

FM 91.1)



Broadcast Application Kit



Ethnic Broadcasters Council
of the ACT and surrounding Districts Inc.
PO BOX 3882
WESTON ACT 2611

ABN 43 178 039 578

February 2007

To Whom It May Concern:

Thank you for your recent inquiry for application of broadcasting on Canberra Multicultural Service (CMS) Community Radio FM 91.1 MHz.

Please find enclosed the following forms and information required to complete your application.

Please return these completed forms to our office for processing

- Broadcast Application Form (2 Pages)
- Broadcasters Detail (4 Pages)

As well

- A copy of Certificate of Incorporation of your supporting association
- Support Letter from your supporting Organisation

Please keep these Documents

- Constitution and EBC Policy and Procedures Manual
- Welcome on Board...
- Code of Practice
- CMS Timetable

You may also visit our Website:

www.cmsradio.org.au

If you have any questions please do not hesitate to contact our office

Respectfully yours,

Werner Albrecht
President EBC

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Canberra Multicultural Service
Community Radio

Welcome on Board...

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This handbook introduces you to the objectives, structures, rules and procedures adopted by Canberra Multicultural Service.

While we try to anticipate some of your questions, please don't hesitate to ask anyone of your colleagues to tell you more about how we (and that now includes *you*) do things at our community radio station – CMS.

Our goals

Canberra Multicultural Service (CMS) is a broadcasting service for and by Canberra's ethnic communities. Canberra is home to about 200 identifiable ethnic and cultural groups. No less than 45,000 people live in households where another language alongside English is used.

The key objectives of CMS are:

- serving Canberra's multilingual community through radio, providing them with information and entertainment in the languages they are most comfortable with
- offer access to no less than 50 local language groups
- achieving **Relevance, Quality and Harmony**

CMS is committed to

- staying in touch with the ethnic communities served by us
- ongoing training in all aspects of program making and management
- participation by, and cooperation among, ethnic community broadcasters
- the code of ethics adopted by community broadcasters around Australia: non-profit making, access for a diversity of views and opinions, rejection of any form of discrimination, and supporting Australian talent.

Our History

Where we've come from

The Ethnic Broadcasters Council of the ACT and Surrounding Districts Inc. (EBC) was incorporated in 1977 and has ever since promoted the interests of ethnic broadcasting for and by the ethnic communities in Canberra.

The EBC is responsible for running Canberra Multicultural Service (CMS), which is now operating on a full time Community Broadcasting Licence 24 hours per day, 7 days per week. CMS is managed cooperatively by the language programs using its facilities.

The Australian Broadcasting Authority (ABA) awarded CMS the full time community licence to operate full time from 15th July 2000. We are now offering a permanent, full-time community radio service.

Sardines in a tin?

For many years ethnic broadcasting in the ACT depended on access through Radio 2XX. At its height in the late 1980s, this type of broadcasting involved 35 languages crowded into 14 hours a week. Clearly that situation, more like sardines in a tin, could never be expected to meet the total demand for local ethnic broadcasting.

Since 1993, the EBC has been on the air on a regular basis. At one blow, we doubled the hours available to ethnic language broadcasters. By now we are broadcasting in 28 languages; our target is at least 50 languages. In addition we are pioneering new forms of multilingual youth programs as well as bilingual programs. We are also providing ethnic affairs programs in English to keep the broader Canberra community informed about multicultural issues. And we have pioneered new forms of international music programming in Canberra.



ETHNIC BROADCASTERS COUNCIL

of the A.C.T. and Surrounding Districts Inc.

How does the EBC work?

Canberra Multicultural Service is operated by the Ethnic Broadcasters Council of the ACT and Surrounding Districts Inc. - this is our official name but we are commonly called **EBC**.

All language communities in the Canberra region are encouraged to join the EBC. The emphasis is on *language* communities. However, we also welcome other forms of multicultural programming.

Broadcast groups

A language group joins the EBC as a full member. Whether this happens through support by a major community organisation or by a radio committee broadly representative of the language community, is an internal matter of groups.

We also have other forms of membership. These associate members, while they broadcast with us during agreed times, do not have the same voting rights as full members.

Participation

By joining the EBC as a full member, your group becomes a stakeholder in CMS. Once a member, you are full member. There are no privileges for “older” members. But you must be a financial member and prepared to accept joint decision making and contribute actively to the running of the station.

