



Station Workers Handbook

Jan 2019

Radio Adelaide is a community radio station, committed to Access, Diversity, Independence, and Innovation.

We acknowledge and respect the Kurna People, traditional custodians of the Adelaide plains.

Contents

- 3. Welcome to Radio Adelaide
- 4. Strategic Plan, Mission and Objectives
- 4. Who listens?
- 5. What is Community Radio?
- 6. A Short History
- 8. Broadcasting Regulations
- 8. Community Radio Codes of Practice
- 8. License details
- 9. Contact details
- 9. Board of Directors and Staff
- 11. Policies and Procedures A-Z
- 11. Access and security
 - Swipe cards
 - Emergencies
 - Guests and other persons
- 12. Alcohol and drug use
- 12. Audio files and settings
- 13. Child Safe Policy
- 14. Communications
 - Email
 - Volunteers webpage
 - Facebook
 - Voltage
 - Volunteers Meetings
- 15. Community Service Announcements
- 16. Computer Access
 - Username and passwords
 - U-Drives
 - Storing and archiving work
 - Something not working on a computer?
 - Internet access
 - Installing software
 - Printing – see P printing and photocopying
 - Misuse
- 18. Complaints – External
- 19. Complaints and Conflict Resolution Internal
- 20. Confidentiality
- 20. Copyright – see also M Music copyright and O Online Copyright
- Permissions
- 20. Current Affairs
- 21. Domestic Violence Editorial Policy
- 22. Emergency Alarms / Evacuations
 - Emergency Wardens
 - First Aid Personnel
- 23. Emergency Service Alerts
- 24. Equal Opportunity & Harrassment
- 24. Fault Reports
- 24. Fresh 92.7 – Sharehousing
- 25. Gifts
- 25. Giveaways
- 27. Health Safety and Wellbeing
 - First Aid Kits
 - Noise
 - Ergonomics
 - Rest
- 28. Indigenous Issues and Reporting
- 31. Insurance
- 31. Interviews
 - Sharing interviews
- 32. Logger Flashback8
- 33. Media Requests
- 33. Media Passes & Accreditation
- 33. Music
 - Australian content
 - Playlists
 - Copyright: APRA, AMCOS and PPCA
 - Music Copyright
 - Recording live
 - Record companies
 - DAD Music Library
 - Own CDs
 - Laptops, MP3s, Vinyl and Stylus
 - Music quality
- 37. Online Publishing Policies
 - Website
 - External sites and Social Media
- 40. Parking
- 40. Privacy

- 40. Programming

- The Radio Adelaide Style
- Program objectives
- Program guidelines
- Programming Committee
- Programming Reviews
- Program Proposals – Internal & External
- Station, CRN and Access Programs
- Studio diary
- Live to air policy
- Pre-recorded programs
- Scheduled announcements
- Program promos
- Program change over rules
- Problems to avoid
- Professional development
- Program review
- Program standards – best practice
- 54. Printing and photocopying
- 54. Security
- 54. Signage and posters
- 55. Smoking
- 55. Social Media – see also O online publishing
- 55. Sponsorship
- 56. Station Duty Officers
- Station security
- Handover and troubleshooting
- Phone calls
- Guests
- Are we broadcasting?
- Equipment and Problems
- Emergency Services alerts
- Clean and tidy
- 58. Studios and Production Facilities
- 59. Studio Bookings
- 60. Supporters and Membership
- 61. Suicide and Mental Illness Reporting
- 62. Telephones
- 62. Training
- 60. Volunteers
 - Principles of Volunteering
 - Rights and responsibilities of Volunteer Station Workers
 - Rights and responsibilities of Radio Adelaide
 - Volunteer Representative
- 66. Website - Wordpress & AMRAP

Welcome to Radio Adelaide

You are part of Australia’s very first licensed community radio station and one of its most celebrated. Joining Radio Adelaide means joining a community of people committed to what community radio can offer. While aiming to be a model of best practice our smooth and harmonious operation depends on everyone knowing, understanding and supporting our policies and procedures. Please ensure you read this document fully and use it as an ongoing reference point. It is updated regularly so for the latest version visit our volunteer [resources page](#).

Radio Adelaide’s Strategic Plan, Mission and Objectives

Radio Adelaide’s strategic plan is devised through consultation with our community. A summary of our objectives and major strategies is below and you can find them and the full plan on the Radio Adelaide [resource page](#).

> Our Purpose

Radio Adelaide will engage the Adelaide community about music, arts and ideas through high-quality, locally focused and original broadcast and digital content that informs, educates, entertains, and inspires.

> Our Values

Excellence

Radio Adelaide will seek to achieve excellence, and be recognised for its standard of excellence, in all aspects of broadcasting, training and management.

Independence

Radio Adelaide aspires to be a fiercely independent voice for Adelaide and its community. We will be an intelligent, alternative voice for the grass-roots issues and stories that are important to our community.

Diversity and Inclusiveness

Radio Adelaide will always recognise, incorporate and promote the rich cultural, social, educational and artistic diversity of the Adelaide community.

Creativity and Innovation

Radio Adelaide will endeavour to understand the needs of its community and its listening habits, and strive to ensure content and its delivery most effectively reach and engage the community.

Radio Adelaide aims to be:

- A dynamic player in Adelaide's cultural, intellectual and social life.
- An alternative media organisation, providing voices, sounds and viewpoints not heard in mainstream media.
- Educational in the broadest sense, recognising learning as a lifetime activity.
- A creative expression of a commitment to community service, social justice, cultural diversity, inclusion and access.
- A leader in media training.
- An FM, digital radio and online broadcaster, connecting local, national and global audiences.
- A window on Adelaide to the world.

Who Listens?

Our FM signal reaches across the Adelaide metropolitan area to also include some of the surrounding country regions; the Mid-North and the York and Fleurieu Peninsulas. Our listeners are not just locals and include people from all over the country and the world via our online streaming and other online listening apps Listen Back functions.

Like our programming, Radio Adelaide's listeners are diverse. According to the Jan 2018 McNair Ingenuity Survey we have:

- 187,000 monthly listeners
- 54,000 weekly listeners
- 37,000 unique visitors to our website

People like community media for many reasons such as: specialist music programs, local news and information, unique programs they can't find elsewhere, because we highlight Australian music and local artists and because our announcers sound like 'real people'.

What is Community Radio?

Community radio is Australia's largest radio sector with over 450 stations nationally. There are more community radio stations than commercial stations, and more than ABC and SBS radio combined.

Community radio is a very diverse sector; it's not-for-profit, non-commercial and is supported by its listeners & communities. It's *community voices*, so no two stations sound alike. It's also a place for innovation in broadcasting and for independent views on public issues, free from commercial and political controls. For more details about sector and listeners visit The National Listener Survey [here](#)

Radio Adelaide - A Short History

On June 28, 1972 - as '5UV' - Radio Adelaide was the first public radio station to go to air in Australia. The station grew from a 1970 donation of \$100,000 from businessman Kenneth Stirling to the University of Adelaide. He gave the money anonymously at the time "for the establishment of an educational radio station within the Department of Adult Education." This money watered the seeds planted by visionary Jim Warburton, and provided the beginning of the community broadcasting sector in Australia.

5UV's original objective was to broadcast educational radio courses, and we were initially granted a frequency of 1630 kHz (part of the spectrum reserved for fixed and mobile services).

The station grew in scope and size through the 70s and 80s. A significant development came during 1988, when 5UV moved to 228 North Terrace. With the move came a new logo and identity, increased public visibility and state of the art studios and equipment for volunteer station workers, who by then numbered over 300.

From the late 1980s the station moved from the AM band to the FM band. It also had to manage an era of decreasing funding from the University, as 'economic rationalist' policies started to bite into University funding. 5UV adjusted, sometimes painfully, during that decade to a more 'entrepreneurial' organisation, finding ways to generate income whilst maintaining a focus on core goals and objectives.

In 1996, we became the first community radio station in Australia to broadcast online 24 hours a day. In the early 2000s we changed our name to Radio Adelaide to reflect the broad scope of our activities. During a transitional process we became '5UV Radio Adelaide' in 2001 and then 'Radio Adelaide' in 2003. 5UV remains our call sign, although we don't use it publicly in any other capacity.

In October 2001, after over ten years of campaigning, we were licensed to convert to 101.5 FM at an increased power of up to 20 kilowatts. In 2003, with generous donations from listeners, we invested in a new antenna and moved to a new broadcasting site on the main tower at Mt Lofty. As a result our broadcast signal increased giving us full stereo coverage of the Adelaide metropolitan area for the first time since we began.

By 2005 Radio Adelaide was awarded Community Radio Station of the Year along with many other broadcasting awards. Our training activities had grown significantly to include a wide range of courses for external clients that helped us to subsidise the highest quality training in the sector for our station volunteers. We built a media production business through the 2000's, using our facilities and skills to build income to help us reach our goals.

Other important milestones include the launch of our Digital Radio service on April 15 in 2011. In late 2012 we were awarded the prestigious Tony Staley Award for Excellence in Community Broadcasting,

acknowledging the contribution Radio Adelaide has made to community broadcasting over 40 years.

In 2015 the University announced it was selling 228 North Adelaide and conducted a review of the station. This was followed by 14 turbulent months of uncertainty for the station. A highly successful *#Save/Radio/Adelaide* campaign obtained 6000 signatures from community members and even parliament discussed the valuable contributions Radio Adelaide makes to the media landscape and the social and cultural life of South Australia. This led to the greatest transformation of the station to date with Radio Adelaide becoming an independent organisation. A new entity, Educational Broadcasters Adelaide Inc., was created and the University appointed a transitional Board of Directors.

The formation of a Programming Committee to review programs in 2016 was the first step in restructuring the station to be more like the majority of community stations around the country. In November 2017 the board opened the station to community membership for the first time and held its inaugural AGM in February. This significantly marks the end of transition and the beginning of Radio Adelaide as a fully independent, community-managed station.

Broadcasting Regulation

As a community broadcaster, Radio Adelaide is subject to all laws and regulations set out in the *Broadcasting Services Act* of 1992. The Act determines what a community broadcaster is and key elements of how it must operate to fulfil its license conditions. The regulatory body is called the [Australian Communications Media Authority \(ACMA\)](#). The regulations and guidelines are available from the ACMA website and are also specifically covered in our training courses. We submit a license renewal application to the ACMA every five years. Our broadcasting regulatory system is based on self-regulation in the first instance and we commit to abiding by the Community Radio Codes of Practice.

Community Radio Codes of Practice

These Codes are developed by community broadcasters through the sectors peak body the CBAA and registered with the ACMA. Radio Adelaide always contributes strongly during the five yearly review of these Codes. The Codes of Practice can be found on the [CBAA website](#) and on the Station's [resource](#)

[page](#). They start with the Guiding Principles.

