipment responds to a gentle touch on the centre of the button.
4. Pressing the buttons on the sides may cause them to jam and keep the equipment either on or off; e.g. keep microphone on
5. Check that the headphone levels are off or set very low before you put your headphones on to avoid ear damage.
6. Read only what is on your log sheet. Do NOT elaborate or comment.
7. Sign your log sheet.
  1. This is a requirement of our licence
  2. Print your name. (We must have a record of who actually did the program)
8. Mind your manners.
  1. Do not be rude or discourteous.  
**(Listeners will tune to other stations if you are rude or discourteous)**
  2. Be polite and courteous to your fellow volunteers on or off air.
9. Ensure that any visitors you have on your program **fill out the visitor book** do not operate any broadcasting equipment and that you take full responsibility for the correct and appropriate behaviour and activities of those visitors whilst they remain on the station premises.
10. Voice broadcast quality is better when the studio door is closed
- 11. No presenter may be the last on at night and the first on the following morning.**
12. To check **Microphone**, CD, cassette tape or record sound levels, use the cue buttons (yellow light when active).
13. All presenters must:
  - 1. Know how to play records and cassette tapes**
  2. Be able to work from both studios
  - 3. Be able to stop and start the overnight transmission.**
  - 4. Be able to use the DVD player in studio 2**
14. Ensure that all volumes on the panels are turned down to an acceptable level before leaving the studio.
15. Each studio has light globes under the on-air sign, as visual signals. You should keep an eye on them at all times
  - 1. The white light is the phone**
  2. The **coloured** light is the Richmond Street door bell.
16. Turntables
  1. Turntables are not to be used to stack things on.
  2. The tone arms are fragile. Always return the tone arm to the tone arm rest
  3. Do not abuse the turntable needles (stylus) treat them gently.

### 9.2 Where is it?

- 1. The following pre-recorded CD's are located in the CD rack just inside the door in studio 2:**
  - 1. Sponsorship**
  - 2. Community Service Announcements (CSA)**
  - 3. Station promo's**
  - 4. Birthday greeting**
  - 5. Jarrett's (funeral notices)**
2. Log sheets and the Birthday list are located in the rack outside studio 1

3. Visitor, CSA's and Lost and Found books are located in the rack outside studio 2
4. Studio phone log and studio log books are located on the top of the CD rack in each studio

### 9.3 Use of 3RPC music

1. 3RPC has an extensive library of music for you to use with your program or you can borrow music to take home and listen to.
2. We have:
  1. 10,000 + CD'S
  2. 5,600+ LP's
  3. 6,600+ Singles
  4. 1100+ Cassette Tapes
3. Current Program. Please replace the music you use in the correct spot
4. To borrow music to take off the premises, please follow the procedure located on the wall in both studios

### 9.4 Before you start your program

1. Arrive at least 10 minutes and no more than 20 minutes before your program time slot to enable you time to set up.
2. Use the log sheets to organise what you will need.
3. Check the fax for weather reports and Portland Observer news headlines.
4. Check that your panel is on-air.
  1. Studio 1 - ensure the on-air button is pressed in. This is located at the top right corner of the panel
  2. Studio 2 - is always on-air

### 9.5 Studios 1 and 2

The panels in studios 1 and 2 have the following in common

#### 9.5.1 Volume Slides

1. Each slide is identified and corresponds with a piece of equipment
2. If there is no identification then there is no equipment allocated to that slide
3. VU meters should not be constantly in the red
  1. Keep VU meters just under the red but can go into it occasionally.
4. Each slide has been calibrated so that the zero mark on the slide is the optimal volume
5. When you have finished talking or playing music it is always best to move the slide to the bottom

#### 9.5.2 Buttons

1. Red when lit indicates that the piece of equipment is either on-air or ready to go on-air.
2. Green when lit indicates that the piece of equipment will not go to air
3. Yellow when lit indicates that the piece of equipment is ready to be cued
4. Do not touch the auxiliary buttons above the slides (studio 2 only)
5. In studio 2 green buttons above the speaker and headphone volume dials must be on off-air to monitor what is being transmitted

