



3RPC Incorporated

Station Handbook

Policies and Procedures

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Note:

The Station Handbook variously refers to 3RPC, the station, 3RPC premises, 3RPC Incorporated, the Association, 3RPC-FM, etc. The context of the reference is to be used in understanding which aspect of 3RPC Incorporated business is meant.

Purpose

3RPC's Statement of Purposes made in 1982, when the station started, is reflected in most of the current purpose.

The original purposes:

1. To provide public broadcasting facilities in Portland
2. To maintain a Public Broadcast Licence for Portland and districts
3. To provide programs and services suited to the local area
4. To promote the principles of program diversity and access for all points of view and provide for the fullest expression and aspirations of cultures in the service area
5. To coordinate and assist groups wishing to use the facilities and to provide them with general programming and format guidelines
6. To develop an educational channel using sub-carrier modulation for special education and information
7. To conform to the Code of Ethics recommended at PBAA Conferences eg:
 - a. Cater for the needs of those denied effective access to or served by existing media
 - b. Avoid censorship, subject to legal requirements and station program policy
 - c. State station policy clearly on air
 - d. To involve people working in and for the station to be involved in decision and policy making

3RPC is bound by the Broadcasting Services Act 1992, which sets the legal framework for community broadcasting and sets out the Community Radio Codes of Practice. These are reviewed from time to time, and this Handbook will reflect particular changes.

Additionally, the Broadcasting Services Act (1992) requires community broadcasters to:

1. Provide community broadcasting services for the benefit of the community and not operate them to make a profit
2. Continue to represent the community interest that it represented when the licence was allocated or last renewed, although a licensee can apply to change that community interest at renewal
3. Encourage community access and participation in all aspects of station operations, from programming to management, and

4. Only broadcast sponsorship announcements, rather than advertising, which total no more than five minutes in any hour of broadcasting.

3RPC's membership endorsed a revised set of purposes in 2013, which are written into its Constitution. These are:

1. To provide entertainment through music and information, as a licensed not-for-profit community radio station, to listeners in the broadcast area.
2. To uphold the Constitution of 3RPC and the Codes of Practice for Community Radio Broadcasting and Legislative requirements.
3. To promote harmony, co-operation and diversity on air, in all station business and through programming, to contribute to an inclusive, cohesive and culturally diverse association.
4. To pursue the principles of democracy
5. To enhance the diversity of programming choices available to the public and present programs that expand the variety of viewpoints broadcast in the local area
6. To encourage community access and participation in all aspects of station volunteer operations
7. To provide a maximum of on-air presenter time
8. To provide training in broadcasting skills to volunteers
9. To be financially responsible, viable and accountable.

Background

3RPC is a community radio station run by volunteers, being first licensed 13 December 1982. It provides 24 hours of broadcasting every day of the year. 18 - 19 hours a day with live presenters; with pre-recorded music/information for the remaining hours.

The station call sign is 3RPC 99.3 MHz on the FM band. The broadcast area is to Portland and Glenelg Shire areas, and out to sea, with some land areas beyond receiving the station. There are pockets of no or poor reception in the Glenelg Shire.

3RPC's transmitter is on the Hutchessons Communications Tower at Mt Clay.

The Australian Communications and Media Authority (ACMA) has licensed 3RPC for:

- Fixed Licence – transmission from 3RPC premises, Julia Street, Portland, to Mt Clay TV Tower. Licence No 202886. Call Sign VH3FIV.
- Broadcast Radio – transmission from Mt Clay. License No. 1385176

Licence fees are paid annually to:

- ACMA – Australian Communications and Media Authority. Licence paid to 2017
- APRA – Australasian Performing Rights Association
- AMCOS – Australasian Mechanical Copyright Owners' Society
- PCCA – Phonographic Performance Company of Australia
- Broadcast Australia

On 11 June 2008, the Victorian Commission for Gambling Regulation declared that 3RPC was licenced to hold raffles to a maximum prize value of \$5,000, and to fundraise through gambling activities such as Bingo. Licence No. 54853.

3RPC is an incorporated body. Its Incorporated Number is A14313U.

3RPC's Constitution has undergone several changes. A copy of the Constitution is available from 3RPC's Office. Master copies of previous Constitutions are held also. See Annual General Meeting Minutes for additional details.

3RPC's ABN Number is 67 987 852 070. This must be shown on all official paperwork, Membership Forms, Newsletters, headed paper.

Our logo as on the front of this Handbook, is on all headed paper and business documents.

This Handbook is a working document and is updated annually, and/or as major station changes in policy and procedure occur.

Community Radio Broadcasting

The Community Radio Broadcasting **Codes of Practice** is available free for anyone interested. Copies are kept in the Station Office. All new Committee of Management members are issued with a copy.

3RPC is a member of the Community Broadcasting Association of Australia (CBAA).