> **Guiding Principles.** We will work to:

- Promote harmony and diversity and contribute to an inclusive, cohesive and culturally-diverse Australian community.
- Pursue the principles of democracy, access and equity, especially for people and issues not adequately represented in other media.
- Enhance the diversity of programming choices available to the public and present programs that expand the variety of viewpoints broadcast in Australia.
- Demonstrate independence in programming as well as in editorial and management decisions
- Support and develop local arts and music.
- Increase community involvement in broadcasting.

Some other key requirements from the Codes in brief. A community broadcasting licensee will:

- Be a non-profit organisation which operates in respect of a community as determined in its license.
- Provide broadcasts in response to the particular and general needs of the community as determined by that community, recognising an obligation to cater to the needs of those denied effective access to, and those not adequately served by other media.
- Provide for active participation by that community in its management, development and operations.
- Determine a programming & management policy for that community which opposes and breaks down all forms of censorship, discrimination and prejudice.

License Details

License Holder: Educational Broadcasters Association Inc (Radio Adelaide)

Community of Interest is defined as education on the license

Income sources: Grants, supporters & membership, sponsorship, Access Fees, training, production services, donations/fund raising, project management

Core Expenditure: Salaries, rent, running costs, broadcast maintenance and equipment, admin

Contact Details

Station physical and postal address: Shop 3 Cinema Place, Adelaide Kaurua Yerta, SA, 5000

Phone: 7132 5000

Email: radio@radioadelaide.org.au

Website: www.radio.adelaide.org.au

Social media: www.facebook.com/RadioAdl twitter.com/radioadelaide

Board of Directors

David Heath, Chair

Annie Hastwell

PJ Rose, Vice Chair

Andrew Dundon

Wallace Long, Treasurer

Dr Kristen Alford

Barry Mitchell

Staff

Station Manager: Chris Leese

People and Programs Manager: Nikki Marcel

Office Manager: Carol Atkinson

Wire Producers: Annie Hastwell and Sarah Martin (grant funded)

Technical Maintenance: Brian Nash (contractor)

Policies & Procedures - A to Z

A

ACCESS AND SECURITY

- Always have your Radio Adelaide photo ID with you.
- Always enter and leave through the front door.
- Always sign in and out.
- NEVER leave or let anyone in through the rear kitchen door – it's an emergency exit only.
- Never let in anyone that doesn't have a valid station ID card or you don't know.
- When leaving late at night it is safer to leave via the more populated Rundle Street than the darker Paxton Walk alleyway through to North Tce.
- If people claim to be from Fresh92.7 and have forgotten their card ask them for proof to verify that they are current and legitimate volunteers before you let them in. This could be through a call to their staff or program details on their website.

> **Swipe Cards**

A Swipe Card will be needed to access the station outside of office hours. Please see staff to get one. A \$10 deposit will be required and any lost cards need to be reported to staff immediately.

> **Emergencies**

For Police, Ambulance, Fire - press 0 for a line out, then 000

If you are suspicious of someone in the building, we rely on you to do something about it. If it's during business hours, tell a staff member. If it's outside business hours, ask to see their Radio Adelaide ID and check to see if they have signed in. If they cannot show you their ID and/or haven't signed in ask their name, program and ask to take their photo and report it to staff. If you have greater concerns about your safety, call 000.

> **Guests and Other Persons on Premises**

Only Volunteers are permitted past the reception area. The only exceptions are guests (for live or pre-recorded interviews). As guests they should sign in and out of the station. Unauthorised people should not have access to our valuable equipment.

ALCOHOL AND DRUG USE

Drugs, alcohol and broadcasting are an embarrassing mix. Anyone found to be under the influence or using drugs and alcohol at the station will be subject to strict disciplinary procedures. This includes Volunteers and their guests. People negatively affected by prescription drugs or other kinds of medication should consider their roles at Radio Adelaide and seek advice from staff. From time to time alcohol is served as part of Radio Adelaide celebrations. This is only through permission from the Station Manager. Food, low-alcohol and non-alcoholic drinks will always be available where alcohol is served. People under 18 will not be served alcohol.

AUDIO FILES AND SETTINGS

Having standard formats is essential to all our radio and online platforms working consistently and sounding as good as possible. The purpose of this policy is to ensure:

- High quality audio is used for broadcast.
- Uniformity of file sizes and types on our website to manage space.
- Uniformity of file sizes and types to provide consistency in downloading.
- Music files – which are only for music recorded by Radio Adelaide require a signed Broadcast Release Form.
- All original recordings to be saved and broadcast as .wav
- mp3s preferably only to be used for online formats. DAD doesn't accept mp3

> **Talk based content** – all original .wav files 44,100Hz Channel: mono Bit Depth 16 bits

> **Music based content** – all original .wav files 44,100Hz Channel: stereo Bit Depth 16 bits

> **Audio files for online podcasts** - all saved from .wav to mp3

- Talks: 64kbps/ CBR /mono 44,100
- Music: 128kbps/ CBR / stereo/44,100
- Do not save and re-save mp3s as the file quality deteriorates each time

Posting music online also require a broadcast release form and must be original music not pre-recorded or covers of other peoples work due to copyright. See *C-copyright* for more details.

C

CHILD SAFE POLICY

Volunteers under 18 are considered to be children under SA legislation. In addition to all other policies which ensure Station Worker safety we have adapted Service Skills SA's [Child Safe Code of Conduct](#) to provide guidance to employees and volunteers regarding activities involving children and young people under 18 years. It serves to protect young people and reduce any opportunities for abuse or harm.

> **Employees and volunteers will:**

- Establish and maintain a child safe environment for children and young people.
- Treat children and young people with respect, listen to and value their ideas and opinions and protect their wellbeing.
- Have no physical contact with children and young people.
- Ensure that another adult is always in sight when conducting one to one interactions with children, particularly outside working hours.
- Respect the privacy of children and young people (and their families) and only disclose information to people who have a need to know in accordance with Radio Adelaide's Privacy policy.
- Seek permission from parents before broadcasting or posting images of people under 18.
- Notify the People and Programs Manager or Station Manager as soon as practicable if they have reasonable suspicion that a young person has been or is being abused or neglected.

> **Employees and volunteers will not:**

- Use prejudice, oppressive behaviour or language with children and young people.
- Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality.
- Initiate unnecessary contact with children and young people, or do things of a personal nature that children and young people can do for themselves.
- Develop 'special' relationships with specific children and young people for our own needs.
- Show favouritism through the provision of gifts or inappropriate attention.

COMMUNICATIONS

Communication is very important at Radio Adelaide and we should be good at it given it's our field! However, with more than 250 Station Workers, effective communication is quite a challenge and everyone needs to do their bit to make it work.

> **Emails**

It is your responsibility as a Station Worker to read and respond where necessary to emails from us and to maintain an up to date email address. We are careful about how many emails we send you.

> **radio.adelaide.org.au/resources**

On this page you can find important station information and resources such as technical guides, meeting minutes, Voltage, this Station Worker Handbook and templates like running sheets, cue sheets and other useful forms.

> **Radio Adelaide Volunteers Facebook Group**

This is a private group just for current Radio Adelaide Station Workers. Any member of the group can post to the page, including staff and volunteers, but no-one outside the group can see what is posted. It's for more informal communication between Station Workers.

No one should ever post crucial information only on the Facebook Group as it does not replace our

existing procedures for reporting faults, handling emergencies, and contacting staff.

> Voltage

This is our Station Workers' newsletter, informing and linking Volunteers about procedures, meetings, feedback, policies and training. It comes out every week and can also be downloaded from the resources page.

> Volunteers' Meetings

These take place at least twice a year and are your opportunity to participate in station management and decision-making. Every program group is expected to send at least one person and every Station Volunteer is welcome to attend. You can read minutes of the Meetings on the resources page.

COMMUNITY SERVICE ANNOUNCEMENTS

Broadcasting CSAs - is one of Radio Adelaide's license conditions as a community radio station. Free CSAs allow access to broadcasting for worthwhile public events and causes, which either are not supported by funds for publicity (eg. a school fete, a rally), or where the funds raised by the relevant organisation go largely to direct support (eg. Red Cross, Amnesty International).

All programs must include at least one Community Service Announcement appropriate to their audience. You can find them in the Community Service Announcements live-read folder in the on-air studio. You are welcome to make your own CSAs but you must make sure they are legitimate and comply with our Community Broadcasting Code of Practice and our sponsorship guidelines. Please direct people to the online form on the website if they wish to have a CSA read out.

> What is allowed as a free CSA?

- The organisation involved is not-for-profit.
- The event or service is free or almost free.
- Campaigns or events in keeping with the guiding principles of Community Radio and Radio Adelaide.
- Policies and objectives- eg health, social justice, reconciliation.
- About community-based activities, issues and events.

> **What is *not* a free CSA**

Sometimes it's hard to tell. Someone claiming 'it's for our community service announcements' doesn't necessarily mean it's eligible or even appropriate. If in doubt ask a staff member.

Some so-called 'community' events are actually run by commercial organisations, trying to get free advertising, and many commercial enterprises send us 'community announcements' that really need to be referred to our Station Manager for potential sponsorship. If they are read as community announcements we run the risk of breaching our license conditions with regards to advertising and sponsorship.

COMPUTER ACCESS

All our computers are networked and available for use by any Station Worker. Computer, printer and internet access is for Radio Adelaide work only.

To save costs it's important that if you finish using a computer, and no one else is waiting to use it, please SHUT DOWN the computer, don't just log off. This is time-consuming but it means that our computers are not generating heat and using power for no reason. The only exception to this is the on-air computer.

> **Username and Passwords**

To work on any computer you need a user name and password. These rules apply to all Radio Adelaide username and passwords.

- Never give it to anyone else.
- Never log on for someone else who doesn't have a username or password, or has forgotten it - ask them to see staff.
- Do not write down or leave your username and password lying around.
- You are responsible for all the activities that occur under your user name, including if you forget to log off. These rules ensure the security of your files in the system and that Radio Adelaide's costs don't blow out.

> Audio Work Space / Your U-Drive

Each group (User) has space to work on your files and for short term storage called the U-drive. Each login has a 10G storage limit. If your U drive is full, you will not be able to save your file. Don't find this out just after you've recorded a whole program or interview.

You will have to work with your program team to ensure there is always work space available. If you want to keep something you have made, archive it. Otherwise, delete it. If you do not delete your own sound files regularly, you risk having it deleted by staff.