### 9.6 Microphone

1. Interviewees or visitors may make defamatory statements. If in doubt turn the microphone(s) off. It is better to be sure than sorry.
2. Refrain from making negative comments about the station, station policies or activities, the CoM, other presenters, volunteers and staff on-air. This action will lead to immediate removal from on-air. Note: All concerns should be in writing to the CoM
3. Your microphone is sensitive. It will pickup the rustle of papers or squeaky chairs
4. Speak directly into the microphone
  1. Move the microphone by the arm not by the connecting plug or microphone

2. Have it at mouth level
3. Keep the microphone a hand span from your mouth
4. Do not shout.
5. Avoid talking and turning away at the same time, as your levels will drop significantly.
6. Monitor your VU meters to make sure your voice and your music are at the same level
7. Listeners should NOT have to adjust their volume controls during your program.
8. Check your VU meter levels using the cue buttons
9. Keep VU meters just under the red but going into it occasionally.
5. Turn the microphone(s) off if:
  1. You are not speaking
  2. There is unwanted background noise
  3. There is excessive noise in other parts of the studio complex.
    1. Deal with the noise and return to air without comment
  4. You are about to cough, sneeze or hiccough
6. Be sure to turn your microphone off as soon as you finish talking on-air.
  1. Be in the habit of turning all microphones off before speaking in the studios
  2. Check the microphone button is not lit.
  3. It is easy to say the wrong thing and still be on-air.

#### 9.7 Recording your own program

You may be asked to record your program for evaluation purposes

1. Studio equipment does NOT record on-air broadcasts.
2. If you wish to tape your program use the cassette player near the logging computer.
  1. Always turn cassette players ON before placing cassette tapes in them. They automatically record if loaded first.
  2. You will need to supply your own cassette tape

#### 9.8 First Program of the day

1. Arrive at least 15 minutes early to enable you time to set up.
2. Use the Log sheets to organise what you will need.
3. Collect the weather forecasts from the fax.
  1. If no new forecasts have arrived use the forecasts from the previous day

#### 9.9 Last program of the day

1. The late night presenters may wish to be escorted to their vehicle. If so they can contact Portland Night Patrol, giving at least one hour notice.
2. Presenters who are closing down earlier than the scheduled time will need to contact Sectrol.
3. 3RPC receives the Community Radio Network (CRN) via satellite for overnight programming only.
  1. You can switch to overnight programming (CRN) from either studio.
  2. In both studios the overnight programming (O/N) is the far left slide on the panel
  3. You also need the bottom yellow button lit in studio 2 and in studio 1 (on the upright part of the panel) the top button.
  4. The levels have been pre-set to the zero line on the slides in both studios
  5. In both studios you can use the cue button to check you are receiving the overnight program.

#### 9.10 Non-attendance by presenter

1. ***If the next presenter fails to arrive.***
  1. In office hours, notify the office

2. Out of office hours, call the Programming Co-Ordinator or any Management member. Switch to the Fill in playlist in Razzy place the sponsors CSA's scheduled in the appropriate time slots including Station ID's and times at the top of the hour

## 2. If you are unable to stay past your timeslot:

1. Do NOT use the overnight (CRN) transmission.
2. Use the studio 2 DVD player, located on the right hand side of the turntables (use any of the DVD's on top of the DVD player).
3. This DVD player will only go to air from studio 2.
4. There is a separate slide marked MP3 on the panel.
5. If the studios are vacant when you arrive and you wish to use studio 1, you must turn off the DVD player in studio 2 before commencing your program.

## 3. If you are able to stay

1. If you are able to stay until the next presenter arrives, play whatever music you have or use music from 3RPC's library

### 9.11 How to cue a record to the start of the required track

1. You need to wear headphones
2. Press the cue button for the required turntable.
3. Press start/stop on the turntable
4. Place the needle near the track required
5. When you hear the required track commence press start/stop button again
6. Rotate the turntable  $\frac{3}{4}$  turns anti clockwise (this prevents the whirr noise at the start of the track)
7. Press the on-air button for the required turntable.