- The **CBAA Handbook** is kept in the Station Office and provides guidelines for station management, sponsorship, programming, etc.
- CBAA Conferences are held annually. One or two Committee members each year are encouraged to attend.
- CBAA and other Magazines are placed in the Foyer for everyone's interest.

From time to time APRA asks for station audits for Australian content in programming

Legislative Requirements

3RPC Incorporated upholds federal and Victorian legislative requirements in relation to:

- Equal Opportunity Act
- Anti-Discrimination legislation, which covers discrimination against religion, sex, age, marital status, sexual orientation, political beliefs, gender identity, impairment.
- Copyright Law
- Privacy Act. See Appendix 1 for Privacy Policy.
- Occupational health and safety

Occupational Health and Safety

3RPC has a legal responsibility to uphold occupational health and safety matters for its volunteers, its visitors and paid employees.

All volunteers and paid staff are to undergo an OHS orientation as part of their training and commencement of work for 3RPC.

A suitably trained and qualified OHS Officer is appointed by the incoming Committee of Management each year; and is responsible for:

- ensuring quarterly OHS audits of the Ruth Martin Memorial premises (excluding the flat) are carried out; and Mt Clay audits at least annually.
- following up on identified risks/hazards from audit
- advising on procedures to minimise/eliminate identified risks
- reporting as necessary to Committee of Management meetings

Bullying and harassment will not be tolerated at 3RPC.

- The Station Office has copies of the Work Safe Booklet.
- Committee of Management members receive copies of this on their election to Committee.
- An annual training session on employer and volunteer responsibilities on these issues is organised by Committee of Management. This is available free of charge to all volunteers and presenters.
- Sexual harassment covers unwelcome sexual advances; requesting of sexual favours; conduct that has sexual connotations that may offend such as making dirty jokes or comments of a sexual nature.

Zero Tolerance Policy

3RPC Incorporated has zero tolerance for:

- physical or verbal abuse
- threatening behaviour towards members or visitors
- sexual misconduct (physical or verbal)
- drug and alcohol use on its premises.

1. Violence

3RPC Incorporated prohibits behaviour which:

- disrupts, interferes with, or prevents normal work function or activities
- endangers the health or safety of any individual
- causes physical harm to any individual

- threatens, physically or verbally, any individual. This includes cyberbullying and threats made by electronic means.

Weapons are prohibited on the premises.

2. Drug and alcohol use

3RPC Incorporated has zero tolerance for illicit drug and alcohol use on the premises, or the use of prescription medication when there are safety implications, such as working on electrical equipment. Presenters and other volunteers must not be on 3RPC premises the under the influence of drugs and/or alcohol.

The safety of 3RPC's volunteers, visitors, and clients is an important concern to us. Violations of this policy will lead to being prohibited from entering the station complex while an investigation takes place, disciplinary action, possible dismissal, police involvement and criminal prosecution as appropriate. Disciplinary action is detailed in the Constitution.

Any volunteer who has been threatened with or received physical harm must contact any member of the Committee of Management, or 000 if necessary. The person must receive immediate action in order to be protected, and follow-up action, in consultation with the volunteer, to ensure safety, must be put in place. This action may include ensuring that other volunteer/s are always present at the station when the volunteer is there; providing an escort for the volunteer to and from their vehicle; rescheduling on-air times; allowing leave-of-absence for a period.

OHS Reports

The Volunteer Office Manager includes OHS information in the monthly reports to the Committee of Management. The OHS Officer reports to the Committee of Management after OHS inspections.

All at 3RPC are to be encouraged to report OHS issues to the Volunteer Office Manager or a Committee of Management member immediately a problem is identified.

Incident Report Forms (and envelopes if the matter is confidential) are available in the back of the Presenter's Handbook. They must be completed and submitted to the Volunteer Office Manager; or placed in the Play sheet box if Office is closed.

The Presenters' Handbook outlines emergency procedures to be followed, including when to ring 000, Police and to Chair through speed dial.

Committee of Management

Roles and Responsibilities are as set out in Constitution.

The Committee of Management is responsible for station policy and procedures. These are as stated in this Station Handbook, which is given to all Committee of Management members, co-ordinators of working groups, and available in the Station Office and in the studio hall. Changes to policy and procedure are to be reflected in the Station Handbook, as well as stated in the Minutes of the Committee of Management.

At the first Committee meeting after the AGM, committee member responsibilities apart from the elected positions, are decided on by vote. Sub-committees responsible to the relevant committee Member may be formed from interested station volunteers. Every Committee Member coordinates at least one area or responsibility, receives reports from that/those sub-committees, and reports at each committee of management meeting. The Volunteer Office Manager reports to the Chair and liaises with other Committee of Management Members as needed.