> Storing and Archiving Your Work

For storage, we suggest you save sound files onto CD /DVD or USB devices. **Do not use USBs in studios**, either to import files or to archive. USB devices bring viruses and can disrupt the settings in the studio computers and makes them unusable for others. You can use USBs in any computer outside the studios.

> Something Not Working on a Computer?

Before shouting 'help!', try these first steps. They fix 90% of computer problems.

1. Close the program, open the program again (eg. Adobe Audition, Word)- *if that doesn't work*.
2. Log out, log in again - *if that doesn't work*.
3. Restart the computer - *if that doesn't work*.
4. Ask for help from staff - If after hours, call the emergency contacts sheet.
5. If it isn't fixed, do a fault report (see *F - Fault Reports*).

> Internet Access

Our internet costs are significant. Please ensure you only use our computers, printers and internet for Radio Adelaide purposes only.

> **Never Install Any Software**

It disrupts the setup of our network and makes standard software unavailable to the next person on that computer.

> **Printing** See *P- Printing and Photocopying*

> **If You Misuse Radio Adelaide Computers & Internet**

We receive detailed reports on computer usage, so if you do the wrong things you will be found out and you will be held responsible.

For example, in 2009 three Volunteers were suspended for misuse of the internet. Two used station computers to view porn. The other downloaded a large amount of material and ran up a bill of over \$3300, which they had to repay.

COMPLAINTS - EXTERNAL

Our license conditions require us to deal with complaints from listeners and others outside the station in a formal way. The Station Manager needs to know about all complaints, regardless of whether the complainant wants to pursue it. If you answer the phone to a complaint, please do the following:

- Listen calmly.
- Do not try to respond, argue or justify the complaint.
- Ask them politely to put their complaint in writing to the Station Manager and give them our address.
- Contact the Station Manager including a brief summary of the call and the time and date they called. In most cases, people just want to vent, so don't argue or disagree with them. It is important for our listener relationship that we address their concerns, but **you** don't have to do it! It is also critical for our license that it is handled properly.

> **As a Station we are legally required to:**

- Respond in writing within 60 days and include the Community Radio Codes of Practice and information about rights to refer their complaint to the ABA.

- Keep a record of complaints for 2 years which can be requested by ACMA.
- Play a minimum of 50 On Air announcements every year about the Community Broadcasting Codes of Practice and how people can access them.

COMPLAINTS AND CONFLICT RESOLUTION - INTERNAL

When disputes or conflicts occur between current Station Workers, and when attempts to resolve the dispute have failed, those involved should speak to staff.

Both parties should prepare to present a verbal and written explanation of their understanding of the dispute. Management will consult separately with the parties and then, in joint discussion, work towards a solution. If one party is not satisfied with the decisions reached, a mutually acceptable mediator may be brought in to help. If one party is still not satisfied, management reserves the right to make a final decision on the matter, keeping in mind the best interests of the Station and Station Workers.

Trainees have all the rights and responsibilities of volunteers as outlined in this Handbook. Any queries or complaints involving Volunteers under 18 years should be referred immediately to the Station Manager.

> Discipline

The Station Manager may suspend a Station Worker who breaches the law or a policy of the station. The suspension can include not being permitted to go to air, or a suspension from being on the premises.

If the Volunteer wishes to appeal against such a decision, they may call for a meeting between the Station Manager and themselves and a nominated support person. This meeting shall be held within two weeks of it being called. The decision of such a meeting shall be final.

CONFIDENTIALLY

Volunteers may become aware of confidential information during the course of their work. This information must not be shared with anyone outside of Radio Adelaide at any time.

COPYRIGHT

See also *M - Music Copyright* and *O – Online Publishing Policies*

Australian copyright law protects the creators of broadcast material and must be respected by all Station Workers. The copyright of all programs produced at Radio Adelaide is owned by Radio Adelaide. Volunteers may not sell, distribute, offer or provide programs by any other means without permission from the Station Manager. Copies of interviews or recordings can be given to guests for their personal use.

> Permissions

If you would like to re-publish Radio Adelaide material in any form, you should obtain consent from the Station Manager. Rather than posting our audio on external sites, we encourage you to instead provide a link to where the audio was originally posted on the Radio Adelaide website.

Generally, we aim to produce all our own content at Radio Adelaide but if you would like to use interviews and other audio from other community radio stations, either directly via their websites or from the Community Radio Network, please talk to the Station Manager first. Some considerations are sound quality, copyright, content and contacts for obtaining permissions and appropriate credits and attribution.

CURRENT AFFAIRS

Radio Adelaide is a national leader in current affairs reporting and has a number of current affairs programs, such as *The Wire*, *Breakfast* and specialised talk programs who broadcast current affairs content. The style guides for *The Wire*, *Breakfast* and *News Reading* must be followed and all Volunteers are expected to adhere to the principles to:

- Add to public awareness and understanding of important issues, by contributing new and useful information, analysis and comment.
- Report accurately, interpret and make intelligent and informed content.
- Encourage discussion, debate and exchange of ideas, which contributes to a more informed, educated, co-operative and compassionate society.

- Draw ideas and information as far as possible from communities, organisations, and individuals directly involved in social action or directly affected by policies, decisions or proposals.
- Concentrate on developments in areas such as the environment, education, social justice, arts and global politics.
- Prioritise the voices of people under-represented in social decision-making, including women, Aborigines and Torres Strait Islanders, people on low incomes and others under-represented in social decision making.
- Question and challenge the views of those with economic, social and political power, including representatives of government, corporations and authorities, as well as conventional wisdom.
- Concentrate on issues and events, rather than personalities, avoiding stories that are merely superficial or sensational.
- Be responsive to breaking stories of relevance to an Adelaide audience.
- Abide by the Community Radio Codes of Practice.

D

DOMESTIC VIOLENCE EDITORIAL POLICY

All community radio stations have an obligation to their communities to report on domestic violence responsibly. Radio Adelaide upholds the reporting principles outlined in the *Our Watch Reporting on Domestic Violence Guidelines*:

- Name it. Always use the term “domestic violence” when it applies.
- Safety comes first. Ensure reporting doesn’t compromise the survivor’s safety.
- Know the law. Be aware of the legal parameters that outline what can and can’t be reported in a situation where a protection order of some kind has been issued, or where children are involved.
- Violence is never acceptable. The perpetrator is always solely responsible for a violent situation.
- Domestic violence is serious and life threatening. It is never appropriate to sensationalise or trivialise domestic violence.
- Acknowledge that this crime has both a victim and a perpetrator. Don’t focus only on what happened to the survivor. Emphasise that someone perpetrated the violence, and it is a crime.

- Take emphasis away from ‘stranger danger’. Most violence against women is perpetrated by somebody known to the survivor.
- Use sensitivity and good judgement when reporting survivors’ stories. Do everything you can to uphold the survivor’s dignity, and remember there may be trauma associated even with events that occurred many years ago.
- Contextualise the story with statistics. Use statistics on domestic violence to frame the story.
- Domestic violence has a significant gendered dimension. Acknowledge domestic violence occurs in a context where resources are unequally distributed between genders, and that women are much more likely to be victims than men.
- Humanise the story with appropriate terminology. Refer to victims by name where possible and where consent has been given. If that isn’t appropriate, be as specific as you can: “woman who has been a victim of domestic violence” or “survivor”.
- Include information about available support option for people who have experienced domestic violence. Include the national 1800RESPECT line.
- Call on experts for comment. Don’t just rely on police or the judiciary for comment. Use community experts to put the issues in context.

E

EMERGENCY ALARMS / EVACUATIONS

If you see a fire or hear the fire alarm

- Announce that there may be a break in normal programming and play a CD and put it on continuous play.
- Go out of the studio immediately.
- If this occurs after hours, your responsibility as Station Duty Officer is to quickly go through the station and notify everyone to evacuate immediately.
- Take the sign in book with you and move everyone to the assembly post on Paxton Walk near the Elephant Hotel.
- During business hours the Radio Adelaide and Fresh fire wardens will manage this process.

> **Emergency Wardens** Chris Leese

> **First Aid Personnel** Nikki Marcel

EMERGENCY SERVICE ALERTS

The Community Radio Codes of Practice require all stations to have procedures to enable appropriate warning alerts. There are three kinds of emergency service alert:

- Alert
- Watch and Act
- Emergency Warnings. We only broadcast these Emergency Warnings.

Before every program during fire season (November-April), check if there are any Emergency Warning Alerts by going to www.cfs.sa.gov.au (Country Fire Service of SA) and clicking on 'Warnings & Incidents.' It is critical to:

- Read only Emergency Warnings with a red flag.
- Read the alert exactly how it is written.
- For language programs- if possible translate the information.
- Use the most up to date information which requires checking the website on the on air studio laptop every 15 minutes when an emergency has been announced.
- Continue announcements as directed by the alert.
- Interrupt recorded programs if there is an Emergency Warning.
- Every program team is responsible for the management of this before their program.

EQUAL OPPORTUNITY AND HARASSMENT

Radio Adelaide is committed to equal opportunity and provides opportunities regardless of age, sex, race, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, social or cultural background or disability that doesn't prohibit the performance of

essential job duties. All matters relating to Volunteers are based upon skills, ability, experience, dependability and reliability.

Radio Adelaide strives to provide an environment that is respectful and free from discrimination, harassment and bullying. Any incidences of discrimination harassment or bullying should be taken to the Station Manager as soon as possible. This can be reported by individuals affected directly and/or by witnesses of an incident.

F

FAULT REPORTS

If you find any piece of equipment that isn't working, it is YOUR job to report it. Fill out two copies of a Fault Report (blank forms are on the on-air shelf or resources page). Attach one to the equipment and place the other on the clip between Studio 1 and 2. Staff will attend to the problem as soon as they can.

FRESH 92.7 – SHARE HOUSING

Share housing with another radio station requires everyone to be respectful and considerate of others needs and differences. If you have any questions or issues regarding Fresh volunteers, staff or facilities please talk to Radio Adelaide staff as soon as possible.

For security reasons it is important not to let people claiming to be Fresh staff or volunteers into the building unless they can provide some kind of proof they are current members of the station.

G

GIFTS

Volunteers need to make sure that any gift they receive does not influence the reason for, or content of, a program or interview. If you are offered gifts of any kind including free tickets, wine, meals etc.

they should be discussed with the Station Manager.

GIVEAWAYS

Listeners love giveaways and they can work well for a program and the station in general - as long as you follow the correct procedure. It's really bad PR if you don't follow the procedure and winners come to collect a giveaway that isn't there. Even worse, our license could be under threat if giveaways are not handled properly.

> General Giveaways Guidelines

Giveaways should always connect to an interview or segment on your program. Otherwise they sound terrible and out of place. All giveaways are actually unpaid promotion and are considered to be 'sponsorship'. The Broadcasting Services Act sets a limit for community radio stations of 5 minutes of sponsorship per hour. Stations in breach of this face severe penalties.

