



Coffs Harbour Youth  
Community Radio  
Expression - Impression - Connection



Community Radio 104.1 CHY FM Inc  
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## RULES, REGULATIONS & DUTY OF CARE STATEMENT

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104.1 CHY FM was started in December 1973 by local Salvation Army Pastor John Townsend, who saw the need for suitable opportunities and activities to help develop life and communication skills and engagement for regional youth and give them a voice in their community.

104.1 CHY FM provides a range of engaging and empowering volunteer opportunities for those who seek to make a valuable contribution to the community through this medium by providing industry-based radio broadcast training and mentoring.

Our mission at 104.1 CHY FM is to entertain, inspire, inform, educate and give a voice to the youth of the Coffs Harbour area. 104.1 CHY FM brings back the excitement, passion, expression, energy, personality and vitality to radio. People are listening, and they are listening to us!

You must know, understand and agree to the 104.1 CHY FM Rules and Responsibilities, Code Of Conduct, Duty Of Care and Safety Instructions. We advise that all volunteers and their parents/guardians/carers (if under 18 years of age) carefully read the following information and sign the agreement and consent forms. If you have any questions regarding this document, please contact the Station Manager, Angie Vaughan, to discuss.

### 1. Guiding principals of 104.1 CHY FM:

- 1.1. To educate, inspire, entertain and give a voice to the youth of the Coffs Harbour area and beyond. 104.1 CHY FM prides itself on educating and developing the future talent of radio through industry-based training and volunteer opportunities.
- 1.2. To promote harmony and diversity and contribute to an inclusive, cohesive and culturally diverse Australian community
- 1.3. Pursue principles of democracy, access and equality, especially for people and issues not adequately represented in other media

- 1.4. To enhance the diversity of programming choices available to the public and present programs that expand the variety of viewpoints broadcast in Australia
- 1.5. To demonstrate independence in programming as well as editorial and management decisions
- 1.6. To support and develop local issues, arts and music
- 1.7. To increase community involvement in broadcasting

## 2. Safety Statement

By law, 104.1 CHY FM is responsible for each person's safety that enters the 104.1 CHY FM premises. In addition, to this legal requirement, 104.1 CHY FM has Public Liability insurance to protect against claims of personal injury or property damage that a third party suffers (or claims to have suffered) as a result of your business activities.

This law also requires all station staff and volunteers to report anything that could be a potential hazard or threat to the health and safety of persons on the premises. Please email these to the Station Manager for attention and action to report any potential threats or hazards.

Now in the age of CoVid-19, there are many new systems and procedures in place to ensure the health and safety of each and every volunteer announcer, station guest and staff member that must be adhered to at all times. Everyone who enters the 104.1 CHY FM station premises must scan in on the QR code.

104.1 CHY FM management will go through and demonstrate all on-site occupational health, safety regulations and emergency procedures to all volunteers. This information is updated, and volunteers and staff will always be made aware of any changes or modifications to all safety matters. In addition, emergency contacts numbers are on display throughout the premises.

## 3. Building Security, Maintenance and Cleaning

- 3.1. All people who enter the station premises must scan the QR code as they arrive and scan out as they depart. The Service NSW QR code is on the front Reception Desk for this purpose. Volunteers entering the Station for an on-air shift must also sign in the program form, which is also on the front Reception desk. The QR code and sign in forms are to remain at the Station at all times. These will be monitored regularly because of the importance of knowing who is on the premises at any given time.
- 3.2. Building and Station Access. Persons who are not staff or volunteers of 104.1 CHY FM are not permitted on the premises outside of office hours. Volunteers who are program presenters are only allowed at the Station at times of program preparation and broadcast. If volunteer shifts are outside of regular office administration hours:
  - Passcards for building entry will be issued to parents/guardians and specified volunteers who collect people after their shift or require evening and/or weekend access. Passcards require a deposit of \$50 which is fully refundable upon return of the card.
  - Station keys are in a key safe adjacent to the Main Entry, and the code will be allocated to those entering after recognised office administration hours and weekend shifts. Key must be returned to the key safe and secured.
  - Announcers broadcasting outside of office hours must have the front Station door locked.
- 3.3. No unauthorised people are allowed on Station premises without prior written consent and permission. If you wish to have a guest in the studio, written approval from the Station Manager must be obtained beforehand. Any unauthorised persons will be asked to leave. Anyone found to have unauthorised people on station premises without permission will result in disciplinary action.
- 3.4. Volunteer announcers are not allowed on premises when it is not their on-air shift unless the station manager's written permission is obtained.
- 3.5. The front door of the Station is to be kept locked at all times. This is for the safety and security of all 104.1 CHY FM staff and volunteers.
- 3.6. All Volunteers, Presenters, Announcers and Office Administration are responsible for the entire premises. This includes keeping the premises and studios clean. Only water bottles with secure lids are permitted in the On-Air Studios. Any other drinks and food must be consumed in either the kitchen or at the table in

