

Volunteer & Presenter Handbook



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Welcome to



We are pleased that you have joined our Team and trust that it will be a long, enjoyable and successful association.

This handbook is intended as an introduction to outline important policies and practices that are regarded as *Conditions of Engagement*.

While Presenter & Volunteer positions are voluntary, we believe it is important that you understand the requirements before commencing, rather than have any misunderstandings at a later date.

With benefits come responsibilities. Please read and abide by the policies in this handbook. There are many other policies relating to the station. A subset is on our website. Please ask if you wish to view our many Policies or Rules of Association.

Our Station Manager is available to help, to answer questions & to discuss any issues you may have. Above all, we welcome you and ask that you take pride in your work at the station!

The Board of Management

South Coast FM (South Gippsland Radio South Coast FM Inc)

“South Coast FM. Your local radio”

ABOUT SOUTH COAST FM

South Coast FM is a non-commercial community radio station, licensed by the Australian Communication Media Authority (ACMA), to broadcast within guidelines prescribed by the Community Broadcasting Association of Australia (CBAA). It is the local community radio station catering to Bass Coast and South Gippsland: an area with a growing population of around 75,000 people.

We are a non-profit group, whose aim is to inform and entertain the people of South Gippsland, Bass Coast and surrounding areas. We cater for all community members & all musical tastes. Representations from local council to sport, country to comedy, retro to modern, rock to rockabilly and cultural programs.

We are supported by association Members and operated by paid Staff and Volunteers.

History

South Coast FM began as '3mFM' in 1987 and was initially all based in a cowshed on an exposed hilltop at Outtrim.

The studios relocated later that year to Inverloch.

Until 1993, all programs were manually presented by Volunteers, funded mostly through government grants, fundraising and sponsorships. In 1993, we commenced 24/7 professional programming.

In August 2023, the Station moved to Wonthaggi.

GENERAL INFORMATION

Station Management

South Coast FM is governed by an elected Board of Management.

The Station Manager is appointed by the Board & responsible for day-to-day operations.

Community Radio Broadcast License

South Coast FM has a community radio broadcast license issued by the ACMA (Australian Communications Media Authority), which is *a critical asset* & subject to regular review.

Community Radio Broadcasters are subject to Codes of Practice that are intended to protect community interests. They are administered by the CBAA (Community Broadcast Association of Australia). <https://www.cbaa.org.au/resource/community-radio-broadcasting-codes-practice>

We are required to comply with these Codes and they are enforceable. Failure to comply could result in sanctions, fines or the loss of our Radio Broadcast License.

FM Radio Transmitters

We have three FM radio transmitter sites spread across the South Gippsland & Bass Coast shires. They are located at Bass Hill (89.1 MHz), Mt Misery near Outtrim (88.1 MHz) and Mt Hoddle near Foster (89.5 MHz).

The broadcast signal from the Wonthaggi studio is sent to Mt Misery via an STL (Studio Transmitter Link). Both the Bass Hill & Mt Hoddle transmitters listen to the Mt Misery broadcast & re-broadcast it on differing frequencies. The three sites enable us to provide radio coverage across the South Gippsland & Bass Coast shires & beyond.

Live Streaming & On-Demand Catchup

Our broadcast can also be heard via internet Live Streaming through services such as TuneIn & Community Radio Plus. Selected programs can also be accessed via our On-Demand catchup service.

Program / Show Management

We operate a weekly Program Grid and broadcast 24/7. Each regular show slot is repeated on a weekly basis. Some shows repeat each weekday at the same time.

Evening & weekend programming is generally specialty music programs, but not always.

The Program Advisory Team (PAT) oversee program mix, style, content & quality.

The Production Team oversee creation & maintenance of the automated playlist, the music library and support audio such as News, Weather, Sweepers & Announcements.

The Technical Team oversee the provision of Broadcast, Studio Automation & IT systems.