### 9.12 How to cue a cassette tape to the start of the required track

1. You need to wear headphones
2. Press the cue button for the cassette player
3. Using fast forward locate the approximate start of the track
4. Press play and listen
5. Use fast forward, rewind and play until you hear the required track commence
6. Press stop
7. Remove cassette from cassette player and rewind approx. 1 turn (this prevents the whirr noise at the start of the track)
8. Replace cassette in cassette player
9. Press the on-air button for the cassette player

## 10. Off Air

### 10.1 Power Outage

1. If there is a power outage wait for 10 minutes.  
\*\*Note the studio phones will NOT work.
  1. If power has not resumed, contact Management for advice.
  2. Use the emergency phone outside of studio 2.
  3. The contact phone numbers are near the emergency phone
2. Your music (in the equipment) will be kept safe to be collected in the office.

### 10.2 No Transmission

Know how to recognise when we are not transmitting

1. Use headphones and monitor off-air not off program.
2. If there is a hash sound coming from the studio speakers or your headphones and you suspect we are NOT transmitting.

1. Check the on-air button on the panel
2. You are not transmitting to air if your panel buttons are green or yellow or not lit at all
3. Check the studio foyer radio or the logging computer
3. In the event of the Station being off-air keep the music playing, we may come back on-air. If you are still off-air after 10 minutes contact the Volunteer Station Manager or Management for advice.

## **11. Laptops, tablets, USB, phones and the like**

1. You are able to use laptops, tablets, USB's, mobile phones and other electronic devices to play music to air
2. When you are using a computer or other electronic device.
  1. You should start and finish your program with a CD, cassette tape or record.
  2. Do not set up before your time slot begins.
  3. Your equipment should be unplugged and packed away before your last song finishes. This allows the next presenter to start their program without any interference from you while you pack up.
- 11.1 Tablets, USB keys, Phones and other devices with a usb connection**
  1. You will need a compatible USB lead
  2. The USB interface is located on the CD player in both studios
  3. Press the button next to the USB port
  4. The volume is controlled by the slide corresponding to the CD player
- 11.2 Laptop computers and devices requiring an RCA connection**
  1. You will need a connecting lead with RCA male plugs to connect to the panel
- 11.3 RCA Interface:**
  1. Studio 1 located on the desk on the right hand side of the panel
  2. Studio 2 located on the left hand side of the desk next to the presenter
  3. Studio 1 and 2 both have slides marked computer

## **12. Sponsorship**

Sponsorship is what keeps us on-air.

Community radio does not advertise. We have sponsors and sponsorship.

**12.1** If you put to air any sponsorships not on your log sheets, you may have your on-air privileges removed.

**Each sponsorship announcement must be tagged with the words "sponsoring community radio 3RPC" or similar.**

1. If sponsored announcements in your program are not tagged please mark them for the attention of the office
- 12.2** Sponsorship announcements will be:
  1. Played or read as close as possible to the time indicated on the log sheet and without comment
- 12.3** Sponsorship Announcements are in two formats:
  - 1. Pre-recorded on CD**
    1. Play the track as indicated on your log sheet
    2. Live read to air (as per your log sheet)
      1. Always pre-read the sponsorship announcement before going to air
      2. Read as written without comment
      3. When reading the announcement speak clearly
      4. Do not play background music. (This could breach copyright)
      5. If pre-recorded play the track as indicated on your log sheet
- 12.4** If you believe a sponsor's message is incorrect:

1. Do not amend your log sheets or comment on-air
2. Note the change on the side of the log sheet

**12.5** If you have a family member, friend or a colleague in business please approach them about possible sponsorship. If they are interested, please let the office know.