the training area. It is the responsibility of all those who use these facilities to clean up any mess they make. If you see rubbish left anywhere, pick it up and throw it away – even if it is NOT YOURS! Please take note of the bins in the kitchen and recycle your rubbish accordingly.

- 3.7. You must ensure that all surfaces touched/shared surfaces are cleaned appropriately and immediately. The studio must be "CoVid Cleaned" after every program.
- 3.8. Every volunteer announcer has their own mic sock. Extra mic socks are available for \$5 each. The mic sock must be placed on the microphone before use and removed at the end of your on-air shift. Mic socks must be properly cleaned after each use. This is the responsibility of the on-air volunteer announcer.
- 3.9. Studio guests must be allotted a mic sock. These are in the main studio in a box marked "Clean Mic Socks". After use, please return to the plastic bag and place it in the "Used Mic Sock" box, also in the main studio.
- 3.10. Any broken equipment not working as intended or missing must be reported in the Faults Log (in the Announcer's Book) and to the Station Manager and/or Production Coordinator as soon as possible. This can be done via email or by leaving a note in the pigeon holes in Studio 1 or a note under the door (if there is no one at the Station).
- 3.11. No Station property, including CDs, OB equipment, etc, is to be removed from the Station without the written permission of the Station Manager. Theft of property will not be tolerated, and disciplinary action will result.
- 3.12. The Station is not liable for personal property left on the premises.
- 3.13. At the end of the last shift of the day, all volunteers must ensure that the premises are secure, lights and air conditioning are switched off, and the autolog is running on Simian. Do not turn off any computers in either studios or offices. The kitchen must be clean and ensure that the front door is locked and the main entrance building door closed securely.
- 3.14. There is to be no smoking, consumption of intoxicating beverages or liquor, or illegal drugs within the Stations premises. Anyone found doing any of these actions will be immediately dismissed.
- 3.15. Anyone found defacing or misusing equipment of any kind, including vandalising or graffiti of any property, including electronic equipment, the panel, keyboards, walls, ceilings, furniture, etc. WILL BE IMMEDIATELY SUSPENDED PENDING DISMISSAL.

#### **4. Fire and other Emergencies**

- 4.1. A number of procedures are required in case of a fire or emergency at the Station and the Cruickshank Centre building.  
Every person using the Station must be able to locate the fire extinguishers. These are to be used only in an emergency and only if you are confident in their use. These can be found:
  - On the wall near the Control Room
  - On the wall near the photocopier
- 4.2. Smoke alarms have been fitted as required by law and are not to be tampered with. These can be found:
  - In the hallway near the Main Entrance
  - At the back near the Studio entrance
  - Near the entry to the Kitchen area
- 4.3. In the event of a fire in the building which leads to an evacuation, the Assembly Point is the BBQ shed/Veterans Park next to the Prime 7 Building. This will enable Station Management to make sure that everyone is safe and accounted for.
- 4.4. In the event of a minor accident or injury, the Station has a fully-equipped first aid kit on the premises. There is a First Aid/CPR chart in the kitchen. The Station Manager, Angie Vaughan, is 104.1 CHY FM's accredited first aid officer. For any major accident or injury, please call Triple 0 and ask for Ambulance.
- 4.5. If, at any time, you do not feel safe within the building or Station, witness any strange conduct, activity or behaviour in the immediate area, contact the Station Manager or ring Triple 0 and ask for Police.