Meetings with sub-committee members are to be held regularly or as needed, and suggestions accepted from all at the station. Sub-committees may include:

- OHS
- Technical
- Sponsorship
- Programming
- Public Relations
- Grants
- Outside Broadcasts
- Training
- Office Management
- Website
- Others as needed eg fundraising, maintenance

Committee of Management Check-List and Procedures

These include:

- Setting date for next AGM, as per Constitution
- Deciding on and forming a recommendation for membership fees to be presented to the Annual General Meeting
- Deciding on and setting Presenters' fees
- Endorsement of Volunteer Office Manager in that position for the Committee's term of office
- Appointment of Volunteer Office Manager on resignation or withdrawal of previous Manager
- Appointment of OHS Officer for the duration of that Committee, to be appointed at the Committee's first meeting

- Setting rental, and other decisions relating to the Flat, in conjunction with the real estate agent.
- Annual review of Induction Form, Station Handbook and Presenters' Handbook, to ensure currency; updating as required.
- Deciding on and setting Sponsorship Officer's percentage payments for sponsorship deals; and any other payments such as retainers, travel expenses.
- Allocating sub-committee reporting responsibilities to specific Coordinators
- Allocating time at each monthly committee meeting to reflect on the Community Radio Broadcasting Codes of Practice as followed by 3RPC, and to follow up areas needing attention
- Encouraging one or two committee members to attend the annual CBAA Conference and to allocate travel & accommodation costs for attendees.
- Organising an annual training session on Zero Tolerance Policy for all at 3RPC
- Setting charges for music and other items sold at 3RPC

Sub-committees

All members are encouraged to participate in station business. This includes being a member of a sub-committee.

Sub-committee members may be on-going and not tied to Committee of Management positions.

Sub-committee reports are made verbally or in writing by the co-ordinator, to the committee member responsible for that area, one week before monthly committee meeting.

Sub-committees may include:

- Maintenance
- Outside broadcasts
- Grants
- Newsletter
- Overnight broadcast production
- Public relations
- Bingo
- OHS
- Technical
- Sponsorship
- Programming
- Training
- Office Management
- Website
- Fundraising

Annual General Meetings (AGM)

The Constitution details AGM procedures and arrangements.

AGM organisation is by Volunteer Office Manager, in consultation with the Secretary and Chair, and may include arranging venue, mailings, provision of the interim Chair, provision and collection of nomination forms, announcements of AGM for broadcast and for placement in local newspaper, organisation of pre-election details.

Handover from one Committee of Management to the next may involve a post-AGM meeting to apprise the new Committee of on-going business in a written list .

Treasurer: Banking

- All signatories to bank accounts and to electronic banking authorisations are to be decided immediately and acted on immediately after AGM to expedite banking payments

Ruth Martin Heritage Building

3RPC is housed in a heritage-listed building, owned by a Trusteeship. There is a flat available for rent on the first floor, the income going to 3RPC Incorporated.

The Trusteeship.

- 3 Members of the Howcroft Family and 2 Portland representatives – a Glenelg Shire Councillor and the Chair of 3RPC's Committee of Management. Trustee meetings are as notified

The Flat

- A local real estate agent manages all the business regarding tenancy
- 3RPC pays water and gas, which is included in the rental. The tenant is responsible for electricity.

Because of its heritage status, any repairs of building changes proposed must be discussed with Heritage Australia through the Glenelg Shire representative.

All at 3RPC must be made aware of the building's heritage listing and the particular OHS issues relating to the building.

Volunteers

Rights and responsibilities

All volunteers must be members of 3RPC. This ensures they are also covered by insurance in their work for the station. 3RPC Incorporated holds Public Liability Insurance and Volunteer Insurance policies.

All volunteers receive the document Rights and Responsibilities of Volunteers as part of their induction. This document must be discussed and explained at the induction process.

Volunteers are asked to follow any reasonable request made of them by the Volunteer Office Manager or Members of the Committee of Management.

Volunteers are asked to sign an Induction Form on being accepted as a 3RPC volunteer. It is important for the Committee of Management to review the Induction Form (which contains specifics relating to duties and behaviour) annually, to ensure currency. See Appendix 2 for Induction Form. This is also in the Presenters' Handbook.