### **13. Emergency Broadcast Messages**

- 13.1** If an emergency message is received by phone or fax or from an Emergency Services person (in uniform or not), the presenter will:
1. Obtain the caller's name and organisation.
  2. Ensure that the information is taken down accurately.
    1. Read the information back to the caller or Emergency Services person.
  3. The presenter will contact Management to receive authorization.
    1. Management will contact Emergency Services to confirm the message is genuine
    2. Management will then contact the presenter to authorise the putting to air of the message
  4. The presenter will:-
    1. Read the message to air with a suitable introduction
    2. Not add any comment.
    3. Read the message as frequently to air as instructed by Management

### **14. Announcements**

Announcements are to be put to air as per the Log Sheets.  
Headphones or earbuds must be worn whenever speaking on air

#### **14.1 Weather**

**The reading of the local weather information should take no longer than two minutes.**

Listeners expect the weather reports at the times set out in the Log Sheets. These times are advertised.

1. Always pre-read the weather before going to air.
2. Check that you know how to pronounce words like "trough", "Bight", "squally".
3. When reading the weather speak clearly
4. Know how to read abbreviations.
5. If a severe or extreme weather warning for the South West District or West Coast waters is received, please put it to air immediately, then with each scheduled weather.

#### **Southwest district forecast example**

It's time now for a look at the weather for the South West District, for today Friday the 13 June Cloudy. Isolated showers. Winds southerly 20 to 30 km/h. A UV Alert from 9.10 am until 4.40 pm, with the UV Index predicted to reach a very high 10. And for tomorrow Cloudy. Isolated showers contracting to the south during the evening. Winds south westerly 15 to 20 km/h becoming light during the evening.

Read the Melbourne forecast with 7am and 7pm Southwest District Forecast

#### **Coastal waters forecast example**

Forecast issued at 4:50 pm EST on Thursday 12 June 2014.

#### **Weather Situation**

A low pressure system west of Adelaide will extend a trough across Victoria on Friday. The low will move into southwestern New South Wales late on Friday before weakening on Saturday. A new low will develop off the southern New South Wales coast on Saturday and will deepen over the weekend. The low will move eastwards later on Sunday as a cold front approaches Victoria. The cold front will move across Bass Strait on Monday as a high pressure system moves into the Bight.

*Forecast for Thursday until midnight*

Winds Northerly 10 to 15 knots. Seas around 1 metre. Swell Southwesterly 2.5 metres.

Friday 13 June

**Strong Wind Warning for Friday for West Coast**

Winds North to north westerly 10 to 15 knots becoming variable about 10 knots early in the morning then becoming southerly 15 to 20 knots in the evening. Southerly winds increasing to 20 to 30 knots offshore during the evening. Seas around 1 metre, increasing to 1 to 2 metres later in the evening. Swell South westerly 2.5 metres.

#### **14.2 Community Service Announcements (CSA)**

Community Service Announcements are in two formats:

##### **1. Pre-recorded on CD Pre-recorded and available in RAZZY**

1. Play the track as indicated on your Log Sheet
2. Live read to air (CSA book is located in the rack outside studio 2)
  1. When reading live to air:
    1. Ensure CSA has not expired (check expiry date above line)
    2. Only read to air what is below line
    3. Always pre-read the CSA before going to air
    4. When reading the CSA speak clearly
    5. Do not play background music. (This could breach copyright)
    6. If CSA has expired remove and place in recycle box
  2. If pre-recorded play the track as indicated on your Log Sheet

#### **14.3 Portland Observer news headlines**

Portland Observer news headlines are always read live to air

1. Ensure the Portland Observer news headlines are current (check the clipboard and the fax)
2. Only read to air what is below the line
3. Always pre-read the Portland Observer news headlines before going to air
4. When reading the Portland Observer news headlines speak clearly (without comment)
5. Do not play background music. (This could breach copyright)
6. When new Portland Observer news headlines arrive place the old headlines in the recycle box

#### **14.4 Lost and found**

1. Lost and Found calls are to be entered in the Lost and Found Book
2. You can use scrap paper to record the details, and transfer these into the Lost and Found Book as soon as possible
3. Write clearly so that other presenters can read the details
4. Fill out all details
5. Read to air as soon as possible