The regular general meetings of the EBC act as a forum for feedback, discussion and policy directions. Resolutions are voted on. The executive of the EBC is elected at the Annual General Meeting and implements the policies and priorities set by EBC members.

National network

The EBC is a member of the National Ethnic and Multicultural Broadcasters Council Inc (NEMBC) and Community Broadcasters Association of Australia (CBAA). Through the NEMBC & CBAA we are linked with more than 300 stations around Australia that broadcast ethnic languages programs. Currently, the community broadcast sector produces many hours of programs a week, reaching 7 million listeners all over Australia.

We are not affiliated with the Special Broadcasting Service. SBS Radio is produced in Melbourne or Sydney and concentrates on a different style of broadcasting.

Volunteers and cooperation

CMS is a fully cooperative venture. We cannot afford to employ fulltime staff. We help each other to get to air but we expect every member to play an active part in all aspects of the station's life. It is not good enough for a language group to use the facilities of the station and not give something back - **we are not public transport. Free riders are not welcome.**

Your duties

Your duties as a member of the EBC include keeping your membership up to date, attending meetings, voting on policy issues, keeping your community informed about the activities of the EBC, letting the EBC Office know any changes in your address, phone numbers; and if there is a change in your representatives to the EBC or members of your broadcasting team.

How you can contribute...

You can contribute to the EBC and CMS through

- offering to come in for shifts to man the studio during international music time
- assisting with the production of messages and announcements
- helping to make improvements to the station
- keeping the station clean and tidy
- taking out the rubbish bag to the hopper at the front of the building
- helping with office work
- taking part in fundraising activities
- being a member of the CMS team
- having a sense of good humour...

Insurance

While you are active for the station, you are covered by a general public insurance policy taken out by CMS. Please sign your name in the log book whenever you are at the station. This may become important in insurance matters.

Let us have your constructive comments on how to make things better.

CMS will be as good as *YOU* make it.

How are we funded?

Community Broadcasting Foundation (CBF)

Our funding comes from various sources. The major source at present is the ethnic program subsidy received through the Community Broadcasting Foundation. This is money allocated by the Federal Government for ethnic language broadcasting around Australia. The subsidy varies; at currently it is between \$30 and \$40 per hour broadcast. The CBF subsidy is, however, tied to conditions (see below).

Sponsorship

Individual programs are able to negotiate sponsorship (but not advertising) for their program. Concerning the money they raise, it is for program groups to spend it on radio program materials as they decide.

Information campaigns

From time to time, the EBC will negotiate with government departments or companies to run information campaigns. Your program may be requested to put to air agreed announcements. The fees attracted by the station will be credited back to participating programs. Please, always play your part - if your program does not put to air the agreed message your group may be charged for the lost revenue.

Other fundraising activities

CMS organises other fundraising activities such as radiothons or cultural evenings. Please be prepared to do your bit to ensure that these events are a success.

What do we do with the money received?

- We offer access to Canberra's ethnic language communities
- We put to air innovative youth programs
- We produce and/or rebroadcast information programs on multicultural issues in English
- We provide information through multilingual messages throughout the day
- We add an international dimension to music heard on radio in Canberra
- We are investing in new equipment, new facilities, and we are getting prepared for new forms of broadcasting such as digital radio and web-casting through the Internet.

<p>CMS is operated and owned by Canberra's ethnic communities through the Ethnic Broadcasters Council of the ACT and Surrounding Districts Inc.</p>
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How to find and join us

Frequency

We are currently broadcasting on FM 91.1 under a 24 Hour per day/ 7 day per week Community Broadcasting License.

Where to find us

The CMS studios are located at level 2A in the Grant Cameron Community Centre, 27 Mulley Street, Holder. During business hours, when the automatic doors are open (9.00am to 5.00pm), access to the studios is either by taking the lift to level 2A, or climbing up the stairs, and following the signs marked 'CMS Community Radio'.

Arrangements to get to the studios outside normal working hours must be made with the management of CMS. You need an access card to the front door of the building and a key for the entrance to the station.

Internet

We have our own website

www.cmsradio.org.au

Joining CMS Community Radio

To be eligible to broadcast through CMS, your group must be a member of the EBC. Once your group has been endorsed as a broadcaster on CMS Community Radio, a membership form will be given to you. Currently membership of the EBC is \$50 per annum, this includes membership of the national umbrella body, the National Ethnic and Multicultural Broadcasters Council. A copy of the membership application is attached.