ON-AIR PRESENTING

Presenter Rules

All Presenters & their guests are expected to adhere to the following policies in regard to on-air broadcasting:

1. Political comments can have damaging consequences for our reputation and also potential legal ramifications. Therefore, do not engage in political commentary unless it is informed and balanced with counter views and arguments. If in doubt, don't!
2. Sexual typecasting and/or gender-based discrimination can cause immeasurable harm and will not be tolerated. This includes within our organisation, and in broadcast situations. Casualised sexual or racial references are unacceptable.
3. Announcers should at all times, avoid making defamatory statements about any person or organisation. No critical comments about our sponsors allowed. If you had a bad experience, then this is not the forum to air your grievances. **Refer to Appendix B - Defamation.**
4. Advertising or praising businesses who are not station sponsors on a repeated or targeted basis is not allowed. Informational comments (i.e. gig guides, events etc) are allowed, and we would encourage these businesses to become sponsors. Do not continually praise your mate who owns the local pizza parlour. Get them to become a sponsor of the station.
Refer to Appendix C – Conflict of Interest.
5. Do not delete CSA's or sponsor messages from the hourly playlist. These are worked out as {x} number required per hour, per our agreements with sponsors. No moving of CSA or sponsor message scheduled time blocks within the hour.
6. No deleting news or weather from the playlist. They are to be played at the scheduled times.
7. Playlist music changes can be made by the announcer on a like-for-like basis (eg: 90s group swapped for 90s group). Tracks need to be selected from the station curated music list during the weekday daytime programmes (M-F 06:00 to 18:00). Announcers may play their own music styles post 6pm, either sourced from our inhouse music library server, physical CD's or Records or legal digital files. Refer to the "Station music policy" section.
8. Talk time versus music: Be aware that we have sponsor and CSA commitments.
9. You should be providing a high percentage of time to music. Not lots of talk.
10. Eating and drinking are not allowed in the studios. Inadvertent liquid spills may damage equipment, immediately take us off-air & lead to costly & lengthy repairs.
11. No alcohol is to be consumed in the building, apart from at sanctioned planned social events.
12. No swearing or bad language allowed by announcers on air at any time.
13. Music tracks with swearing, lurid or suggestive language is not to be played during daytime & early evening shifts (06:00 to 20:00). There is leniency allowed for post 20:00 shows, as long as an explicit content warning is given beforehand.

14. Treat the equipment with respect and do not make system changes to studio PC's. Report equipment faults or station outages to the technical team (based on priority). For example, if there is a CD player issue (which will not be seen as urgent), then send an email or text message to the Tech Team. If the station goes off air during your shift, phone a Tech Team member. Phones numbers are available on the Volunteer Contact List displayed on the Studio wall.
15. If there are no Volunteers after your shift, ensure that both the front & internal office to studio doors are LOCKED. Switch OFF all internal lights and A/C. Ensure that Station Playlist is switched to Automation.
16. If you have a visitor after hours, then you are responsible for their conduct both On- & Off-air.
17. All Volunteers and visitors must sign in.
18. Presenters should always contact the Station Manager if they cannot attend any shift either by Email or SMS text. If it is a last-minute change, then contact the previous on-air Presenter before your shift to let them know that you will not be coming in.

Station Call Sign

The official on air 'call sign' "**South Coast FM. Your local radio**" is to be used at all times.

At least once an hour at least the frequencies are to be used. "88.1 Across the South Coast, 89.1 Phillip Island, Bass and San Remo, 89.5 Foster to Yarram"

Music Sourcing Policy (Licensing & Copyright)

We pay music license fees to both 'APRA AMCOS' & the 'PPCA', who represent the copyright owners including Artists & Publishing companies.

They have strict requirements regarding where we can source the music that we play. There are significant penalties for both Broadcasters & Presenters found to be in breach of music licensing.

Playing music for personal listening is not the same as broadcasting that same music via radio, streaming or a catchup service.

Refer to Appendix A – Copyright.

Presenters must adhere to the following policies for the music that is broadcast by the station:

- **DO NOT** broadcast audio sourced from **any internet** streaming services such as **Spotify, You Tube, Apple Music or Amazon Music**.
- **DO NOT** broadcast audio sourced via **Torrents** or **Pirate websites**.
- **DO** play music supplied by **AMRAP** (a free service promoting Australian artists), or directly from the artist, or authorized publishing representative.
- **DO** play music legitimately purchased either in digital form (including Google Play and iTunes) or physical form (CDs and/or Vinyl Records from your own or a borrowed collection).

- **DO** ask for legitimately sourced music to be copied onto the station's servers.

What music can be played when?

South Coast FM chooses to use STATION PLAYLIST as our scheduling & automation system.