#### **14.5 Funeral notices**

Funeral notices are faxed to the station from William A Jarrett Pty. Ltd, placed on the clipboard and are read at 8am

##### **1. When there is a funeral notice:**

1. The information to go to air is inside the boxed area
2. Always pre-read the funeral notices before going to air
3. Check broadcast date on top of funeral notice
4. If funeral notice is out of date place in recycle box
5. When reading the funeral notices speak clearly
6. Play track two (2) from Jarrett CD
7. Allow the track to play for 5-6 seconds
8. Bring down the CD volume so you just hear the music and turn on your microphone

9. Start reading the announcement.
10. If more than one funeral notice is to be read out, read all funeral notices before reading Funeral directors information.
11. When finished reading the funeral notices turn off your microphone and bring CD slide back up to normal level
12. Leave music playing for approximately 10 seconds.
2. If there is no funeral notices to read play track one (1) from Jarrett's CD

#### 14.6 Birthday Corner

The birthday greetings list is located with the log sheets outside of studio 1

1. When there is a Birthday Greeting:
  1. Always pre-read the birthday greetings before going to air
  2. When reading the birthday greetings speak clearly
  3. Only read today's birthdays
  4. Play track one (1) from Happy Birthday CD
  5. Play SPR 001 from the Happy Birthday category in Razzy
  6. Allow the track to play for approximately 10 seconds (until singing stops)
  7. Bring down the CD volume so you just hear the music and turn on your microphone.
  8. Bring down Razzy volume so you just hear the music and turn on your microphone.
  9. Start reading the birthday greeting(s) "Community Radio 3RPC-FM would like to wish all members and listeners having a birthday today, a very happy birthday and to (Please read from list) we hope you have a great day"
  10. When finished reading birthday the greeting(s) turn off your microphone and bring CD volume back up to normal level
  11. When finished reading birthday the greeting(s) turn off your microphone and bring CD volume back up to normal level
  12. Allow track to finish playing
2. When there is no Birthday Greeting:
  1. Play track one (1) from Birthday CD
  2. Play SPR 002 from the Happy Birthday category in Razzy
  3. Allow the track to play for approximately 10 seconds (until singing stops)
  4. Bring down the CD volume so you just hear the music and turn on your microphone.
  5. Start reading the birthday greetings "Community Radio 3RPC-FM would like to wish all members and listeners having a birthday today, a very happy birthday and we hope you have a great day"
  6. When finished reading birthday greetings turn off your microphone and bring CD volume back up to normal level
  7. Allow track to finish playing

## 15. Interviews

- 15.1 Occasionally you may be asked to interview somebody live on-air. Interviewees or visitors may make statements that may be defamatory. If in doubt turn the microphone(s) off. It is better to be sure than sorry.

### 1. Disclaimer

Interviews may bring forth some contentious issues, you should always start your interviews with

"The Committee of Management of 3RPC Incorporated notes that the views expressed by individuals, presenters or others do not necessarily reflect the views of the Committee or staff of the station, nor should they be construed to reflect the views of listeners.

2. Be polite
3. Before going to air
  1. Adjust the microphone to approx. a hand span away from interviewee(s)
    1. Move the microphone by the arm not by the connecting plug or microphone
    2. Show your interviewee how to speak to the microphone
    3. Check interviewee(s) VU meter levels using the cue buttons
    4. If the microphone is not working (VU Meter does not move), check the desk plug and the microphone plug
  4. Ensure that you have no music going to air whilst talking during your interview.
  5. Ensure that your interviewee(s) microphone is on-air
  6. Introduce the interviewee(s) and the topic.
  7. If you do not have knowledge of the topic, say so and ask the interviewee(s) to explain it to you.
  8. Better to admit ignorance than open your mouth and leave your listeners in no doubt.
  9. Do not argue with your interviewee(s). Debate makes for good radio, argument does not!
  10. In a lengthy interview, it may be appropriate to play a track or two of music to allow you and your interviewee(s) a break.
  11. When you return to air.
    1. Re-Introduce yourself, the interviewee(s) and the topic.
  12. When the interview is completed and before going off-air:
    1. Thank the interviewee(s)
    2. Be sure to mention the interviewee(s) name and the topic.
  13. Go to music to allow you to escort interviewee(s) from studio and ensure the outer door is closed.