## 5. 104.1 CHY FM Code of Conduct

- 5.1. All Administration staff, Board Members and Volunteers must treat each other with kindness, respect and courtesy. Harassment and bullying of any kind will not be tolerated and will be dealt with swiftly and may result in suspension and/or dismissal.
- 5.2. All Volunteers presenting shows must be at the Station at least 30 minutes before the commencement of your shift. This ensures a smooth handover from the last program, show preparation, vocal warm-ups and meeting with the Station Manager.
- 5.3. All on-air volunteers must arrive with their own headphones, mic sock and completed program runsheet.
- 5.4. Attire. As 104.1 CHY FM is considered a worksite and a workplace, closed shoes must be worn at all times by everyone entering the Station. Thongs, sandals, open shoes, socks and bare feet are not allowed. Clothing with rude or offensive designs, slogans, words, or political statements is also inappropriate to wear while you are at the Station or representing the Station. Please ensure you have dressed appropriately, sponsors and station stakeholders could arrive at any time.
- 5.5. Suppose you are unable to deliver your allocated shift. In that case, it is your responsibility to let the Station Manager know as soon as possible by calling 02 6651 1104 (leaving a message if no one answers). You can also email the Station Manager at [manager@chyfm.org.au](mailto:manager@chyfm.org.au).

Remember, it is unfair, disrespectful and discourteous to not advise or to phone or email your absence at the last minute, especially if you know you will be unavailable for your shift days or even weeks in advance. It is your responsibility to check the program roster every time you are at the Station. Two (2) no shows will result in your suspended program, three (3) no shows, and you will be removed from the program roster.

- 5.6. 104.1 CHY FM broadcasts 24 hours a day, seven days a week – even during school holidays. Therefore, volunteer announcers must advise the Station Manager if you are going on holidays and not doing your shift, as noted above.
- 5.7. If you have a permanent allocated shift and wish to change the date, time or relinquish it, you must inform the Station Manager in writing, giving a minimum of two weeks notice.
- 5.8. All Volunteers MUST NOT broadcast either verbally or online any material of a nature not complementary to the Station's positive youth culture and philosophy. This includes bad language, negative comments about local businesses and sponsors, school teachers, playlist, fellow volunteer announcers, 104.1 CHY FM Board and Administration staff, and other Station volunteers and parents/guardians/carers.
- 5.9. It is Station policy not to censor art. However, because 104.1 CHY FM identifies as a youth-focused station, playing music with swearing, foul or derogatory language is not permitted. If you are unsure, please contact the Station Manager to discuss.
- 5.10. A list of Emergency contact numbers and emails is displayed on the wall of Studios 1 and 2 and are for TECHNICAL EMERGENCIES ONLY. All other issues are to be dealt with during Administration Office hours.

## 6. Duty Of Care

- 6.1. 104. CHY FM Management is responsible for all persons on the premises until they arrive at their next intended destination. All Volunteer presenters – especially those with shifts beginning and/or ending after normal office administration hours - must ensure that you have sufficient and reliable transport to and from the Station before and after each shift. Station Management will not allow volunteers, especially those under the age of 18, to walk home, get public transport, taxi or Uber after dark or without written permission from parents/guardians/carers. Station management must have confirmation of these transportation methods of all Volunteers and emergency contingencies. Notification of any changes in transport contingencies must be made in writing in advance to the Station Manager.
- 6.2. It is of the utmost importance and the duty of 104.1 CHY FM Management to ensure that you feel safe, included and welcome within our premises. If you do not feel this way, please contact the Station Manager immediately.
- 6.3. Our Duty Of Care includes adhering to your privacy and confidentiality. However, the Station must have on record clear, up-to-date personal information in case of an emergency. 104.1 CHYFM Management must

know of any medical conditions, allergies, carried medications, emergency procedures and contacts of each and every person that is part of our Volunteer crew, especially those under the age of 18.