- Presenters
 - All presenters receive a copy of the Presenters' Handbook at the commencement of their training
 - All presenters must comply with provisions in Rights and Responsibilities of Volunteers, and with requirements as stated in Presenters' Handbook, and as per Induction Form.
 - Keys. Studio door keys are issued to presenters who do not take over from the previous presenter.
 - Training/refresher sessions are to be available to all as needed

- Office Volunteers
 - Employment
 - All office volunteers must comply with provisions in Rights and Responsibilities of Volunteers
 - Office responsibilities are explained at the induction session, and per the Station Handbook
 - Office volunteers are expected to commit to an agreed number of hours to be spent per week at 3RPC; this is not to exceed 15 hours per week
 - A job can be found for everyone!
 - Duties may include, but are not limited to:
 - Cleaning and tidying premises - inside, courtyard and entrances (eg vacuuming, cleaning panels, cleaning kitchen, toilets, dusting, including venetian blinds)
 - Answering the telephone; dealing with enquiries made in person, by phone or by email;
 - Garden weeding ; rubbish removal from gardens
 - Garbage out to bin, bin to front of street on garbage days, and brought in

- Sweeping, washing down front steps, studio door entry, Julia Street side entry
- Purchasing station supplies, as directed by volunteer Office Manager
- Collection and posting of mail; entry of this into Inwards and Outwards Correspondence Book
- Checking emails received, including website gmail
- Checking play sheet box and distributing contents as needed
- Receiving and receipting money from purchases, memberships, donations, sponsorships.
- Receiving and receipting presenter's fees; entering Paid To details on Presenter's Fees sheet
- Checking and refilling paper supplies to both faxes
- Recording CDs and other Music as received (Music Received Book – date, what, if a duplicate - what is done)
- Database entry for music to be kept in 3RPC's music library
- Checking duplicate CDs/other music for give-aways for presenter use or for sale if allowable
- Monitoring and maintenance of Music Collection; following up overdue borrowed items
- Permanent identification of 3RPC on all 3RPC music for permanent identification

Paid Staff

3RPC Incorporated may employ paid staff when the need arises. Note that any member of the Committee of Management may not act in a paid position for 3RPC (Constitution Rule 49c).

Appointment

Whenever a paid employment position becomes vacant or is created by the Committee of Management, it will:

1. ensure that the job description for the position is correct
2. appoint an interview committee, comprising a minimum of two (2) of the current Committee of Management
3. advertise the position in the Portland Observer for a minimum period of one week
4. advertise the position on 3RPC three times per day for a minimum period of one week
5. approve the appointment of the recommended candidate with a majority vote (may be completed electronically or at the next Committee meeting).

Paid staff are to be/become members of 3RPC, to cover them for insurance, and ensure all legislative responsibilities are covered. On or before commencement of employment, paid staff receive both the Station Handbook and the Presenter's Handbook, as well as their job description. The usual induction processes apply.

The Sponsorship Officer may be paid a percentage of sponsorship moneys received, and a weekly retainer if approved by the Committee of Management. These are set by the Committee of Management, and reviewed annually. A travel allowance may also be paid, where applicable.

All members of the Executive (Committee of Management) must be familiar with the appropriate award for paid staff. For more information – <http://www.fairwork.gov.au/Pages/default.aspx>

Ongoing Positions

Volunteers at 3RPC hold positions which are ongoing, and necessary for the smooth running of the station. These positions may or may not be linked to Committee of Management changes.

If the Committee of Management wishes to make changes, the current position holder/s must be notified and full discussions must be held, with due regard to the Community Radio Broadcasting Codes of Practice.

Volunteers and paid staff wishing to resign their position/s, must notify the Secretary, Committee of Management, preferably in writing.

These positions include:

- Volunteer Office Manager (endorsed by each new Committee of Management, annually)
- Presenters
- Trainers
- Technical officer/s
- OHS Officer
- Outside broadcast volunteers
- Sponsorship Officer
- Website Co-ordinator, moderators, sub-committee members
- Bingo sub-committee
- On-going grant sub-committees
- Special projects co-ordinators and sub-committees
- Paid staff

Station Communication

3RPC's street address is 18-34 Julia Street, Portland, and the postal address is PO Box 450, Portland VIC 3305.

The email address is rpcf@bigpond.com. This is not listed on the website. See below.

Website: www.3rpcfm@westnet.com.au The website lists other email addresses to distinguish website business mail from other emails. These addresses are:

office3rpcfm@gmail.com all administrative and general enquiries

committee3rpcfm@gmail.com Committee of Management enquiries, complaints

presenters3rpcfm@gmail.com requests, feedback

sponsorship3rpcfm@gmail.com sponsorship

info3rpcfm@gmail.com general, administration

3RPC's phone number is 03 5523 4333, on a commander telephone system. Volunteers are to be trained in its use, particularly in how to switch calls from office to each studio. In answering the phone, use a polite, friendly tone, say "Good morning (or relevant time of day), 3RPC", and give your **first** name.

The speed dial system is to be used for pre-programmed calls to Committee of Management, taxi, Police, 000. There is an emergency phone for presenter use when the office is closed. Speed dial numbers are displayed in each studio and in the office.

The fax in the studio area (03 5523 6493) is for all general incoming faxes...media releases, Bureau of Meteorology, CFA notices, funeral notices. The office fax (03 5523 4005) is for station business matters or personal communications.