To keep within our 5-minute sponsorship limit, giveaway announcements should be brief and only provide basic factual information about the prize for example, announce it once only and don't discuss how fabulous something is or where to buy it.

We also want to make sure that giveaways don't undermine our actual paid sponsorship income which we rely on for our running costs.

> Giveaway Rules

Radio Adelaide can determine whether giveaways are appropriate and refuse them if necessary. Radio Adelaide broadcasters must not accept money, gifts or other forms of payment in return for giveaways.

> Who Can Organise Giveaways?

You can organise giveaways for your own program, providing you follow the Giveaways Guidelines and Rules and Procedures.

You can't organise giveaways for other programs unless you first clear it with the Station Manager.

> Who Can Win Them?

Giveaways are open to all listeners, not just supporters or members but encouraging listeners to become supporters is part of the process. No listener is allowed to win more than once every four weeks.

> How are they collected?

Winners must collect their prize within one month at the station, during business hours weekdays only. Giveaways are NEVER mailed out.

> Giveaway Procedure

Before you do a giveaway, be clear about the whole process. You need to do all these roles:

- Notify staff about the giveaway – type and number of items
- Be prepared to answer several phone calls or make sure you have staff or another volunteer briefed and available to answer the phones and fill out their contact details.
- When you have a winner, collect all their contact details.
- Be clear to the winner about what prize they've won and collection details.
- Give the prize + envelope to staff or if after hours place it in the third drawer of the Program Mail filing cabinet. Do NOT leave it anywhere else.
- Lastly email staff the winner details.

H

HEALTH, SAFETY AND WELLBEING (Formerly Occupational Health and Safety)

See also *A- Alcohol and Drug Use*. The key points are:

> **First Aid Kits**

First Aid Kits are located in the kitchens on the ground and first floor. Please report any usage of kit items so it can be restocked and detail any incidents immediately or as soon as possible to staff.

> **Noise**

Be aware that prolonged exposure to loud noise can cause hearing loss. Also, what sounds fine to you may be too loud or soft for someone else. Always check the volume levels before putting on the headphones. Correct use of the equipment and a careful monitoring of volume will reduce the risk of hearing loss and noise related stress.

> **Ergonomics**

Most of the 'work stations' are for general use so cannot be set up for individuals, so a good awareness of the principles of ergonomics can allow you to better arrange yourself and the space to minimise the risk of injury, such as overuse, neck / back pain and eye strain. For more info see [Safe Work SA](#)

> **Rest!**

Whether you're doing a long on-air stint or sitting and working in front of a computer it is a good idea to take regular rest breaks. Get up, stretch and move around a bit at least every 30 minutes.



INDIGENOUS ISSUES AND REPORTING

Respect for the culture and traditions of Aboriginal and Torres Strait Islander people is important to us. We all need to understand cultural protocols, as well as avoid the stereotypes often found in other

media.

Make the effort – it's about respect.

All broadcasters need to ensure they are using current and correct terminologies and reference protocols. As a general guideline, seek advice from the source. Also consult with a member of our Nunga Wangga radio team, staff or Current Affairs producers.

Key points:

- Explore an Indigenous perspective on EVERYTHING. Indigenous people belong to the Australian community and everything affects them e.g. tax cuts, terrorism, refugees, etc (not just native title, cultural rights, etc).
- Do not use the term 'Indigenous Leader/s' if talking about a national issue. Indigenous people can be leaders in their own nation or region, BUT not leaders of all first nations (unless approved). More appropriate terms are 'spokesperson' or 'representative.'
- The term 'Elder' should only be used if that person is a known Elder of their community. Comment from Elders should be sought on issues specific to their community – such as native title applications and determinations, etc.
- Be careful with the term 'Aboriginal Activist', check who is using it. In mainstream media sources it can be used to make someone appear as a 'radical', who acts independently from the group. In other cases, this is how the person describes themselves.
- Only use 'Aboriginal Mission' when talking historically, or if spoken by an Indigenous person from the community. Instead, use the terms 'Community' or 'Town.'
- Only use 'Tribes' in an historical context. The term does not describe current groupings, it is more appropriate to say 'community,' 'traditional owners,' 'nation,' 'language group,' or 'country.'
- Do not broadcast the terms "Abo", "Coon", "Boong" and "Nigger" spoken in general conversation - whether by Indigenous OR non-Indigenous speakers. It may be used in context if it is relevant to a story or court coverage.
- When Aboriginal people die some communities have protocols about not using the name of the person for a period beyond their death. These vary, even among families within a

community. Even if you hear their name used on other media, always check with staff who have contacts in Indigenous Media to check the specific wishes of the family. This may not be available immediately, so in that time a phrase will need to be used, for example, “a prominent Aboriginal activist from New South Wales”. If a name is not to be used a family will often provide an alternative name or phrase to use and it is important that we respect their wishes. Always check this.

- ‘Stolen Wages,’ ‘Stolen Generations’ (note plural) Do not use “so-called” Stolen Wages or Stolen Generations as so often cited by commercial media. ‘Stolen’ is an historical fact.
- Avoid the term ‘members of the stole generation’ as this implies they’re members of a club they chose to join, which they obviously didn’t. Alternatives are - stolen generations person, man, woman or survivor.
- As a general rule, use the term Indigenous or first nation, or some of the more specific names for geographical groupings listed below. Only use specific terms if you have CHECKED with a speaker ‘where they are from’ and ‘how they identify’ their heritage.
- Always use the term Indigenous to include Aboriginal and Torres Strait Islanders. Only use the collective term Aboriginal if you know the group described includes ONLY Aboriginal people and not Torres Strait Islanders.
- Avoid prejudicial references to, or undue emphasis on a person who is Aboriginal or Torres Strait Islander, especially in news reports.
- Use the term Nunga (NUNG-gah) to describe SA Aboriginal people, except for those from the Pitjantjatjara Lands, known as Anangu (UN-un-oo) or in the case where they would like to be identified as part of a specific group eg. Kurna or Ngarrindjeri.

Below is a list of what people call themselves in different parts of Australia: These terms are to be used ONLY if:

- The person’s origins are known.
- You’re speaking about a group collectively.

- If speaking about a group more specifically, use the name of the appropriate nation – eg the Pititjantjara people, the Larrakia people, etc.

Area	Name	Pronunciation
SA	Nunga	NUNG-gah
Pitjantjatjara Lands	Anangu	UN-un-oo
Adelaide Plains	Kaurna	GAR-nuh
Riverland & Coorong	Ngarrindjeri	NURRIn-jerry
Flinders Rangers	Adnyamathanha	AD-ja-na-mutt- ner
NSW	Nyoongah	Noongar or NOONG-ah
Victoria	Koori	KOO-ree
Queensland	Murri	MU-ree
Queensland (North)	Bama	BAR-muh
WA (SW & Perth)	Noongar	NOONG-ah
WA (Central)	Yamatji	YAM-a-jee
Arnhem Land	Yolngu	YONG-ull
Central (Alice Springs)	Arrente	URUN- dah
Torres Strait	T.S.I. (NOT “Islanders”)	

> **Racial Discrimination Act**

Broadcasters should inform themselves about the Racial Discrimination Act - at the website of the Human Rights and Equal Opportunity Commission www.hreoc.gov.au

INSURANCE

> **Public Liability**

Everyone who enters Radio Adelaide is covered by the stations Public Liability insurance.

Volunteers and staff are COVERED . . . IF . . . you are ‘undertaking activities under the control of, at the request of, or relevant to your position with Radio Adelaide, or engaged in direct travel to or from Radio Adelaide, for example travel to and from the station for a program or to a conference etc.

Volunteers and staff are NOT COVERED . . .

- IF . . . you knew (or ought to have known) that you are acting outside the scope of the activities authorised by Radio Adelaide.
- IF . . . you knew (or ought to have known) that you were acting contrary to instructions given by Radio Adelaide.
- IF . . . Radio Adelaide disputes you were acting in accordance with either 1) or 2) above.
- WHEN . . . you are impaired by a recreational drugs (including alcohol or non-medicinal drug).
- WHEN . . . the liability is for defamation. With defamation, ignorance is not a defense. When you sign up as a volunteer Station Worker, you indemnify Radio Adelaide against all actions, suits, claims, losses and/or damages arising out of and/or consequential upon anything broadcast or recorded by you or on your behalf. It’s each Station Worker’s responsibility to make sure you’re aware of the legal definition of defamation. This is why volunteer attendance is mandatory at a training session called Broadcast Law and Ethics before you go to air.

INTERVIEWS

Radio Adelaide receives many interview opportunities each week through our general email address.

> Sharing interviews or other material

Our broadcasters create many interesting and engaging interviews, performances and other material each week. You are encouraged to re-use original content that has been produced at the station to go to air within these principles:

- Ask for approval from the person who made the piece, or from staff.
- Make sure the audio is the best possible quality - an uncompressed .wav file. Do not download the mp3 from the website - the audio quality of our podcasts is low and far from ideal to put to air. See *A - Audio File Format* for more information.
- You should listen right through to any content you are re-using before it goes to air.
- Credit the original producer and program on air when you play the piece.

> **How to share interviews**

If the interview has been pre-recorded and played from DAD you can simply drag the cut from the originating program's library group into your Playlist. If the piece was originally live to air, you can get the audio from Flashback8. If the audio has been made, but not yet put to air, you just need to agree with the producer to put the audio and a cue sheet into the Transfer drive.

L

LOGGER – Flashback8

The Station is required by law to keep a copy of all broadcast material for a period of six weeks. High quality audio for re-broadcast or podcasting can be accessed by the program Flashback8 via the icon located on each desktop. Instructions for using Flashback are located on the resources page.

M

MEDIA REQUESTS

Any kind of interview with other media must have prior approval from the Station Manager. No Volunteer is authorised to conduct a media interview on behalf of the station or make representations without approval. Being a media organisation we love to help out other media,

filmmakers and content producers but protocols must be followed. No filming or photography is allowed in the Radio Adelaide buildings without prior permission. Staff can also provide high quality images, logos and anything else that may be required.

MEDIA PASSES AND ACCREDITATION

Volunteers need to consult with staff before applying for any type of media pass or accreditation with external agencies, festivals or events of any kind.

MUSIC

Radio Adelaide's Music Policy reflects the programming aims of the Stations Strategic Plan and Community Broadcasting Codes of Practice. Radio Adelaide is particularly committed to supporting and developing local and Australian music by providing new music and airplay opportunities for:

- Australian, SA and Indigenous musicians and composers.
- Diverse musical genres & concepts that may not be given airplay opportunities via other media

Presenters are encouraged to:

- Present music within an information context that expands and develops listeners' musical experience, understanding and appreciation.
- Reflect and respond to musical developments and activities, particularly within Adelaide and South Australia.