## **16. Complaints**

### **16.1 Complaints from the public**

1. If a listener rings with a complaint about your program treat the matter seriously:
  1. Politely acknowledge the feedback from the listener for letting you know (even if you feel the complaint is unfair)
  2. Ask the listener to put the complaint in writing in a letter or email to 3RPC Committee of Management as soon as practicable
  3. If a written complaint is made 3RPC is obligated to respond to it. (Constitution Rule 76)
  4. Ask for the caller's name for the studio phone log book, and note the call down.
2. 3RPC Incorporated acknowledges the right of its audience to comment and make complaints in writing concerning:
  1. Compliance with the Broadcasting Code of Practice or a condition of the licence
  2. Program content
  3. The general service to the community.
3. If the caller is rude or tries to keep you on the phone:
  1. Be polite explain that you are presenting your program, excuse yourself and hang up.
  2. Ask for the caller's name for the studio phone log book, and note the call down.

### **16.2 Complaints concerning a presenter, a policy or procedure**

- If you have a complaint about another presenter, a policy or procedure at the station:
1. Put your concern(s) in a letter or email addressed to 3RPC Committee of Management

2. The CoM must acknowledge your complaint promptly and investigate it.  
(Constitution Division 2 & 3 may apply)

You can find more information about grievances and complaints in 3RPC's Constitution.

1. Ask the Office Co-Ordinator to show you a copy.
2. There is a copy outside of Studio
3. Downloadable from [www.3rpcfm.org.au](http://www.3rpcfm.org.au)

## 17. Visitors

**17.1** The studio is not a meeting place for onlookers and friends.

1. You may have only one visitor in the studio complex.
  1. Other arrangements may be made with permission of Management
2. If there is more than one presenter per program, this does not mean one visitor each presenter
3. All visitors must be recorded in the Visitor's Book when they enter the station.

## 18. Incidents/Injuries

### 18.1 First Aid

**The first aid kit is located opposite the logging computer alcove**

1. If you have an accident and are injured in the studio complex:
  1. Serious Injuries call 000 for assistance
  2. Report the incident as soon as you are able to Management
  3. All serious injuries require that an incident report be completed
  4. Minor Injuries are to be recorded in the first aid log book located near the first aid kit, located opposite the logging computer alcove
2. If another person is injured or appears to be in a life-threatening situation, contact 000 immediately for assistance.
  1. If it is safe to do so stay with the person, make them comfortable and reassure them.
  2. Once help has arrived, contact Management to report the incident.
  3. Complete an Incident Report Form located near the first aid kit

### 18.2 Police

1. If you feel unsafe by events inside or outside the studio complex contact:
  1. Portland Police Station 5523 1999 or 000 for assistance
  2. Contact Management to report the incident.
  3. Complete an Incident Report Form located near the first aid kit

### 18.3 Fire or other serious emergency

1. In the event of fire or other serious emergency, leave the area.
2. The Studio complex has three exits:
  1. Studio foyer door onto Richmond Street
  2. Studio foyer door into courtyard\*
  3. Main office door, corner Julia and Richmond Streets. Open during office hours only.\*

\*These doors may be locked
3. Call 000
1. Know where the fire extinguishers are.
  1. In studio 1 and 2
  2. In the passageway outside the studios
  3. Outside the kitchen
  4. In the office