- 6.4. Working With Children Check. All 104.1 CHY FM Administration, Training staff and Mentors hold current Working With Children Checks. 104.1 CHY FM also requires that all Volunteers over the age of 18 must also obtain a Working With Children Check. The Working With Children Check for Volunteers is free and can be obtained online at <https://www.service.nsw.gov.au/transaction/apply-working-children-check>

## 7. On-air Requirements, Rules and Regulations

- 7.1. All announcers must have and supply their own headphones. Please arrange this with the Station Manager or Production Coordinator if you require headphones for guests and interviewees. Any borrowed headphones must be returned at the completion of your shift. In future, all announcers will also have to bring an adapter for their headphones. These are available from Jaycar and also the Station Manager (\$3.00). Again, check with the Station Manager on this requirement.
- 7.2. All announcers must have and supply their own mic socks. These can be purchased from the Station Manager for \$5.00. You will also have to provide these to guests coming into the studio.
- 7.3. All sponsorship announcements, sponsor messages and community service announcements (CSAs) **MUST** be played as they appear on the log.
- 7.4. Volunteer announcers must play the music according to the Simian log. If you want to play something of your own preference, please obtain permission to do so from the Station Manager or Production Coordinator at least one week in advance of your intended broadcast. Personal choice songs must be entered into the Simian log and not played off CD or via computer connection (YouTube, Spotify, etc.).
- 7.5. All volunteer announcers must prepare program rundowns. Program rundowns are essential, and you must include the music you play if it is not as listed on the Simian log. Completed copies of program rundowns must be supplied to the Station Manager at the completion of your shift.
- 7.6. Only two (2) announcers are permitted in the main studio whilst on-air. However, allowances can be made if a program producer is required.
- 7.7. Interviewees are also limited to one (1) only at any given time during your shift. Contact the Station Manager for approval before inviting interviewees and guests. Interviews can be done as pre-records. To book studio time for this, please contact the Station Manager or Production Coordinator. And you must provide mic socks for each of your guests.

**PLEASE NOTE: During CoVid-19 social distancing conditions, only three (3) people are allowed at any one time in the main studio.**

- 7.8. The use of the Station's telephone for personal calls is to be kept to emergencies or to call your parents/guardians/carers only. The phone bill for the Station is a significant running cost, and all calls are monitored. Anyone found using the Station's telephone for use other than approved will result in disciplinary action.
- 7.9. The Internet is to be used for research purposes only. DO NOT under any circumstances download programs including MSN, games, apps onto any of the Station's computers. USB keys and USB hubs are strictly forbidden for all CHY FM computers – USB keys and hubs can harbour viruses and Trojans and can jeopardise the entire operation of the Station and music system. Abuse of the Internet, including accessing inappropriate sites and logging into gaming sites, will result in disciplinary action.
- 7.10. Volunteer Announcers Administration staff and their families are not eligible to enter Station competitions. It is important to the Station's credibility and integrity and our obligation within the law to conduct competitions that the Station is seen in every way to be open, fair and honest. Anyone found in breach of this will result in disciplinary action.
- 7.11. Announcers are not to put phone calls to air. Any calls taken during your shift must remain between you and the caller.  
If you are harassed by a caller to the Station,
  - Remain calm and polite

- If they have a complaint or suggestion, tell them to write a letter to the Station Manager at PO Box 4133, Coffs Harbour Jetty, NSW 2450
  - If they continue to harass you, do not engage in any further conversation, hang up, and do not continue to answer the phone. If you feel unsafe, call the Police on Triple 0 and report the issue.
- 7.12. Volunteer announcers cannot present programs on other radio stations – community or commercial – either in-studio or online. This contravenes community broadcasting regulations and station policy. Volunteer announcers found broadcasting on other stations, either studio or online, will have their 104.1 CHY FM program cancelled.
- 7.13. Recording of any programs is not permitted. If you want to obtain the aircheck of your program – which must be for your own personal use and NOT for re-broadcasting on any medium, please ask for this in writing to the Station Manager.
- 7.14. Programs that are broadcast on 104.1 CHY FM are copywritten to the Station. NO part of any program broadcast on 104.1 CHY FM can be played or replayed on any other medium, including podcasts, Facebook, Instagram, etc., without written permission from Station Management. This is not only in breach of these terms and condition, but it is also the theft of intellectual property. More seriously, this is classified as re-broadcasting, and the Station does not have permission or the license to do this. Breaches of this incur serious fines.
- 7.15. Livestreaming is not allowed from station premises or studios. 104.1 CHY FM does not have the licenses required to do this at this time. The Station will be heavily fined for breaches of this.
- 7.16. Podcasting. Please discuss your podcast ideas with Station Management to ensure they are within community broadcasting regulations and station policy.