Notices and contacts

- There are numbered pigeonholes for each presenter in the studio area. The number list corresponding to presenters is next to the pigeonholes; each presenter's number is also on Log Sheet for that presenter's program.
- The Presenter Noticeboard is in the studio area.
- The magazine rack is in the foyer. Community Radio Publications, Deadly Vibes, and local community newsletters and information are placed here.
- There is a presenter telephone list at the back of each studio Presenter Handbook. 3RPC's Privacy Policy must be followed in regards to this.

3RPC Newsletter

This is a valuable means of communication both within the station and to members. It may include presenter changes, station news, appreciations for work done, and any other items the editor/sub-committee decides.

The 3RPC newsletter is:

- published quarterly, with 3RPC logo, Incorporation number and ABN number included
- checked before distribution by Chair

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Version 2.0

June 2013

- placed on the website
- distributed to
 - all presenters
 - all Committee and sub-committee members
 - all members with email addresses, if requested
 - mailed, when possible, to all new and renewing members with their receipts

Technical

The transmitters are:

- a. In the Master Control Room (Rack Room) (Station to Mt Clay)
- b. At Mt Clay. (Broadcast to listeners)

Authorised personnel only are to be in the Master Control Room (Rack Room). Refer to Technical Coordinator and/or Volunteer Office Manager for details.

Authorised personnel only are to attend Mt Clay for maintenance or technical matters. A minimum of two people are to go to Mt Clay at any time. Refer to Technical Coordinator and/or Volunteer Office Manager for further information. Expenses for travel to Mt Clay for maintenance or technical matters are refundable. Petrol/other receipts are to be given to the Treasurer for reimbursement.

All Committee of Management members are expected to make themselves familiar with the road to the Mt Clay transmitter site, and visit the site at least once.

The Logger is located in the bay opposite the toilet. It records everything transmitted from 3RPC. Logged material is kept for 6 weeks (together with log sheets) in case of complaint, enquiry or technical assessment. Logged material can be requested by APRA for proof of 3RPC following Australian Music content requirements. See Presenter's Handbook and CBAA Handbook for further details on these matters.

Listeners can request copies of broadcast material, for a nominal charge. Technical volunteers will do their utmost to comply, but this is not always possible.

Logged material is also available for assessment and self- assessment of programs to maintain broadcast standards.

The Technician's Room is generally not available to most volunteers. It houses the CCTV footage, available to Committee of Management/Chair/ Police for reports of damage, injury, misbehaviour, criminal activity. The CCTV cameras are in the Station Office, both studios, the foyer, the hall and the studio courtyard.

There is a Technician's office accessed behind Studio 1.

Overnight CDs are produced by the Programming sub-committee, and changed regularly by a Programming or Technical volunteer. They may be used in emergencies to fill in a regular program where it is impossible to provide a live presenter.

Office Administration

The Volunteer Office Manager is appointed by the Committee of Management, and his/her position is to be endorsed at the first meeting of each incoming Committee.

The Volunteer Office Manager is responsible for all aspects of Office Management; delegation of duties as needed; induction of new volunteers; monthly reports to the Committee of Management; liaison and cooperation for the smooth running of the Station with Committee of Management and all volunteers.

Any or all of these tasks may be delegated to volunteers.

There is a degree of overlap between office volunteer duties and those of office administration, as office volunteers may not always be available.

Office administration will include, and is not limited to:

- management of office volunteers
- management of any short-term employment centre workers (Centrelink, Western District Employment Access, etc)
- recording all events and necessary information in the Office Diary; checking this and initialling to ensure clear communication to all involved.
- checking, filing, downloading and following up emails
- checking of new membership forms for interest in volunteering, and action as necessary
- liaison with Website sub-committee when updates or changes relating to website material occur
- delegation to other office staff (volunteers/paid) as required
- organising Office Volunteer Roster
- OHS audit quarterly; action on OHS matters reported, in conjunction with OHS officer
- log-sheet production
- maintenance of First Aid Kit
- regular checks of Incident Book and reporting to Chair/OHS Officer as needed.
- action on Incident Report Forms received as necessary
- induction of new volunteers to 3RPC
- maintaining supplies of all necessary documents for the running of 3RPC
- database entry for all music to be accessioned into library
- checks of telephone entries in studio telephone books for action if required
- checks of Technical Log Books in studios for action if required
- collection of moneys from Donation/Fee/Tea&Coffee boxes, and receipting these
- keys and key register maintained
 - Master keys to 3RPC Chair, Vice-Chair, Secretary, Volunteer Office Manager
 - Other level keys as required
- mail collection/posting, and recording in Correspondence In/Out
- petty cash management