These aims are in line with broader programming aims and practices set out in the Community Broadcasting Codes of Practice, which include:

- Breaking down prejudices.
- Avoiding censorship wherever possible (and issuing a warning if required), while abiding by all laws, regulations and standards.

> Australian Content

To show our commitment to local music and artists, all programs (including ethnic and classical) are expected to play a minimum of 25% of Australian music.

> Posting playlists on the website

All programs should post playlists of music played onto the Radio Adelaide website soon after the end of the program. This allows listeners, artists, record labels and publicists to find out what music has been played, as well as feeding into our quarterly APRA reports.

> Copyright: APRA AMCOS and PPCA

Radio Adelaide is required to pay copyright fees for broadcast of music. These are collected through three agencies, APRA AMCOS and PPCA.

There are four (quarterly) weeks designated throughout the year, when Radio Adelaide presenters are required to log details of every song played in their programs. Radio Adelaide then forwards this to APRA AMCOS who calculate and distribute performer royalties. The dates are the same every year:

- March 3 – March 9
- June 2 – June 8
- September 2 – September 8
- November 25 – December 1

> Music Copyright – Copying and Online Sources

The copyright fees paid by the station only allows us to broadcast music. The copying or re-recording of songs or whole CDs is still a breach of copyright unless it is clearly labelled as royalty free. Station facilities should not be used for this. 'Ephemeral rights' allow copying of music for broadcast use only and copies must be destroyed within 12 months of broadcast. Downloading or broadcasting music from online sources such as YouTube, Spotify and other online players is also a breach of the sign up agreements for those sites and is a breach of copyright.

> Music - Recording Live

When Radio Adelaide records music we need to get a signed Broadcast Release from the artist, which specifies the recording, usage and broadcast rights that we have. Forms are on the on air shelves and Volunteers resources webpage and need to be filed back onto the on air shelf when complete. Remember that we do not provide free recordings. If people would like copies please talk with staff about it.

> Music - Record Companies

Radio Adelaide volunteers should not approach record companies to request CDs or giveaways – only staff are authorised to do so. This is critical for our ongoing relationship with these companies, as they only provide CDs on the grounds that they are for general use. Where individuals have pre-existing relationships with music industry personnel, they should make sure they are discussed with staff so that we aren't sending out confusing messages. If a record company or public relations representatives sends you a CD or any other product please advise staff.

The Station does advise that all music presenters sign up with [AIRit](#) – an Australian music airplay project in which you can download Australian music or be sent CD's of compilations you make online.

> DAD Music Libraries

Since 2014, all music received by Radio Adelaide has been stored digitally, in the DAD Music Library. The DAD music library can be accessed from any RA computer with DAD installed on it. There are four libraries: 1. Music recorded after 2014; 2. Music recorded before 2014; 3. Nostalgia; 4. Classical

> Your Own CDs

Much of the music broadcast on Radio Adelaide comes from Volunteers own eclectic collections. Be sure to name CDs you bring to the station clearly and double check you've taken them out of the CD player before leaving. Any unmarked CDs found will be added to the DAD music library, held in lost property for a short time and then disposed of.

> Laptops

Playing music off any form of storage device raises some issues for broadcast, so remember these:

- KNOW HOW TO CUE your laptop audio so that you can start it without looking at it, and so it will start immediately, without a pause.
- KNOW HOW TO SET your playout software so it plays one track only when you are using it for broadcast. Many systems build in automatic crossfade to the next song when in 'continuous' mode and this will make your show sound crap so practice beforehand.
- Ensure the output volumes of your device are high enough

> **MP3 Players/ iPods**

Don't use an iPod, phone or other music player. It's important to remember that broadcasting is unique and different from your own personal use.

> **Vinyl and Stylus**

There are turntables in studio 1 and 2 for presenters. If the condition of recordings is below standard, staff can prevent their use. Styli are expensive and easily damaged, so please use with extreme care. Any issues with styli should be referred to staff.

> **Music Quality**

It's essential that you know the quality of the music you are playing regardless of what its source is – CD, laptop, vinyl, DAD music library.

What sounds great in your headphones doesn't necessarily sound great when broadcast. You must always aim for the highest quality of music.

We try NOT to play compressed audio, but we can accept high-quality compressed audio. It is important to understand that once an audio file has been compressed, it will deteriorate in quality with each future copy.

Make sure you know how to save your music as high quality MP3. If you use iTunes, make sure you've set your import settings to the "Highest" quality option, which should be stereo 44.100kHz at 256kbps or higher.

Music from online is not always going to be adequate. You'll need to know how to check the quality if

you want to consider using it.

If you don't understand these terms - uncompressed, compressed, kbps, khz, you need to learn them if you want to play music from your own computer.

For more information about file format standards at Radio Adelaide, see *A-Audio Files and Settings*.

O

ONLINE PUBLISHING POLICIES

> Images

It is critical you know that all images published on the website or social media are royalty free and labelled for commercial re-use with links to the license that indicates that. If in doubt, ask staff or don't use the image. See the Volunteer resources page for the pictorial *Guide to Saving and Uploading Images*.

> Website (see also W- Website)

Volunteers can use the Radio Adelaide website as the online presence for posting any and all content produced by their program (minus music). The site uses Wordpress and is very easy to use. Each program can individualise its appearance and a login will be provided to each Program Coordinator which enables access to your page only. It is important that you understand you are representing Radio Adelaide on these pages and in all of your online promotion.

You can link from your program page to Facebook and Twitter to share the content, directing users back to the site. Radio Adelaide staff will review posts to ensure they comply with station policies. It is expected that Volunteers will express themselves and their ideas in the same way they present themselves on air, with professionalism, creativity, fun and with respect to the Community Radio Broadcasting Codes of Practice.

> Use of External Sites and Social Media

Radio Adelaide permits individual program teams to promote their show using social media however

they must be aware of our guidelines and informed of their online publishing obligations. Social media can be a great complement to your program webpage on the Radio Adelaide site, as a place to get audience feedback, share your webpage content, inform your audience and engage more broadly with people who share your area of special interest. We are happy for you to do so, provided that you identify yourself and the station appropriately, i.e.

- When setting up a Facebook, Twitter or other social media site for your program, make it clearly visible that it is a radio program which airs on Radio Adelaide, 101.5FM, digital radio and online.
- Add the following disclaimer: “This is not an official Radio Adelaide site. Content on this page is not endorsed by Radio Adelaide.”
- You are permitted to incorporate our official station logo provided that you link to the Radio Adelaide website from that logo where possible.
- If incorporating our station logo on a Facebook page, make sure users can always see and link to Radio Adelaide’s station public Facebook page from the program page. We encourage you to share login details with station management, however we won’t be monitoring your feeds closely and we will not be responsible for the content – that responsibility lies with you and the program team.

If we deem that the content on your external page or social media site is inappropriate or would otherwise bring Radio Adelaide into disrepute, we may request you to remove all association with Radio Adelaide from that page.

> General Guidelines for Administering Social Media

Be aware of liability. You are responsible for the content and the posts on any social media that you administer, and you may be held responsible for public comments by others as well. Online posts are almost impossible to permanently erase but you must make all efforts to remove anything inappropriate immediately. You can be held accountable for online content years after it was created. We encourage all social media managers to moderate all content actively. As with on-air broadcasting, you must avoid making or publishing comments that are inaccurate, racist, derogatory or defamatory to others. You must also respect peoples privacy and confidentiality.

Remember that you and your program are part of the station community at Radio Adelaide and try to be a positive force online, which reflects our core principles of diversity, inclusion and access. Respect all copyright laws. You must not post ANY music online without the written permission of the composer and the owner of the recording (usually a record company). Don't copy and paste content from other websites to your program page. The RA website is for our content only. If you want to connect to externally produced content, you can add a link to an external website.

The only exception is for images. You may use externally-produced images however they MUST be copyright free or obtained with permission of the copyright owner and with attribution links.

External sites: Remember that Radio Adelaide owns the copyright on all the programs we make and broadcast at the station and require you post content to the Radio Adelaide website. (See *Copyright & Re-use Policy*).

Access Groups may have different requirements which will be dealt with on a case by case basis. Like other programs, Access Programs each have a program page on the Radio Adelaide website containing information about the program and the team. Access groups should seek approval from station management if they wish to post their program content to an external site.

P

PARKING

There are no reserved or free parking places for Station Workers. Everyone must follow the normal city rules regarding parking places, loading zones, and time limits on spaces. Radio Adelaide is not responsible for any parking tickets or fees given to any Station Workers.

PRIVACY

Radio Adelaide keeps all Volunteer information secure, accessible only to staff who need it. The information is not made available to the public except at the discretion of staff. They may authorise for it to be given to other Volunteers unless you have specifically requested for it to be kept confidential.

PROGRAMMING

> The Radio Adelaide Style

Each radio station has its own style of presentation. Community radio does not try to copy commercial radio or the ABC. It is the voice of unique local communities. Our aim is to reflect the diversity of our communities while also aiming for quality best-practice broadcast standards. Radio Adelaide has a national reputation for presenting quality programs that inform as well as entertain our listeners.

Radio Adelaide presenters are expected to speak clearly and fluently, with a good standard of language. However, we also encourage a variety of vocal styles, and aim that our On Air sound reflects the diversity of our community. Radio Adelaide presenters sound like real people, not like 'radio voices'. We are committed to presenting a positive gender-balance on air.

> Program Guidelines

To reflect the principles and aims of community broadcasting; to break down prejudice and discrimination; and to prevent the broadcast of material that may be harmful to the community the following are guidelines for all Volunteers and broadcasters.

Station activities and broadcasts should NOT:

- Incite or encourage violence or brutality.
- Mislead or alarm listeners through jokes, hoaxes or simulated news or events.
- Promote the misuse of drugs of any kind including alcohol and tobacco.
- Present material that may stereotype, incite, vilify or perpetuate hatred against, or demean any person or group on the basis of ethnicity, nationality, race, chosen language, gender, sexual preference, religion, age, physical or mental ability, occupation, cultural belief, or political affiliation. This is not intended to prevent broadcasts of facts, genuinely held opinions in news or current affairs programs or in legitimate humorous, satirical or dramatic work.
- Present material that may be harmful to children.

To respect people's privacy and in observance of privacy laws consent must be given to broadcast an identifiable person or groups words or material unless the manner of recording makes it clearly obvious.