A Curated Music selection for weekday day prime-time broadcast hours is managed by the Program Advisory Team and scheduled by automated Production programming.

Between 6am and 6pm Monday to Friday, the prime-time music selection is designed to appeal to a wide range of listeners. Presenters may change music tracks, but it must be on a like-for-like basis. (eg: 90s group with 90s group).

Music is a selection of: 60's, 70's, 80's, 90's, 00's, recent releases, Local musicians, Australian, Indigenous & Country artists. Each hour of the day has a predefined sequence of music styles & tracks are then randomly selected from within each category to provide variety.

Music played outside the weekday prime-time slots is generally at the Presenter's discretion, however it must be in keeping with the general style of the agreed program slot & be appropriate for the time of day.

At their discretion, the Program Advisory Team or Station Manager may choose to provide additional requirements or restrictions on Presenters and Programs that will then need to be adhered to.

Individual Program Allocation

Your allocated program time usually commences on the hour. It is station policy that you should arrive at least 15 minutes prior to your appointed on-air time. It is common courtesy to notify the on-air Presenter of your arrival & then leave the studio until just before your allotted start time.

Off-air Contribution Expectation

It is expected that all Presenters will contribute an equal amount of time to the station as they have air time. i.e. 2 hours on air = 2 hours off air.

Pre-Recorded Shows

Pre-recorded shows must be of a high standard and broadcast quality.

Low quality audio recordings, including Presenter voicetracks via RemoteVT, are not enjoyable to listeners, who may have to strain to hear or continuously adjust the volume level.

Make sure that you are able to produce quality audio at home. Audio from a low-quality microphone or with echo or background noise is not good enough to broadcast.

There is an off-air studio available at the Station. Bookings are essential. Refer to the South Coast FM calendar.

Ongoing low quality prerecorded shows may be removed from the schedule.

Headphones & Microphone Socks

Headphones must be worn when you are going to air during your shift. It is recommended that Presenters use their own headphones (they can be purchased from the station). If using station headphones, please sanitize before and after use. Sanitizing Stations are placed at various points inside the building.

Presenters should use their own microphone sock for their shifts. If using station socks for yourself or guests, please wash them after your shift in station, and return to storage tray in studio.

Studio Doors

The studio door **must** be kept closed at all times during your on-air shift.

STATION POLICIES

Duties of Volunteers including Presenters

All Volunteers are required to:

1. Be a current financial member of South Coast FM.
2. Attend training sessions, when they are scheduled.
3. Physically and /or financially support approved fundraising activities carried out by the station.
4. Participate in Outside Broadcasts when required.
5. Assist with an activity in relation to:
 - Station maintenance,
 - Sub-committee support and /or involvement,
 - Working Bees
 - Office Administration

Sign in when onsite

For personal safety and security, all onsite personnel **MUST** sign in and out in the Attendance Book located inside the front door. This includes all staff, Volunteers and invited guests. If you have an external visitor after 7pm you must obtain permission in advance from the Station Manager.

On-Air Giveaways / Competitions

All employees, Presenters, Volunteers and their families and friends are **ineligible** to win any on air giveaways and competitions that the station may run.

The Station Manager must approve all on-air giveaways.

The Sales Manager and/or the Station Manager shall be the only personnel to approach businesses regarding give-a-ways or donations to the station, if you have a lead, please let them know.

All winners' names are to be recorded and with permission from the winner their name is to be sent to the web coordinator. Winners are to collect their prize from reception during office hours.

Copying Of Music

Under no circumstances are you allowed to copy music other than for the purpose of it being broadcast live on this radio station. This is a breach of copyright laws and anyone found to be doing this will be immediately suspended and be required to make an appearance before the Board.

Music Library

Under no circumstance is any music to be removed from the studio complex.

Music must also not be input into the system unless approved by the Program Advisory Team.

If you have music from legitimate sources that you would like included in playlist, please contact the Production Team who will arrange for it to be uploaded after review.

Outside Broadcasts (OB's)

All requests for an outside broadcast must be referred to the Station Manager.

All outside broadcasts are undertaken by a selected team and therefore normal programming is suspended during this time.

Security Passwords / Station Keys

Confidentiality of passwords must be respected and they must not be displayed or communicated to others.

Under no circumstances are you to give security codes or keys to another person.