4. Contact Management to report the incident.
5. Complete an Incident Report Form located near the first aid kit

## 19. Telephone/Fax

### 19.1 Telephone

1. Telephone calls are answered by office volunteers during office hours and by the presenter at all other times.
2. Answer the phone in a polite and friendly manner "Good Morning/Evening 3RPC .....speaking"
1. If a telephone call is not for you
  1. Write the contact name, message and return phone number in the phone log book located in each studio. This book is checked regularly.
  2. Record all calls in the phone log even personal ones.
3. If you are already on a call, a second call is indicated by the small flashing red light, located on the top of the phone. The first call may be put on hold while you answer the second call
4. After hours, or in an emergency, you can ring 000, Management, Police, Fire Brigade or Security from the studios by using the pre-programmed numbers.
5. In the case of a power outage use the emergency phone outside studio 2.
  1. Emergency phone numbers are located next to the emergency phone

### 19.2 Fax:

1. If a paper jam occurs, do not turn the power off, as the fax will retain the information in memory. Contact Management
2. Weather reports are to be placed on the correct clipboard, remove the old weather reports in place in the recycle box.
3. Portland Observer news headlines are to be placed on the correct clipboard and remove the old headlines and place in the recycle box.
4. Funeral notices are to be placed on the correct clipboard and retained until after the funeral, then placed in the recycle box.
5. Faxes other than the above can be placed in the play sheet box.

## 20. Non Studio Equipment

### 20.1 Security Cameras.

1. Security cameras monitor the studio complex 24 hours a day for your safety and security.
2. Portland Night Patrol look after the station overnight

### 20.2 Music Library Computer

1. Presenters need to understand how to access the 3RPC music database
2. Music may be found under album title, track title, artist, and music type.
3. The last presenter on-air is to switch the computer off.

### 20.3 Air Conditioning

#### 1. Studios

1. The temperature in the studios should be maintained between 19 and 22 degrees
2. Ensure all windows and external doors are closed when using the air conditioner
3. The remote control in the studio is used to turn it on and off and set the required temperature.

#### 2. Kitchen

The air conditioner located in the kitchen is used to cool the equipment in the Master Control Room (Rack Room)

- 1 Turn on the air conditioning for the Master Control Room when the thermometer in the Master Control Room reads 30 Degrees or more.
- 2 The last presenter on-air is to switch the air conditioner off.

#### 20.4 Other Equipment

1. **Logging Computer:** Located in the alcove opposite the toilets.  
If you notice the bars at the bottom left right of the screen are not moving contact Management.
  - 1 All programs that we broadcast are recorded and retained for 6 weeks.
  - 2 This is an Australian Communication and Media Authority (ACMA) requirement for all radio stations.
1. **Master Control Room (Rack Room):** This equipment transmits our radio signal to the Mt Clay transmitter. Entry to the Master Control Room is permitted by Authorised Personnel only
2. **Mount Clay transmitter** receives the signal transmitted from studio complex and transmits to our broadcast area
  1. A minimum of two (2) authorised people are required when the Mt Clay facility needs to be attended.
  2. A mobile phone is required
  3. The key for the Mt Clay facility can be obtained from the office or the VSM

#### 20.5 Kitchen

1. Must be kept clean, neat and tidy
2. Please wash, dry and put away all mugs, other crockery and spoons
3. Clean towels are in the cupboard under the bench; dirty towels go in the marked bin.
4. Coffee, tea, milk and sugar are supplied free of charge, however donations are gratefully received

## 21. Legal Obligations

A community radio presenter must know many things about the law.

- 21.1 3RPC and all its volunteers are accountable for what we do or say by:
  1. The Broadcasting Services Act, 1992
  2. The Australian Broadcasting Authority and the Broadcasting Services Act (BSA)  
Laws of defamation
  3. Federal Copyright laws
  4. Federal and State Privacy laws
  5. APRA (Australian Performing Rights Association)
  6. AMCOS (Australasian Mechanical Copyright Owners Association)
  7. PPCA (Phonographic Performing Arts Association)
  8. Anti-discrimination laws 3RPC policies
  9. Occupational Health & Safety regulations
  10. 3RPC Incorporated Licence
  11. 3RPC Incorporated Constitution
  12. 3RPC Incorporated Presenters Handbook
  13. Our Community
- 21.2 It is station policy that offensive material is not to be played to air.
  1. If you play offensive material or use offensive language on-air you may have your on-air privileges removed
- 21.3 If you wish to serialise books please consult the office first, as copyright may apply.