- ordering Bingo chocolates as and when requested and receiving/receipting sales moneys when presented.
- organising Community Service Announcements – wording, liaison with originator of CSA; placing in short-term CSA folder or notifying Programming for log-sheet inclusion and/or recording to CD
- checking CSA and Lost and Found Book for currency of announcements.
 - Remove Lost and Found notices after one week or if noted item is returned to owner
- CD and other Music Donations/purchases
 - Record of receipt in Music Received Book, and subsequent action
 - Allocation of music donations for review (broadcast suitability)
 - Database entry
 - 3RPC permanent identification on accessions
- maintenance of Membership list – individuals and Community Groups
 - Notifying the Chair for further action if a presenter is unfinancial
- maintenance and keeping currency of Birthday List
in liaison with log-sheet coordinator, organising birthday cards for presenters; mailing sympathy and other occasion cards as necessary; maintaining a range of such cards in the office.
- check of Play sheet box and distribution of material as needed
- receipting moneys from memberships, tea/coffee money, donations, Bingo chocolate sales, other sales
 - volunteers are not to sign a receipt made out to themselves or to any family member
- Presenters' Fees
 - envelopes to be well supplied next to Play Sheet box
 - collection of presenter's fees from Donation/Fee boxes, and receipting these
 - keeping Presenter Fees Sheet up-to-date
 - notifying a presenter tactfully if fees are overdue.
 - notifying the Chair for further action if a presenter is very overdue
- presenter updates – Pigeonhole names, Pigeonhole list and Presenter List for Presenters' Handbook
- organising roster for washing of hand towels and tea towels
- preparation for each Committee of Management meeting as required by Secretary

Note: Some duties are not tied to office opening hours, and may also be done/managed from home.

Office Hours

- As set from time to time by Committee of Management
- Office hours are displayed at the front door and studio door, in the studios, on printed programs, the website, and broadcast regularly.
- The Office is available for meetings outside office hours, for 3RPC personnel only. This includes sub-committees and 3RPC special project committees. Bookings are noted in the Office Diary.

Programming

3RPC encourages members to suggest new programs and program development.

The Committee of Management Programming Coordinator, together with the programming sub-committee:

- maintains and edits the log sheets
- ensures that all sponsorship and Station announcements are current. Ensures all casual sponsorships or announcements are incorporated in the log sheets in a timely manner
- keeps the Day Sheet of programs and presenters current
- records long-term CSAs onto CDs and keeps these current
- liaises with volunteers to record overnight programs
- audits all programs from time to time for compliance with Australian content, and presentation techniques
 - programs taken from logger or
 - presenters to submit their play lists
- encourages and uses a range of new voices for recording for CSA, station promotions and cross-program spots
- incorporates Community Service Announcements into logging sheets
- keeps Portland Observer notified with changes to programming
- organises and keeps a printed current copy of the 3RPC Program; to be
 - sent to all new and renewing members with their receipts as practicable.
 - available on Office front counter and foyer
 - emailed to website sub-committee as changes occur
 - sent to Glenelg Shire Council for incorporation on their website
 - available at community venues – eg Portland Information Centre, Caravan parks, Motels, other Shire venues

Sponsorship

3RPC Incorporated accepts sponsorships from businesses and others who support the Station financially in return for on-air announcements, subsidising equipment, materials, etc.

3RPC has a Sponsorship Policy, which is given to the Committee of Management Sponsorship Coordinator; the Sponsorship Officer; and any sponsor, company or member wishing to read it. The Sponsorship Policy is also an Appendix to this Handbook.

The Sponsorship Coordinator, with input from the Committee of Management, sets sponsor rates and reviews these rates regularly. 3RPC may use marketing companies in order to extend their range of sponsors. A Rate Card is available in printed and in electronic form.

A current sponsor list is maintained by the Committee Member who is the Sponsorship Coordinator. This list is a confidential business list is only available to the Committee of Management, the Sponsorship Co-ordinator, the Sponsorship officer and the website sub-committee. 3RPC's Privacy Policy applies.

Sponsorship Officer :

- is appointed by Committee of Management as an on-going paid position
- before appointment as per paid staff policy, duties for the sponsorship officer are to be discussed and hard copy to given to applicants, together with Station Handbook
- is entitled to receive travel expenses, use of the Station phone, 3RPC identity and business cards, and, as available, 3RPC Polo Shirt/jumper.
- reports verbally or in writing, to the Committee of Management Sponsorship Co-ordinator one week before each Committee of Management meeting

Fundraising

3RPC may fundraise to help its finances.

In the past, 3RPC has been very inventive in its efforts to fundraise. All members are encouraged to bring ideas for fundraising to the notice of the station and the Committee of Management, through phone calls, verbal or written suggestions.

Fundraising at 3RPC may include, but is not limited to:

- Special events
 - Raffles
 - Overnight marathons
- Music sales
- Bingo
 - Bingo profits
 - Chocolate/sweet sales
- Sales
 - Polo shirts
 - 3RPC Car stickers

- Special projects eg Hope for the Future CDs
- Knitted mascots

Grants

The Grants sub-committee meets annually to review the next year's priorities for the station. Committee of Management input is to be sought. These priorities are then reported to the next Committee of Management meeting for decision.