PROGRAMMING COMMITTEE & REVIEW

> Aims

The Programming Committee will enable staff and elected Volunteers to collaboratively review proposed and existing programming to ensure an informative, engaging and entertaining Radio Adelaide that contributes to the station's aims to be:

- A dynamic player in Adelaide's cultural, intellectual and social life
- An alternative media organisation, providing voices, sounds and viewpoints not heard in mainstream media
- Educational in the broadest sense, recognising learning as a lifetime activity, and
- A commitment to community service, social justice, cultural diversity, inclusion and access.

> Representation

The Programming Committee will be representative of staff and station workers, comprising

- People and Program Manager
- Two Volunteer reps from music programs
- Two Volunteer reps from talks programs
- One Volunteer rep from access programs

Volunteer reps will be nominated and elected annually by station workers.

Further staff or Volunteer reps may be seconded to the committee on a temporary basis, where their particular skills or knowledge are required, with the agreement of a consensus of the committee.

> Responsibilities

The Programming Committee will:

- Review all existing programs at least once per year, in blocks of reviews undertaken quarterly
- Assess programs against agreed criteria to
- Determine if they have met their program briefs
- Determine if they have met the station's values and standards
- Determine if they sufficiently contribute to the station's strategic objectives
- Make recommendations to the Station Manager on the continuation of the program and/or the actions required to meet review criteria, and
- Assess program proposals against agreed criteria and make recommendations to the Station Manager.

If specifically requested by program teams, committee members will be expected to provide advice ahead of reviews, where reasonable, to assist teams to meet criteria and minimise the need for corrective action.

> Confidentiality

To ensure thorough discussions, and in fairness to those whose programs and proposals are being reviewed, all Programming Committee discussions will be strictly confidential.

Where the committee finds that a program or proposal has failed to meet review criteria, the committee's recommendations to the Station Manager will be made available to the relevant program team.

PROGRAM REVIEWS

> Aims

The review process is designed to:

- Ensure programs meet their briefs and the values and standards of Radio Adelaide
- Ensure programs contribute to Radio Adelaide's strategic objectives
- Encourage a culture of continuous improvement in broadcasting, and
- Encourage greater Volunteer participation in programming decisions.

> Methodology

Each program will be assessed at least annually against its program brief and three sets of criteria:

- Program Relevance: Has it contributed to a more informative, entertaining and engaging Radio Adelaide?
- Consistency and Quality: Has the program team worked effectively and reliably?
- Team Commitment: Has each team member fulfilled his or her responsibilities as a station worker?

The committee will be provided with a schedule each season of the programs due for review and asked to listen to two programs in full each week.

Prior to each season change, the committee will meet to:

- compile members' review notes
- consider feedback submitted by staff
- consider feedback from listener surveys, and
- agree on its final recommendations to the Station Manager.

Based on the committee's advice, in conjunction with any operational considerations, the Station Manager will make a final decision regarding:

- any feedback to be provided to the program team
- any actions required to ensure the program meets review criteria
- continuation of the program, and
- scheduling

> Appeals

In the event that the committee recommends a program does not continue, and the Station Manager endorses the recommendation, Volunteers will be given fourteen days in which to submit an appeal to the Station Manager, explaining why the program should be allowed to continue. The Station Manager will make the final decision based on the advice of the Programming Committee and the appeal submission.

> Criteria

Program Relevance. The program meets at least three of five criteria:

1. It contributes to an informative and entertaining Radio Adelaide and the station's strategic objectives.
2. It offers a true alternative to other programming to be found on stations in Adelaide.
3. It has the potential to offer significant capacity to generate sponsorship and/or raise the station's profile.
4. It has demonstrated listener support and/or engagement.

5. It provides an innovative or novel use of the radio medium.

Consistency and Quality. The program team has:

- provided a consistent and reliable program throughout the year
- communicated any programming changes clearly and in a timely fashion
- provided back-up programs and updates these as required, and
- demonstrated sufficient technical proficiency in audio and digital production.

Team Commitment. Each program team member:

- is a paid supporter or member
- communicates readily with staff
- attends station meetings and training workshops where required
- engages with station activities
- complies with station policies, and
- contributes to the station in a positive way.

PROGRAM PROPOSALS

> Aims

The Programming Committee will review program proposals to ensure they will meet station values and contribute to a more informative, entertaining and engaging Radio Adelaide.

> Methodology

Proposals will be assessed against two sets of criteria:

- Program Relevance: Will it contribute to a more informative, entertaining and engaging Radio Adelaide?
- Team Commitment: Has each team member fulfilled his or her responsibilities (for existing station workers) or can the proposed team demonstrate an understanding of Radio Adelaide and its audience and a willingness to participate in Radio Adelaide training and activities (for external proposals)?

Assessments will be based on:

- A program proposal and
- A fifteen-minute demo.

Proposals will be assessed during the next seasonal review process unless required sooner.

> Criteria for review of internal program proposals

The following criteria will be applied to program proposals from existing station workers, in conjunction with considerations to be made by staff regarding appropriate scheduling and resources.

Program Relevance. The program meets at least three of four criteria:

1. It would contribute to an informative and entertaining Radio Adelaide and the station's strategic objectives.
2. It offers a true alternative to other programming to be found on stations in Adelaide.
3. It has the potential to offer significant capacity to generate sponsorship and/or raise the station's profile.
4. It is a concept sufficiently developed to be produced for one season or more.

Team Commitment. Each program team member:

- Is a paid supporter or member
- Communicates readily with staff
- Attends station meetings and training workshops
- Engages with station activities
- Complies with station policies, and
- Contributes to the station in a positive way.

> Criteria for review of external program proposals

The following criteria will be applied to program proposals from external inquiries, in conjunction with considerations to be made by staff regarding appropriate training, scheduling and resources.

Program Relevance. The program meets at least three of four criteria:

1. It would contribute to an informative and entertaining Radio Adelaide and the station's strategic objectives.
2. It would offer a true alternative to other programming to be found on stations in Adelaide.
3. It would offer significant capacity to generate sponsorship and/or raise the profile of Radio Adelaide.
4. It is a concept sufficiently developed to be produced for one season or more.

Team Commitment. The proposed program team

- understands Radio Adelaide, its values and its audience
- offers useful skills
- is willing to complete the necessary training
- is willing to attend station meetings and engage in station activities and workshops, and

- has provided a one-hour demo of the proposed program.

> Station, CRN and Access programs

There are three main types of programs on Radio Adelaide:

Access Programs These are programs produced by community groups who pay an access fee for airtime and have editorial control of the content of their program, as long as it complies with our legal responsibilities, the Codes of Practice and our broad programming policies and principles. It's a key way that we support community participation.

The following groups are community Access Programs on Radio Adelaide as of Jan 2019.

- Australian Peace Committee (Peace of the Action) • Mobile Language Team, University of Adelaide (Nganampa Wangka – Pitjantjatara and English) • SA Native Title Services Ltd (Aboriginal Way) • Radio for the Third Age (Roundabout) • Radio Serbia and Montenegro Inc (Radio Serbia and Montenegro) • SACOSS (Small Change) • SA Persian Public Information Task Group (Call of the Beloved- Persian) • SA Sri Lankan Cultural Association (Adelaide Lakhanda – Sinhala) • Tanzanian Association of SA (Karibu - Swahili program) • Uniting Care Wesley (The Anangu Lands Paper Tracker)
- Macedonian True Orthodox Church of Australia and New Zealand (Macedonian True Orthodox Radio Program- Macedonian and English)

Satellite Service Programs Some programs come through the Community Radio Network, (CRN), which is the digital and satellite service owned and managed by the CBAA, our peak body. We pay a subscription to the service and we also contribute programs to it like, *The Wire*, *The Folk Show* and *The Daily Interview*. All programs are provided to CRN and available to community stations at no charge. We also access the BBC World Service for our overnight programming via satellite.

Station Programs Most Radio Adelaide programs are Station Programs. They are planned and reviewed in consultation with the Programming Committee to comply with our mission and objectives. The final say about timeslot, personnel, content, editorial etc belongs to the Station.

In practical terms, this doesn't mean management or the Programming Committee is involved with

the planning and presentation of each program. A program brief and agreement is signed by the program producer/s and the station, and the program is monitored to ensure it remains true to its brief, meets our broadcast standards and is good to listen to. Program Proposals can be found on the Volunteers resource page.

> Live-to-Air Policy

All programs must be presented live to air, unless a specific agreement has been made with staff in advance. Any absences need to be reported in advance to the People and Program Manager.

> Pre-recorded Programs

If it has been agreed that you will make a pre-recorded program, you must keep to arrangements discussed with staff including:

- The duration of the program you need to make.
- Where your finished recorded program needs to be saved and by what deadline.
- How your recorded program will be played out.
- Who will be the Station Duty of officer during your program shift if outside of office hours and who will arrange that person.

All pre-recorded programs must leave a minimum of 2 minutes per hour for station promos to be scheduled.

> Scheduled Announcements

Every program on Radio Adelaide (including access programs) has pre-scheduled paid sponsorship announcements to play while on air, as well as promotions of other Radio Adelaide programs.

Everything in the station schedule must be played. Our license requirements mean that we cannot have more than 5 minutes of sponsorship messages per hour.

These scheduled announcements and promos appear in the Station Schedule. The items for each show appear between the bars that mark the start of your program and the start of the next program. When you come into the studio, always check what's scheduled before your program begins

so you are prepared to play the items.

> Program Promos

Every program should keep two current promos for their program in the system and create a new promo every three months.

All program promos must be 30 seconds in length. A good promo gets its point across clearly and will be able to be played many times without outstaying its welcome. When your promo is made, ensure you keep the 'session' file until it is approved - this allows you to remix if staff require.

Save a copy of your draft mixdown into the T Transfer Drive>Promos- IDS –Programs folder, then email Nikki that it is there. The same applies for IDs. If our staff approve it, it will be scheduled asap. If it needs more work, they will contact you.

> Program Changeover Rules

Moving smoothly from one program to another is very important to our on air sound, and it's also one of the most common reasons for conflict between Station Workers. It's important for all of us to be relaxed and ready at the beginning of their program - these rules are here to ensure that happens.

> Coming Into The Studio To Broadcast

- Be ready, with all your stuff, at least 5 minutes BEFORE your program time.
- Make sure the on air panel operator knows you are here and ready to go.
- 3-5 minutes before your show starts, the previous presenter will finish speaking & put on a music track.
- Wait for the OK from the current operator to ok that you can come into the studio. Make sure mics are off.
- Panel Operator should be able to sit in the chair 3 minutes before the program start time
- Set up mics, headphones, CD's, laptop, check your content coming up in the station schedule. Check what is playing and how long it has to go.
- The rest of the team should enter only when the whole other team is out.