All access requests are to be made to the Station Manager.

Computers & Equipment

You are required to respect and care for the equipment you use.

If you receive an e-mail to your computer, then the current policy on avoiding viruses must be adhered to. Be careful of links. You are not to bring external computer files that may corrupt Station systems.

Unauthorized use of equipment or access to areas where you have no business need, is not permitted. This includes access to computers, IT systems or technical equipment areas.

Phone Numbers

No personal phone numbers are to be given out publicly. If required, leave a message directly with the person being sought and they can choose how they get back to the enquirer.

Complaints

If you receive a complaint, advise the caller to put the complaint in writing to the Board of Management via the Station Manager (email Manager@SouthCoastFM.au). Do not get into any discussion with the caller.

Under no circumstances should you criticize station policy, management, programming, advertisers or other Presenters.

If you have a complaint yourself, express it through the correct channels open to you through the station procedures manual. Any complaint received by the Board will be taken seriously.

Workers Compensation Injuries

If you are injured at work, the provisions of the Workers' Compensation Act may apply. Everyone is advised to be aware of their responsibility to note any accidents in the Incident Book located inside the front door. If there is a serious accident, please contact the Station Manager as soon as possible. If it is necessary for a claim to be made on your behalf, the Act requires that the relevant initial documentation be submitted to the Insurer within three days of the incident and your co-operation in this regard is essential. Please focus on your return to work as soon as possible as this has been proven to assist in your fast recovery.

Current legislation does not cover accidents which occur while travelling between home and work.

First Aid

A First Aid Kit is provided by the station. It is located near the fire extinguisher in the main office. If you use anything from the kit, please let the Station Manager know so that it can be replenished.

Pornography and sexually explicit material

Accessing or attempting to access pornographic material while on station premises or using station resources is forbidden. No sexually explicit material is to be displayed within the Station.

Any breach of this policy will result in instant dismissal.

Personal Contact Information

In case of an emergency, we require an up-to-date name, address & phone number for all Volunteers. Please notify the Station Manager of any changes to this information as soon as possible. Your privacy will be respected and this information will not be used for any other purpose.

Confidential Information

In the normal course of business, staff/Volunteers may become aware of information which is of a sensitive nature. It is imperative that such information is kept confidential & not divulged to any person not needing it directly to carry out their job role within South Coast FM.

Privacy Legislation requires that care be taken with documents that may contain sensitive information. Such documents must be kept out of sight when not in immediate use. They are to be stored in a locked enclosure when the station is unoccupied.

PERSONAL CONDUCT

Conduct

Our station has a good reputation within the community. We count on everyone to further our good image and to keep ours a station which we can all be proud to be associated with. Ensure that your personal conduct is of the highest standard.

Whilst it may be impossible to eradicate inappropriate language from the playlist – advanced audience warnings are expected.

It is never okay for Presenters to engage in language that may offend. If in doubt about what constitutes unacceptable language then the simple prescription is **DON'T**.

Remember, our station image depends on you.

Alcohol & Drugs

Staff and Volunteers must not use illicit drugs and /or alcohol, or any substance which could adversely impact your ability to perform your role. Breaches of this policy may result in dismissal

Smoking

Smoking (including vaping) is not permitted in the station or within 5 metres of the building.

References

No personal references are to be issued to any employee by another employee.

If you require a personal reference, please contact the Station Manager.

Harassment

South Coast FM follows a policy of equal employment opportunity and considers it the right of every individual to carry out their job in a safe environment which promotes job satisfaction, maximizes performance and provides economic security. Such an environment is dependent on it being free from all forms of harassment and victimization.

Sexual harassment is a form of discrimination which contravenes this policy and is unlawful under the Equal Opportunity Act 1984. There are other forms of harassment which may be unlawful under the Equal Opportunity Act. **Harassment** is totally unacceptable.

Harassment is defined as any unwelcome offensive comment or action concerning a persons' race, language, ethnic origin, gender, sexual preference, marital status, pregnancy, disability or political or religious conviction. It is behavior towards another person which is intimidating or embarrassing.

It is the responsibility of all staff (particularly those in Supervisory and Management positions) to ensure that proper standards of conduct are upheld in the workplace, and to ensure the work environment is free from all forms of harassment.