Contract to broadcast

After joining the EBC you will have to sign a 'Contract to Broadcast' form. Among other things, your group undertakes to follow the rules, guidelines and policies of the EBC, and that you are aware of your legal responsibilities under the Broadcasting Services Act.

Cost to Broadcast

Broadcasting fees are set by the EBC at general meetings. Basically we try to make it possible for all groups to have access at affordable rates. Our cost structure may vary over time – depending on the level of the Community Broadcasting Foundation subsidy or other support attracted by us. For more details contact our Office

Air time

Program times are allocated by the EBC and as air time becomes available. Regard is given to the needs for all broadcasting groups to have reasonable "windows" to service their communities. Major reviews of the allocation air time take place; however, as long as broadcast groups meet their obligations towards the station, they can reasonably expect to utilise established time slots.

Training, training...

The objectives of CMS are **relevance, quality and harmony**. Training is one of the best ways of all of us reaching these goals together.

Training is about presenting programs that will make your listeners want to tune in time and time again. Always remember that once listeners turn your program off, you'll probably never get them back.

We offer various types of training. There is the stop-gap training to help you and your group to get to air within a reasonable time frame. However, the EBC has a policy of expecting all groups to have undergone training available through the Radio Training Project.

If you've had previous experience, the training coordinators will assess any further training needs.

Don't hesitate to discuss training for your group. Contact numbers are found on the notice board.

Feedback

Always look for feedback from your listeners. A further important avenue to improvement and quality is asking for feedback from your colleagues. Please don't be shy to help your colleagues to make even better programs; and be prepared to accept constructive comments.

So you're about to start broadcasting on CMS...

Preparation

Before your group can broadcast with CMS you will have to demonstrate that you have a pool of experience covering all aspects of program making and presentation. This includes

- Knowledge of the broadcasting law and standards, and being familiar with your responsibilities while on air
- Understanding community broadcasting
- Choosing an appropriate format
- Program presentation skills (scripting, voice; interviews; news editing...)
- Being able to handle the technical equipment (particularly the panel)
- Knowing how and when to play promotions.
- Before going to air, your group may be asked to prepare a demonstration program.

Editorial policy

CMS does not impose any specific requirements on the content and nature of your program. Most programs go to air live and have adopted a "magazine" format, but you can choose your own format.

You must at all times remember the context: the Broadcasting Services Act, the Code of Ethics adopted by the community broadcasting sector, the expectations of your audience. And please always be conscious of the goals of CMS – **relevance, quality and harmony**.

CBF guidelines

Also if your program receives funding from the Community Broadcasting Foundation you must meet guidelines such as:

- Acknowledging such funding with an on-air announcement
- Keeping the music content to less than 50%; the CBF funding is for providing an information service and cultural maintenance
- The bulk of your spoken program must normally be in a language other than English
- Religious content must not exceed 25% of the spoken word in your program.

Your programs are monitored to see if they follow these guidelines. The station may be asked to send it to the Community Broadcasting Foundation. (the station is recording all programs automatically and keeps them for at least 6 weeks)

Station etiquette

The bottom line is that we all share the station and should treat it with care. We should always take regard to our colleagues – because in the end that means that you will get a fair run.

- Do you look at the notice board to see what is happening? People put notices up to be read – not just for pretty effects.
- Have you registered your presence in the station log book? This is required for insurance purposes.
- If you're pre-recording a program, have you booked the studio?
- Do you help to keep the station tidy in appearance? Or do you leave your materials and old papers, dirty cups and glasses behind? Who do you think will come and tidy up after you?
- Do you add something to the station or are you always depending on others?

In the studio...

- Would you want to walk into a messy studio?
- Would you like to be on air only to find out, some equipment doesn't work because it has been wrecked -- Perhaps because someone has spilled drink all over the panel?
- Would you like your colleagues to stop you from coming into the on-air studio in good time so that you can't settle in comfortably and concentrate on your program?
- How do you feel if your colleagues ignore your program and don't tell anybody that you're on the air next up?
- Would you like other people to make so much noise that you can't go on with your program?

Self-help

In order to keep costs down at CMS, you will be expected to contribute and exercise self-help:

- Bring your own headphones – if you have studio guests bring spare ones for them
- If you play vinyl records, bring your own needle or cartridge (ask for needle order numbers)
- If you make a phone call – either pay for the local call by putting money in the jar, or with long-distance calls use phonecards
- If you want to make photocopies, be sure to bring enough 10 cent pieces
- Out-of-Hours Alarm: if you, or your visitors, trigger the building alarm and security has to attend, you may be billed for any costs arising. Make sure you're know security procedures.