Members are encouraged to suggest areas which can be targeted for grant funding.

Relevant grants are targeted for application and Committee of Management approval is sought.

The Grants Sub-Committee liaises with the Secretary, who submits all grant applications. All grant applications are to be discussed with the Chair and Treasurer, and the final application is to be sighted for approval before submission.

The Grants sub-committee meets when necessary to work on grant applications, administration and acquittal documentation.

There may be on-going coordination positions tied to some approved grant applications

Music Library

3RPC has an extensive music collection – LPs, singles, tapes and CDs. Presenters and members may borrow from this collection. Borrowing details are noted in the Borrower's Book; and items must be returned within the set time.

All new music received, where donated or promotional, is noted in the Music Received Book, reviewed, identified permanently with 3RPC's name, accessed to the collection and entered in the database. The database is accessible to all presenters through the database computer in the studio area.

The music library is monitored regularly.

Procedures for Disciplinary Action and Dismissal of Volunteers

Volunteers are an invaluable resource to 3RPC and our primary aim is to encourage and support their contribution to our station. However, it is also recognised that there may be times when a volunteer needs to be counselled, disciplined and perhaps dismissed.

We undertake to handle such situations in a professional manner, ensuring communication between our station and the volunteer is clear, fair, and objective.

Throughout the process our Committee of Management will reflect on its own operations as well as those of the station and will consider the circumstances, actions and behaviour leading to the situation.

Our Constitution sets out full procedures for complaints, grievances and discipline between members and between members and 3RPC Incorporated. Paid staff are to be aware of these, and the reasons 3RPC has for disciplinary action and dismissal.

The Community Radio Broadcasting Codes of Practice gives further details.

Volunteer conduct which may lead to disciplinary action includes, but is not limited to:

- Poor timekeeping and unreliability
- Not following pre-existing station rules and policies, including programming policies and programming log sheets
- Engaging in acts or broadcasts which may breach the Codes of Practice
- Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation laws
- Inappropriate handling or use of station equipment or other property
- Rudeness or hostility towards other volunteers or staff members
- Breaching the Zero Tolerance Policy
- Publicly bringing 3RPC into disrepute.

Disciplinary action is a three-step process:

1. First formal notice in writing
2. Second formal notice in writing
3. Notice to the volunteer of dismissal from duties.

Some conduct may be tantamount to gross misconduct. In this instance a volunteer may be dismissed without prior warning. This gross misconduct may include, but is not limited to:

- Verbal or physical harassment of any other volunteer, employee, member or guest of 3RPC, particularly in respect of race, religion or sex.
- Wilful damage to or theft of property belonging to 3RPC or to another volunteer, employee, member or guest of 3RPC
- Falsifications of any of the organisation records for personal gain
- Commercial misrepresentation of 3RPC.

Website

3RPC's website is www.3rpcfm@org.com.au

It is maintained by a Website Sub-committee, which monitor, add new material, make changes to the website as required. The website sub-committee liaises with Office Administration, the Sponsorship Coordinator and the Programming Coordinator to keep currency. The website coordinator and sub-committee members act in on-going positions.

The Website Coordinator reports to the Committee of Management every month, through the Volunteer Office Manager.

The Privacy Policy applies in relation to presenter's names.

Permission Forms for inclusion on the website must be obtained from presenters, sponsors and community groups before their details are placed on the website. Originals are kept in the Office.

The website was originally designed and developed by Portland's Bayview College Year 10 students and their IT teacher, Ian Harris, from the original Website sub-committee's concept. Photographs on the website have come mostly from 3RPC volunteers, and showcase Portland and district, presenters and station history.

The website includes these pages:

- **Home** – includes streaming of the current on-air program; regularly changed survey; current events links
- **Programs** – general information, weekly and daily program details
- **Meet Us** - presenters who have given permission for their photos and details to be used
- **Our Sponsors** - sponsors who have given permission for their brief business details to be displayed. This page links to Sponsor of the Month, an avenue for a chosen sponsor can expand their details, give information about special offers only available to website viewers, and photos. The Committee of Management is responsible for voting to determine up-coming Sponsors of the month.
- **Community Groups** – who have given permission for their brief details to be displayed.
- **History** – photos and brief historical details; changed regularly
- **Contact Us** – includes downloads of Station documents; feedback/requests form.

Other pages are added as required.

Community Relations

3RPC encourages the community to use the station resources.

Local Community

- **Community Service Announcements**

Not-for-profit community groups may become members of 3RPC (as non-voting associate members). This entitles them to having their community service promoted throughout each week, on a pre-recorded CD. Other groups may have short-term notices placed in the Community Service Announcements Book for reading on air twice daily.