- Your DAD playlist/playslots will load 1 minute before your program time. At that point you should be ready to start on the dot of your program time.
- Do NOT cut off the end of the previous program just to be exactly on time- make the priority a smooth transition. If they are playing their last item from DAD it will automatically fade at your program time.
- After you put on your first item, let the previous presenter collect their stuff.
- Be prepared to follow the same procedure to allow the next broadcaster to take over from you at the end of your show.

> **Going Out of The Studio After Your Program**

Make sure your last track is more than 3 minutes long and you know what time to put it on 5 -10 minutes before your end time

- Keep a lookout for the next program team. Make eye contact.
- Tidy up your stuff so you can leave quickly.
- Make sure you have played all your scheduled spots from the Station Schedule.
- Make sure you report any problems or callers to staff
- You must allow a minimum of 3 minutes music for the next program to come in and set up.
- Move out of the chair immediately, don't hang around chatting. Let the next operator to sit down so they can start their program on time.
- NOW LEAVE THE STUDIO. Everyone should be out by 2 minutes to program time.
- Don't take your stuff unless you can pick it all up in one quick movement.
- Come back for any additional stuff once the next show is underway and to return the Studio Diary.

Problems to Avoid Do not speak right up to the last second. If you keep your microphone open, the next person cannot come into the studio & they cannot be in the chair ready to start on time.

Do not crowd a group of people into the studio at changeover time. Only one person should come into the studio for the changeover and others can come in after you have settled in.

Speak briefly with the person who is following you but keep it brief - they need to focus and get their

head in the right place. If you've got something else to talk to them about, chat at another time. Do not stay in the studio after your show has finished.

Do not leave a mess in the studio. If you've borrowed anything from another studio (chairs, headphones, ANYTHING), please return it before you leave.

> **Dynamic Programming Strategy**

We want each broadcaster to become (and remain) the best she/ he can be so that the station as a whole can sound as good as it can, consistently, from program to program that's why every broadcaster will be supported to reach their full potential at Radio Adelaide, but no broadcaster and no program has guaranteed tenure.

To remain on air all broadcasters are expected to:

- Be familiar with and meet Radio Adelaide Broadcast Standards at all times.
- Take the initiative to improve personal / team broadcast skills as needed.
- Fulfill responsibilities of Station Duty Officer (SDO) and Station Worker.

> **Professional Development**

'Best Practice' standards are taught in all of our training courses. We also offer regular professional development workshops. You're encouraged to enroll as well as to suggest workshops you think are needed. Upcoming workshops are listed in VOLTage.

> **Program Standards - Best Practice**

We are a professional community radio station not an amateur station. Use the following check to 'review' your own performance.

Technical Production GOAL: seamless production values

- Do you plug in, adjust the volume & wear head phones throughout?
- Do you operate the panel with two hands?
- Is the Mic On less than 10 seconds before the end of a recorded sound source?

- Is the Mic Off immediately after the beginning of a recorded sound source?
- Are there unwanted noises?
- Is there dead air?
- Are there false music starts?
- Are cross fades fluid? (music-to-music? fading music in or out under a voice?)
- Are crosses to phone interviews accurate?
- Are levels even throughout?
- Do you listen to computer items in 'cue' to know what you're playing?
- Is there a quick & graceful recovery from mistakes?
- Does your last piece of music time out exactly to the end of your program time?

Presentation **GOAL: a program that is well planned & presented**

- Is the Intro welcoming to new listeners & old?
- Does the program flow? Are the links creative?
- Do you avoid BORING lines like, 'And that was...' 'An next we'll be talking to....' or 'And the next track is ...'
- Is the core message communicated clearly? Does information build logically?
- Are language & style conversational? (do they sound 'spoken', not 'read'? Are they appropriate to your target audience?)
- Are you avoiding jargon or swearing?
- Is the voice relaxed? Confident? Engaged?
- Are words articulated clearly?
- Is the overall pace appropriate and varied?
- Do you give clear and regular station IDs?
- Have you told the listener who you are?
- Does the Outro link to the next scheduled program?

Bravery, Rigour, Engagement **GOAL: an informative & engaging program**

- Do you have a Program Brief? Are you meeting it?

- Did you spend enough time preparing to prevent poor performance?
- In what ways are you challenging yourself? Challenging your material? Challenging your audience? Are you promoting inclusive behaviours?

Management / Organisation GOAL: a seamless on-air sound

- Did you start & end precisely on time?
- Have you followed the Program Changeover Rules?
- Is your material organised? Do you have everything you need?

Station Procedures GOAL: a responsible & cooperative Volunteer

- Do you always have your Radio Adelaide ID with you?
- Do you always sign in & sign out whenever arriving or leaving?
- Do you have an up to date program promo?
- Do you always report any problems, faults or callers to staff?
- Can you identify key staff and their roles?
- Do you know the role of Station Duty Officer?
- Can you locate the list of emergency telephone numbers?
- Are you able to use the phone system?
- Do you know where First Aid Kits are kept?
- Is your own annual supporter or membership fee up-to-date?
- Do you know the Station's policies?

PRINTING AND PHOTOCOPYING

As we are a very open and accessible organisation, we rely on trust and goodwill. Don't inflate our costs by abusing them. Using Radio Adelaide facilities for personal reasons without permission can lead to disciplinary procedures.

> Printing

Please do NOT print material directly from the Internet - its uses many pages for very little

information. Copy and paste the bit you want instead.

> Personal Phone calls, Printing & Photocopying,

Ask Staff first. Do not print your essays, letters or private business at Radio Adelaide. It's an abuse of resources created through the hard work of many people.

S

SECURITY

See A - Access and Security

SIGNAGE AND POSTERS

Some local councils consider signage material like posters, leaflets and stickers 'litter' when they are displayed in public places without permission. Signs advertising Radio Adelaide programs or events implicate Radio Adelaide as the responsible party, and hefty fines for each piece posted may be incurred by the station. Volunteers should not put up any signs ANYWHERE without first obtaining permission from the relevant authority.

If fines are received by the station for posted notices, those responsible for the notices will be personally liable for the fines, and for removing all other notices. If these actions are not taken, volunteer status and access will be terminated.

SMOKING

Radio Adelaide is 100% smoke free. Smoking, including vapes, is not allowed anywhere in the station. If you are a smoker please don't hover smoking around our front door, and please dispose of your butts thoughtfully. Don't leave them on the ground.

SOCIAL MEDIA

See O- Online Publishing Policies

SPONSORSHIP

Sponsorship is an important means for generating income and needs a clear and cohesive approach that ensures we meet our legal requirements as a broadcaster and represent ourselves consistently with clients.

We welcome your ideas and if you deal regularly with particular businesses or have any potential sponsors for your program in mind, please talk with staff about the best way forward.

If you receive any enquiries regarding advertising, sponsorship, publicity, promotion, etc please direct them to the Station Manager.

> Sponsorship Income

Sponsorship income always belongs to the station. The one exception to this is for Access Groups, who have the right to sell sponsorship air time in their program, according to guidelines laid down in their Access Agreement.

Sponsorship will not determine access to broadcast time or influence the content or style of an individual program or general programming.

> Scheduled Sponsorship Announcements

You must play all scheduled sponsorship announcements in the DAD schedule as the station is paid to play these. Media Monitors reports what has been played on air so clients will know if the station does not play their sponsorship, which can adversely affect relationships and cost the station money. Do not make any comments, positive or negative, about the announcements. Failure to comply is a serious breach of your broadcast responsibilities.

STATION DUTY OFFICERS

Outside of business hours (9am to 5pm Monday to Friday) the On Air Panel Operator takes on the role of Station Duty Officer, unless advised otherwise. SDO's are responsible for producing, presenting, guests, answering phones, cleaning and security. Station Duty Officers must be 18 years or older.

If you are the SDO it is essential that you understand your role and the policies and procedures of the

station. If you don't, please contact staff for explanation.

> Station Security

- In an emergency dial '0' to get a line out and '000' = 4 zeros
- Never let in anyone that you don't know or who cannot produce an ID card.
- Ask for ID if you are suspicious of anyone in the building and check if they have signed in.
- Report to staff any concerns or dubious activities

> Handover and Troubleshooting

It is the responsibility of the Station Duty Officer to stay and manage any situation within the station, including the 'no shows' of the next person, until the role of Station Duty Officer can be personally handed over to the next person. If the next program fails to turn up and there is no back up program please:

- Continue your show or play music including back announcing tracks.
- Play station IDs.
- Do not mention on air that the show hasn't turned up or complain about the show in any way.
- Make sure that any incidents eg Emergency Alerts are passed on to the next Station Duty Officer and staff.

> Phone calls

Answer all phone calls. If the call is for someone in the station place it on hold and transfer, or take a message or ask the caller to ring in business hours.

> Guests

Only Volunteers go beyond reception. Make sure guests wait in reception until they are escorted into the studios. Please advise guests before arriving that it may take time before you can let them in as you will need to find an appropriate time during the program to go to the front door to open it manually.

> Are We Broadcasting?

The green light in the on air studio and the blue light in studio 2 will flash if we are off air. If this happens or there are any problems, please ring a staff member on the emergency contacts list in Studios 1 & 2.

> Equipment and Problems

Report any serious problems that affect our broadcasting to a staff member. For non-serious computer or equipment problems fill in two Fault Report forms located on the On Air Shelves. Leave one on the faulty equipment so others know there is a problem and leave the other on the clip between Studios 1 & 2.

> Studio Diary

This is kept in the on air studio. Make sure you record in the book if there are any problems, complaints or callers to the program. Anything serious should be reported immediately to staff.

> Emergency Service Alerts

Check the CFS website and read any Emergency Service Alerts. Pre-recorded programs need to be interrupted for Emergency Warnings only. Alerts need to be read as per alert instructions. See *E - Emergency Service Alert Procedures*.

> Clean and Tidy

Make sure the studios are left clean and tidy. Even if you didn't make the mess. If additional chairs, headphones or other equipment have been brought into the studios please remove them at the end of the program.

STUDIOS AND PRODUCTION FACILITIES

Radio Adelaide has dedicated studios and access to a shared studio with Fresh. To maximize access to resources please only book studios for:

- Interviews in person or telephone.
- Panel operation practice.
- Pre-recording programs or content requiring microphones and panel.

DO NOT book for any non panel production work for example:

- Saving or transferring files from your USB. It disrupts the specific settings for the studio and brings viruses.
- Editing or mixing audio files.
- Surfing the net, social media or writing Word documents.
- Listening to the logger.
- Burning CDs.

> **Production Work Stations/Computers**

Radio Adelaide designated computers can be used for:

- Editing using Adobe Audition and readying pre-recorded content for broadcast in DAD prep.
- Checking your email or updating social media relevant to your program.
- Script writing and using Word documents.
- Transferring files to storage devices.
- Checking the logger.
- Burning CDs.