Complaints of harassment will be considered seriously and sympathetically treated, and will be attended to promptly and confidentially.

Confidentiality is especially important because, in the event that someone's reputation is publicly damaged, there is a possibility that defamation proceedings could be brought against the person responsible for the harassment. Hence, there is a requirement that incidents of harassment are discussed only with those authorized to deal with them. In all cases, the utmost care will be taken to investigate complaints impartially recognizing the rights of all parties. All complaints should be immediately reported to the Station Manager.

Bullying

We are committed to providing everyone with a safe working environment free from bullying.

Bullying is repeated unreasonable behavior directed towards anyone at the station, that creates a risk to health and safety. Examples of behavior that could be bullying include:

- excluding someone from activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- humiliating someone through sarcasm or insults
- intimidation

South Coast FM Radio expects everyone to behave in a professional manner and to treat others with dignity and respect when they are at work.

We encourage anyone who experiences bullying to report it. When bullying is reported it will be seen as a serious matter and will be investigated in a timely manner. The reporting and investigation procedures for dealing with bullying are set out in other policies, as are disciplinary and appeals procedures.

Fraud

Will be dealt with using the full extent of the law.

SAFETY

Housekeeping & Safety

It is the responsibility of everyone to assist in keeping the Station clean, tidy and efficient. Cleanliness is important not only to morale but to safety as well. Please ensure that your own workplace is kept clean and tidy. There are established rules in some sections that relate to safety. **Safety is YOU**. It is your responsibility to report unsafe conditions or defective working tools, or equipment, to the Station Manager, and ensure prompt attention.

Fire Extinguishers

Fire extinguishers are located throughout the building. Care and maintenance of these extinguishers is the responsibility of the CFA via Station Manager. Any damage to these extinguishers is to be reported immediately to Board of Management through the Station Manager. Familiarise yourself with the location of fire extinguishers and the procedures to be followed.

Fire Evacuation Procedure

In the event of fire, the evacuation point is on White Road outside the BCAL site front entrance.

Noise

Exposure to noise in the workplace will not exceed the safe level of acceptance.

Safe Manual Handling

South Coast FM expects those in the station to follow safe handling techniques. It is everyone's responsibility to know and practice these techniques to ensure personal safety.

Tools & Equipment

Any removal of tools and/or equipment from the Station premises may only be done only with the express permission of the Station Manager.

Appendix A

COPYRIGHT

1. Copyright is not a means of protecting ideas or information, but rather of protecting literary or other forms of expression. Copyright arises on creation of a work and does not need to be registered.
2. To qualify for protection a work must be original, although the degree of originality need not be marked. Thus, a compilation of non-original material may qualify for protection if the compilation is sufficiently distinctive. In that case, however, copyright subsists in the compilation and not in the component non-original parts.
3. Copyright laws affect radio announcers in two ways: -
 - the writing and broadcasting of original work by and for the station: and
 - the use of records and other material already subject to copyright.

Original work broadcast on the station will include programs that are specifically written, produced, or prepared by or for the station, and also the ad-lib or scripted remarks of announcers.
4. The station owns the copyright in its transmission. Individuals may make “off-air” recordings for their private use, provided that the broadcast does not include any music.
5. Although the station owns the copyright in its transmission, it does not necessarily have the copyright in the material transmitted. Obviously, it does not have copyright in any records played.
6. The station will not pay any copyright fee to Volunteer staff members for material it transmits. However, if the station wishes to sell the material to another organization, or to make copies of it for distribution, the question of copyright will be discussed with those people concerned.
7. The station will not pay any copyright fee to Volunteer staff members for material it transmits. However, if the station wishes to sell the material to another organization, or to make copies of it for distribution, the question of copyright will be discussed with those people concerned.
8. The station will take all necessary steps to obtain licenses necessary to enable it to play recorded music on air. The license fees cover copyright payments to the writers, performers and recorded companies.
9. The Australian Performing Rights Association (APRA) may issue a “Restriction Notice”, which prevents a particular work or performance from being broadcast. The current restricted list is available from the station, and it is the Presenter’s responsibility to avoid playing records on this list.
10. Special permission from the copyright holders must be obtained before broadcasting: -
 - a. an entire performance of any dramatic-musical work (i.e. operas, operettas, musical plays, reviews, pantomimes etc.):