Notices may be sent to the station by email, by fax or in another written form. The Volunteer Office Manager or, if unavailable, a Committee of Management member may authorise the placing of such announcements in the short-term book. The Volunteer Office Manager will liaise with the CSA production team for announcements to be recorded onto CD.

- **Lost and Found**

This is a valued community service provided free by 3RPC.

All lost and found phone calls are recorded in the Lost and /Found Book, and removed at the end of a week, or if the station is notified that the item is recovered.

- **Birthday Greetings**

3RPC celebrates members' birthdays with a Happy Birthday spot in the breakfast program. Members can elect not to have their birthdays announced.

- **Funeral Announcements**

Many people in the community tune in to hear these. The announcements arrive by fax for the 8.00 announcement. This is a paid sponsorship.

- **Portland Observer Headlines**

These arrive by fax, Monday afternoon, Tuesday afternoon and Thursday afternoon. If they have not arrived, the presenter should notify the Volunteer Office Manager of their non-receipt. The Volunteer Office Manager will contact the Portland Observer.

- **Whale Sightings**

3RPC receives Whalemail emails. Office volunteers are encouraged to take such messages (if time-relevant) to the current presenter, for broadcast. Tourists and the local community are keen to hear these.

- **BINGO** – with Portland Neighbourhood House.

3RPC holds the Licence of the Portland 3RPC/Portland Neighbourhood House Bingo. This is a major fundraiser for 3RPC, and all volunteer efforts are very much appreciated. There is always a need for volunteers, as callers, runners, sellers, chocolate sellers and general helpers. This is held at the Fawthrop Community Centre, Portland, every Thursday night. The Volunteer Office Manager reports on Bingo to the Committee of Management.

Committee of Management members attend joint Bingo Committee meetings with Portland Neighbourhood House, every three months..

- **Government Announcements**

Weather Reports – arrive by fax in the studio area. Fire Ban days are also notified.

Training

All presenters are trained in broadcast techniques, station requirements and programming skills before they are able to present their own program. Presenters must be financial members of 3RPC Incorporated.

Training does not automatically confer presenter status. Once training is completed, the person applies to the Committee of Management via the member responsible for programming, for a broadcast time slot.

Outside broadcast training is offered from time to time.

Technical training is also available.

All members are invited, through the Membership Application Form, to volunteer for office administration, for which they will be trained.

Outside Broadcasts

3RPC endeavours to cover local events through the outside broadcast facility. The main events covered are the ANZAC Day Ceremony, Australia Day and Carols by Candlelight. 3RPC is keen to expand this programming provision, dependent on trained people.

Outside Broadcast training is scheduled at least once every year, or as required.

3RPC Archives

Since commencing broadcasting, 3RPC has amassed photographs, pictures, awards, newspaper articles, station records, and Part 1 of *History of 3RPC: 1979-2002* written by Iain and Anne Grant, both Life Members of 3RPC.

3RPC's website uses these records, as relevant, in the History page.

Members and the public are welcome to ask for copies of photographs or information for their family history, media articles or for research purposes. *The History of 3RPC Part 1* is available for reading when the Office is open.

The Station Office displays the Life Members Board; a photograph of the Martins to acknowledge their importance in the (now) heritage building erected for the community benefit; and is a repository for other records.

Life Members

Life Members are appointed by the Committee of Management as an acknowledgement of both long-term membership (at least 10 years continuous membership) and outstanding service given to the Association. They have all the rights and privileges of members but are exempt from payment of subscription fees. If they are presenters, they continue to pay presenter's fees.

Life Membership is conferred at Annual General Meetings and the member is presented with a framed certificate and a Life Member Badge. The member's name is inscribed on the Life Member's Board in the 3RPC Office.

Election of Life Members is a 2-stage process, carried out with strict confidentiality:

1. At the July Committee of Management meeting, written nominations are accepted. Each nomination must be sponsored by a financial member and include all relevant information regarding service. No discussion is held at this meeting.
2. At the August Committee of Management meeting, each nomination received as above, is seconded and discussed. Voting is by secret ballot. Where a Committee Member is nominated, any family members are encouraged to decline to vote. 80% of eligible committee members must be present for a vote to be taken. If there are 2 votes against the nomination, the life membership is denied.

Talking Portland Observer

Vision Australia is in partnership with 3RPC to:

- use a room in 3RPC premises for the recording of the Talking Portland Observer (TPO) to send to vision impaired people
- provide space and volunteer-help to copy these taped recordings and put them in mailing wallets
- to take the completed copies to Glenelg Library for addressing and mailing; receive returns, and ensure returned copies are ready for TPO reader use again.
- Liaise , via the Talking Portland Observer Co-ordinator, re rosters, equipment, problems.