STUDIO BOOKINGS

Staff will provide you access to the online booking system called *Get A Room*. Booking procedures include:

- Maximum booking times are ONE hour between 9am-7pm, Monday to Friday. TWO hours at all other times.
- If you won't be using your studio time, please cancel asap.
- If you're more than 10 minutes late for a studio booking, you'll lose it and others are free to jump in.

- Please be ready to vacate the studio at the end of your studio time, so the next person can start on time.
- Radio Adelaide may need to change your studio time if needed.

> Studio Rules

Studios are only to be used for Radio Adelaide purposes. The only drink ever allowed in the studio is water and ONLY on the guest side of the desk - NEVER near the panel.

Chairs or any other equipment put into the studio or taken out should be replaced by YOU. Keep the studio tidy after every program (even if you didn't make the mess). Make tidying up part of your program in the last 10 minutes.

> Who Can Use Studios and Production Facilities?

Only Radio Adelaide Volunteers - people who have a current volunteer agreement, whose supporter or membership fee is up to date. Your friends, guests, a person who used to be in your team or a person who might like to join your team are not able to use these facilities.

> What Can Studio and Production Facilities Be Used for?

Only for work related to your Radio Adelaide training or programming involvement. This can include research, organising content and interviews, scriptwriting, recording, editing, and updating program-related social media and websites. You can print material needed for broadcasting as long as you keep it to a minimum to avoid waste and cost.

You cannot use facilities for your personal studies, business interests, or to check personal email or social media.

If you wish to use the studios or computers to make samples of your work to help in seeking employment, please first discuss with staff who can approve this where appropriate.

If you wish to use Radio Adelaide facilities to produce content for another media outlet, whether paid or unpaid, including the ABC, your own business, or for other community media or organisations, you may be able to make arrangements to pay for this. This must be organised in advance with the Station

Manager and a written agreement signed outlining which facility, agreed times, and costs. These costs will need to be built into your agreement with the other organisation.

If you make content at Radio Adelaide and subsequently are able to sell it, or versions of it, to another media outlet, you will need to reimburse Radio Adelaide for facilities used. The best approach in all these situations is to first discuss it with staff.

SUPPORTERS & MEMBERS

All Radio Adelaide staff and Volunteers are required to be Radio Adelaide supporters or members. This includes all members of Access groups. Failure to maintain your financial contribution is grounds for termination of your involvement.

Membership is now open to all Radio Adelaide volunteers and members of the community living or working in our licence area of the Adelaide metropolitan district. Financial members have a more direct say in the station's future by voting for the Board at an annual AGM.

SUICIDE AND MENTAL ILLNESS REPORTING IN THE MEDIA

The *Mindframe* National Media Initiative has created a great [resource guide](#) to assist media to use appropriate language and play a more positive role in the shaping of social attitudes and awareness about suicide and mental illnesses. Mindframe's list of helpful ways to present information state that:

- Media play an important role in reporting about the broader issue of suicide, which includes analysis of policy, practice, research, rates and trends, and other areas of public interest.
- Covering suicide sensitively and accurately can challenge public misconceptions and myths, increase community awareness and encourage discussion and prevention activities.
- It is helpful when the community is informed about the risk factors of suicide, including warning signs, the importance of taking suicidal thoughts seriously and providing information about where people can get support.

- Coverage that focuses on personal stories about overcoming suicidal thinking can promote hope and may encourage others to seek help.
- Reporting that focuses on suicide as a health and community issue helps to increase community awareness and decrease stigma.
- Reports that show the impact that suicide has on individuals and communities can increase understanding about the experiences of those affected by suicide.

If the topic of suicide is mentioned on your program it is important to say,

“If you or someone you know are having suicidal thoughts it’s important to talk to someone because help is available. Please call the national Suicide Call Back Service on 1300 659 467 or you can talk to them online.”

T

TELEPHONES

The telephones are for Radio Adelaide purposes only and a guide for how to use them is on the webpage. All calls will come through to the central 7132 5000 number and need to be internally transferred to the extensions listed next to each handset.

After hours the phone is set to night mode and rings in the general area and studios when the mics is off. When the mic is on the light on the phone flashes.

TRAINING

Radio Adelaide delivers a variety of training courses for volunteers as well as corporate and community media training to generate income. The volunteer training ensures a base level knowledge and skill in legislative responsibilities and broadcasting at Radio Adelaide.

Some programs like *Breakfast* and *The Wire* provide on the job training for producers however, it is mandatory that all Volunteers complete the Induction and Broadcast Law and Ethics sessions at minimum. All on air presenters must complete the full training course.

Other regular professional development opportunities are scheduled throughout the year as well as ongoing mentoring and buddy systems.

Training course terms and conditions include:

1. All training fees will be paid in full prior to the commencement of the course.
2. Cancellations must be made within seven (7) days of commencement or a \$50 administration fee will be charged.
3. No refunds will be given if the trainee is unable to complete the training. Credit will be given for completion of the training course within a twelve month period.
4. Training assessment need to be completed within two months of finishing classes, otherwise it will be deemed as incomplete and all station access will be cancelled.

VOLUNTEERS

The definition of a Volunteer at Radio Adelaide is a person who:

- Is approved by staff and has a signed and current volunteer agreement.
- Is a current supporter or member of Radio Adelaide and supports the station's objectives as outlined in the Strategic Plan.
- Contributes to the operations of Radio Adelaide by working on a regular basis without salary in one or more duties as set out by the station.
- Is placed in a position which does not replace a paid worker.
- Offers their services out of personal choice.

> Principles of Volunteering

- Benefits the community and volunteering is always a matter of choice.
- Is an activity that is unpaid without expectation of payment or gifts.

- Is a legitimate way in which citizens can participate in the activities of their community.
- Is a way for individuals or groups to address human, environmental and social needs.
- Does not replace or threaten the job security of paid workers.
- Respects the rights, dignity and culture of others.
- Promotes human rights and equality.

> A Volunteer has the right to:

- Be treated as a co-worker.
- Suitable assignment with consideration for abilities, personal preference, temperament, education, training & employment.
- Open access to the station's policies & programs.
- Expect clear and open communication from management at all times.
- Appropriate induction and training as well as provision of information about new developments.
- Sound guidance and direction in the workplace.
- A workplace which complies with statutory requirements.
- Mediation or arbitration if a dispute occurs through appropriate grievance procedures.
- Receive written notification of release or suspension.
- Participate in quality assurance programs.
- Have services appropriately assessed and effectively recognised.
- Be given a reference at the completion of the term of voluntary service, covering character and competence.
- Public liability insurance coverage whilst involved in legitimate station activities.
- Make suggestions and be given respect for your honest and constructive opinion.
- Receive advance notice (where possible) of changes which may affect your work.

Volunteers have the responsibility to:

- Have a professional attitude towards voluntary work.
- Be prompt, reliable and productive with regard to commitments and agreements made with Radio Adelaide.

- Know as much about the organisation as possible, its policies, people and programs.
- Be a faithful representative of Radio Adelaide's objectives when representing the station.
- Notify the appropriate person if unable to meet commitments.
- Respect the confidential information gained through service.
- Complete the minimum level of training required by the station if you intend to work in any area of programming.
- Undertake training to improve performance if required by management.
- Participate in station activities in a way that promotes harmony and the efficient running of the station.
- Contribute to a safe and equitable working environment by avoiding, and assisting in preventing behaviour that is discriminatory.
- Assist other volunteers and guests who have limited mobility, seeking assistance if needed.
- Understand and follow the Codes of Practice and stay familiar with updates in broadcast law, such as Defamation Law and the Broadcast Services Act 1992.
- Not represent Radio Adelaide publicly or commercially unless prior arrangement has been made.
- Not bring into disrepute the operations, management, staff or other volunteers of Radio Adelaide.
- Treat all facilities with due care and respect and notify staff of faults and problems.
- Only use station resources and equipment for Radio Adelaide work.
- Ensure the station has your current contact details.

> Radio Adelaide has the right to:

- Expect a volunteer Volunteer to abide by station objectives, policies and principles.
- Expect equivalent effort and service from a volunteer worker as from a paid one with regard to reliability, punctuality, honesty, performance and productivity.
- Have confidential information respected.
- Make a decision in consultation with the volunteer as to where s/he would best be suited.
- Establish consultation & feedback mechanisms for volunteers.
- Expect clear and open communication from volunteer at all times.

- Suspend or dismiss Volunteers in accordance with station policies and procedures if station rules are broken.
- Expect Volunteers to be familiar with the current laws relating to broadcasting.

Radio Adelaide has the responsibility to:

- Provide you with a safe and accessible work environment which embraces the principles of access and equity.
- Value the importance of your role within the organisation.
- Place you in an appropriate, suitable position and environment in accordance with your strengths, abilities, training and experience.
- Provide you with training to help develop your skills and abilities and meet your responsibilities.
- Acknowledge your contribution to the station and provide a reference.
- Provide adequate opportunities for formal and informal constructive feedback.
- Consult and provide you with information regarding any activities or changes at the station which may affect your work.

> Volunteer Representative

Volunteer and casual staff who work less than 20 hours a week annually nominate and vote for the Volunteer Representative. The call for nominations will be advertised in Voltage and other Radio Adelaide communications. Voting will take place electronically to ensure greatest participation. Eligible candidates need to be a current volunteer and up to date supporter or member.

> Role and Responsibilities

- Advocate for volunteers in disputes or grievances at their request.
- Provide a liaison with staff for volunteers at their request.
- Represent volunteers at meetings.
- Represent volunteers at conferences and station events as required.

- Assist staff with engagement of volunteers in station activities as required.
- Possess a full understanding of, and commitment to, upholding the rights and responsibilities of Radio Adelaide and volunteers.

WEBSITE

The website has two elements wordpress and AMPRAP pages. Style guides for both can be found on the [resources page](#).

>Amrap pages

All programs that play music must upload their playlists to the website. Using [Amrap pages](#), we can combine Listen Again and playlisting to make your content accessible and shareable by listeners. It helps to bring listeners to your content, provides analytical reports and makes APRA reporting much easier, which means more Australian musicians receive royalties from the music we play.

Amrap pages is a plug-in developed by the Australian Music Radio Airplay Project (Amrap) to promote airplay and online sharing of Australian music by pulling in extra content, like images, videos, twitter handles and wikipedia results, related to songs and segments aired on your program.

> Wordpress

All stories posted to Wordpress must use the style guide before being published. This is to maintain a professional and consistent appearance and to minimise the risk of copyright infringements. Staff and the volunteer web editor will remove or edit any content that doesn't adhere to the style guide.