- b. more than two vocal extracts from any one dramatic- musical work during any one hour of broadcasting, there is no limitation on the number of instrumental extracts that may be played, or on the number of vocal extracts from different works that may be played.
- c. The performance of ballet music, oratorios or major choral works (i.e.) those exceeding 20 minutes duration) in their entirety, or excerpt there from if the duration of the excerpt exceeds 20 minutes:
- d. The performance of any music accompanied by words other than those (if any) published or otherwise associated therewith by the copyright owner
- e. The performance of any musical work in an adapted or re-arranged form, or in such manner as to burlesque or parody work
- f. the performance or reading of any play, poem, novel or other non-musical work. Short excerpts from such works may be broadcast for the purpose of review or other "fair dealing".

These restrictions do not apply to material on which the copyright has ceased, in general copyright ceases 50 years after the authors death, so that works by Gilbert and Sullivan and most earlier writers are now out of copyright, however the actual performance on record will be held by the artist or publishers

- 11. In general, it is illegal to copy a record onto tape, even if the copy is for private use only.
- 12. Radio stations are however, permitted to make "ephemeral recordings" to permit the pre-recording of a program. All copies of such recordings (except any lodged with the National Library of Australia) must be destroyed within 12 months and the recording must be broadcast only by the station which made it
- 13. Simultaneous relay to another station is permitted, but a fee must be paid if the recording or a copy is supplied to another station.

APRA AMCOS (Australasian Performing Right Association & Australasian Mechanical Copyright Owners Society):

<https://www.apraamcos.com.au>

PPCA (Phonographic Performance Company of Australia Limited):

<https://www.pcca.com.au>

Australian Copyright Council:

<https://www.copyright.org.au>

Appendix B

DEFAMATION

1. Announcers should at all times, avoid making defamatory statements about any person or organization.
2. Program undertakings will make Presenters responsible.
3. Any statement is prima facie defamatory of a person if it tends to make ordinary reasonable members of the community think worse of them. A corporation may also be defamed and may bring action to vindicate its reputation.
4. Liability for defamatory matter broadcast on the station would fall on South Coast FM Inc, the Presenter and the scriptwriter. Other people such as the manager or producer, might also be involved if they knew the content of the material and could have prevented it being broadcast.
5. Reasonable mistakes or a general lack in intention to defame are, in general no defence.
6. Truth of the statement is not a defence, unless it can also be established that it was published for the public benefit.
7. Certain publications are absolutely privileged; that is, they cannot be made the subject of legal action. The most important example are verbatim reports of parliamentary proceedings and papers printed by order of parliament.
8. Qualified privilege attaches to a much wider range of publications, including fair and accurate summary reports of parliamentary, local government and Judicial proceedings. The defence is lost if the publication is made in bad faith, or from motives of personal spite or ill will.
9. An important general defence is that of fair comment on a matter of public interest. This permits the publication of works containing vigorous comment on people or works of people who put themselves before the public for support or approval such as politicians, writers of published books and performers in theatre, radio and television. Criticism does not have to be reasonable; it only needs to be honestly entertained. But criticism must, so far as it depends on facts, be supported by true and relevant facts.
10. Defamation is a complex area of law. Even seemingly innocent remarks could give rise to legal action.

Appendix C

CONFLICT OF INTEREST

Definition:

A conflict of interest is a situation in which a person has a duty to more than one person, or organization, but cannot do justice to the actual, or potential adverse interests of both.

An example in the radio sphere might be;

A Presenter / Volunteer gives a “shout out” to an organization of which they are an employee, or otherwise receive a benefit, where the organization is not a recognized sponsor.

Declarations of potential conflicts of interest, or disclosure, enables you and those around you, to take advice or objectively assess the risk.

An example might be that you are on an advisory committee looking at new hirings and that the applicant is someone you know personally and may have had a relationship with.

Disclosure in this case allows you to step back or remove yourself from this process.

REMEMBER: The situation may be confusing or unclear. In that case, act as if there **is a serious risk** to the integrity of you / and your organization. Please consult with the Station Manager or seek independent legal advice.

This handbook does not contain all the Stations Policies and Procedures. It will be updated from time to time as policies require amendment or additions. One or more of the Policies contained in this handbook may also be amended by notifying the appropriate management and staff/volunteers in writing without re-issuing the whole handbook.