## 8. Contact, Incident Reporting, Feedback and Complaint Procedures

- 8.1. Business hours for the Station are from 10 am to 5 pm Monday to Friday. To discuss business or Station issues, you can contact the Station by calling 02 6651 1104 or alternatively emailing the Station Manager at [manager@chyfm.org.au](mailto:manager@chyfm.org.au).
- 8.2. If you wish to report an incident or have a complaint, please put it in writing, in a letter or email, to the Station Manager. The Station Manager will discuss this with you and seek a suitable course of action. If the Station Manager concludes that the issue is to be taken to a higher review board, it will then be presented to the 104.1 CHY FM Board for review and action.
- 8.3. If you feel the matter or issue warrants a higher level of hearing, you can write directly to the 104.1 CHY FM Board at PO Box 4133, Coffs Harbour Jetty, NSW 2450.
- 8.4. All incidents deemed to be of risk will be reported by Station Management to the Police.

## 9. Procedure for Disciplinary Action and Dismissal of Volunteers

Volunteers are an invaluable resource to 104.1 CHY FM, and our primary aim is to encourage and support their contribution to our Station. However, it is also recognised that there may be times when a volunteer needs to be counselled, disciplined and perhaps, dismissed.

We undertake to handle such situations professionally, ensuring communication between our Station and the volunteer is clear, fair, objective and remains within our policy outlined below.

Throughout the process, our Board will reflect in its own operations and those of the Station and consider circumstances, actions, and behaviour leading to the situation.

Any disciplinary action concerning anyone under the age of 18 will be conducted through the parents/guardians/carers.

### Procedures for Disciplinary Action

1. The procedure for disciplinary action is a three-step process that includes:
  - a. A first formal notice in writing



- b. A second formal notice in writing
  - c. Notice to the volunteer of dismissal from duties
- 2. For issues that are considered minor, a conversation with the volunteer may be appropriate. However, this will not be considered part of the formal disciplinary action (although it may be referred to in later action)
- 3. The written notice will include details of the issue and, where feasible, evidence. For example, in a case where a complaint has instigated the disciplinary measure, it may be appropriate to include a copy (with identification removed) or extract of the complaint.
- 4. Further disciplinary actions, such as suspension of volunteer duties for a period of time may also be appropriate. In such cases, these actions will be as a formal notice in writing.
- 5. Every effort will be taken to ensure that notice of disciplinary measure, whether formal or informal, will be given at the appropriate time, e.g. not immediately prior to or during a broadcast.
- 6. Notice of disciplinary measure will be given by the Station Manager and Board Chair.
- 7. Volunteers will be provided with an appeal against the action. This may take the form of a meeting with the Station Manager and Board Chair.
- 8. If the volunteer is under the age of 18, they must bring a parent/guardian/carer to any such meeting
- 9. Should an appeal result in a change of disciplinary action or its removal, this is to be confirmed in writing to the volunteer (and parent/guardian/carer).
- 10. Conduct that may lead to disciplinary action includes, but is not limited to:
  - a. Poor timekeeping and unreliability
  - b. Not following pre-existing Station rules and regulations, including program policies and program briefs
  - c. Engaging in acts or broadcasts which may breach the Codes
  - d. Engaging in broadcasts may lead to a breach of other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright, or defamation laws.
  - e. Inappropriate handling or use of station equipment or other property
  - f. Rudeness or hostility towards other volunteers or staff members
  - g. Intoxication through alcohol or other substances during work/volunteer hours
  - h. Publicity bringing 104.1 CHY FM into disrepute
- 11. Conduct that may be classed as gross misconduct may include but is not limited to:
  - a. Verbal or physical harassment, accusation or slander of the Station, other volunteers, employees, members or guests of 104.1 CHY FM, particularly in respect of age, race, sex, religion, business operations and Station confidential material
  - b. Wilful damage, extortion, fraud or theft of property belonging to 104.1 CHY FM or another volunteer, employee, member or guest of 104.1 CHY FM.
  - c. Falsification of any of the organisations records for personal gain
  - d. Commercial misrepresentation of 104.1 CHY FM.

Breaches of gross misconduct will be met with swift and immediate disciplinary action and dismissal from the Station. In addition, these incidents will be reported and filed with local Police.