## 22. License

- 22.1 We pay license fees to APRA & AMCOS for a permit to broadcast music.
  1. We must play 25 % Australian music for music programs.

2. We should aim for 30% Australian music across all general programming. This allows for specialist programs (music and/or talk based) which may not be able to meet the 25% quota.
- 22.2** We have a contract with PPCA with the obligation to make our best endeavour:
1. To pre - or back - announce the performer and title of all music at least every three tracks.
  2. That a program (or any segment) or a format dedicated solely or predominantly to sound recordings by a single artist and/or reproduced or produced or distributed by a single company are not broadcast by 3RPC Incorporated without first advising the Company

## **23. Defamation Law.**

- 23.1** Defamation occurs when you identify a person and your broadcast material conveys a meaning which injures that person's reputation.
1. Be careful of what you say or play
  2. We do not carry defamation insurance.
  3. If you defame someone, you, the presenter could be sued.

## **24. Copyright**

- 24.1** Copyright must not be infringed
1. Only play to air any material that you own or are legally entitled to use
  2. Material recorded from other radio stations or television stations is **NOT** permitted
  3. Unauthorised downloaded music is **NOT** permitted
  4. Copied CDs, records or cassette tapes are not permitted, unless you or 3RPC own the original(s).
- 24.2** The Community Broadcasting Association of Australia (CBAA) Handbook gives other details of these obligations.
1. A copy is available in the Office
  2. This is downloadable from the CBAA website [www.cbaa.org.au](http://www.cbaa.org.au)
- 24.3** 3RPC Incorporated Constitution is available for you to read.
1. Ask the Office Co-Ordinator to show you a copy.
  2. There is a copy outside of studio 1.
  3. This is downloadable from [www.3rpcfm.org.au](http://www.3rpcfm.org.au)

### **Included Documents**

**Presenters Agreement**

**Presenters Guidelines**

**Trainers Check list**

## **25. Radio Automation Software (RAZZY)**

In 2016 3RPC Incorporated purchased and installed Radio Automated Software called RadioBoss commonly known as RAZZY

All presenters need to familiarise themselves with RAZZY as all Sponsorship Messages, Station Promo's and long term CSA's are to be played from there.

Over 110,000 tracks of the station owned CD's have been MP3'd and are available for presenters to play to air

Inside Razzy, there are two permanent sheets Overnight and Fill ins. When you are setting up your program please create a new sheet

Your trainer will give you a thorough explanation of how to do this

You can use RAZZY in a number of ways however it must be used for the playing of Sponsorship Messages, Station Promo's and long term CSA's

- 1) Use the music in RAZZY for all or part of your program
- 2) Use music from your USB which can be loaded into a playlist
- 3) Only for the playing of Sponsorship Messages, Station Promo's and long term CSA's

Razzy is also used for overnight broadcasting

If you are the last rostered presenter on, then after you have said your goodnights you need to click on the first track in the playlist marked overnight and press play

All station ID's and station promos have been scheduled in and will play automatically throughout the night

RAZZY can be used when there is no rostered presenter or the rostered presenter is not available and a fill in is not available

- 1) When a there is no rostered presenter between yourself and the next rostered presenter
  - a. RAZZY has been set up with all station ID's and station promos and have been scheduled in and will play automatically throughout this timeslot.
  - b. After you have said your goodbye's and read the weather you need to click on the first track in the playlist marked Fill in and press play
- 2) If the rostered presenter is not available and a fill in is not available
  - a. you will need to add the next presenters Sponsorship Messages, Station Promo's and long term CSA's into the Fill in playlist as per the log sheets  
Your trainer will give you a thorough explanation of how to do this
  - b. After you have said your goodbye's and read the weather you need to click on the first track in the playlist marked Fill Ins and press play

Should accident and incidents/injuries be combined?

Blue = Deletion

Yellow = Addition

Grey = not sure