If you think something needs improving at the station, please take the initiative. Talk to your colleagues or start taking some practical action.

Communication within CMS

- Attending general council meetings will keep you informed about developments and policy directions
- Read the notice boards and other notices displayed at the station
- Look inside your group's pigeon hole
- Leave messages for the Executive committee in the locked mailbox
- If you have messages, put them up on the notice boards or put announcements in the broadcasters pigeon holes
- Ask fellow broadcasters, or why not ring members of the EBC executive?
- Note also the log book and the feedback book. If you have some comments, or have received a message from listeners, why not write it down in the comments book?

If you cannot make it on time for your program, contact the previous program as soon as possible and suggest how they might best deal with your temporary absence. Remember, the problem is yours, not that of your fellow broadcasters. Having a back-up program ready is a good idea.

Can my program be taken off air?

Yes – if any member of your broadcast team should

- Break the broadcast law (or common law)
- Deliberately infringe the Code of Ethics adopted by the community broadcasting sector
- Break the contract to broadcast which your group signed before it went to air
- Eat or drink in the studios, endangering the equipment
- Smoke in the building or in the studio
- Interfere with or maltreat equipment

Or if your broadcast group should

- Fall into arrears with payments of broadcasting fees and has made no arrangements to catch up with payments
- Lose broad community support
- Fail consistently to participate in station activities such as Council meetings, radiothons, general community information campaigns, working bees etc.
- Not adhere to CBF guidelines or pay the broadcast fees (if any)

Remember you are responsible for your guests. Make sure that they respect station etiquette. Above all make sure they do not interfere with any equipment.

You can register a protest against being taken off air. A dispute procedure will be followed, this involves the Executive or the General Council of the EBC.

Emergency procedures

Personal safety

- If you should be on your own in the studios, it is a good idea to lock the door. Report any suspicious behaviour initially to security and/or members of the EBC executive.
- If you should feel threatened, ring security or the police.

Fire

- If the fire alarm goes off, listen to instructions coming from the loudspeaker outside the station. There is a fire extinguisher in the office area – for electrical fires only. If there should be a fire call the Fire Brigade.

Technical problems

- If you detect any problems in the studio, don't try to fix them yourself – contact the Executive committee

The current phone numbers for these people should be listed on the Notice Board.

You're running late...

- If you can't make it to the station on time, let the program in front of you know as soon as possible.
- Have you made a standby program, which could go to air as a stop-gap measure? Can your colleagues find it easily?

To help your colleagues, be familiar with where to find and how to play standby minidisks, or to put CD players on play-repeat. It's a good idea to play something that generally fits in with the time slot that you're covering.

Access to the Station – Some practicalities

We are located inside the Grant Cameron Community Centre. Access during normal office hours should be no problem, just walk up to Level 2A. However, **outside** these hours some special procedures apply:

- Every group broadcasting should have two access cards and keys. The Access card is for entering the building through the front door. The key is for access to the station. These keys are security items and must not be copied.
- The key will normally give you access to the station. But on weekends and on some other occasions you may have to know the code to punch into the digital lock on the station door. Ask for the code. This code is changed from time to time – so make sure you have the current access number.
- When you leave the station, and you're the last one to leave the station, make sure that you switch off the light.

Frequently asked Questions and Answers:

Can I change my time slot and can I have more than one time slot

Yes you fill out the Form

Can I get access to the office or am I confined to the studio

No, access to the office is restricted to office bearers and staff

What is the procedure for the telephone for making calls and for receiving calls

The Studio Phonelines are restricted to local access. However If you wish to make STD or International calls please use a phone card (eg available in Newsagency)

Do I use the answering machine

No

What is the procedure for using the computers ? What is the procedure for the Internet

You may use the computers in Studio 1,2,3 and the Hallway. All these computers are connected to the Internet. You may use your own Floppy disk or USB Memory stick.

What is the procedure for the use of the Printer?

The printer is connected to the network, you may sent a print job from any computer. You have to provide your own paper

What is the procedure for the use of photocopier

Generally, the photocopier is for station business. Please do not abuse the photocopier -- having to fix it, costs us all a lot of money.

You have to pay for each photo copy, please use the coinbox (10cents each) feed one coin for each copy at the time

How many people can I bring into the studio

Only involved Broadcasters or guests, you are fully responsible for all guests. Please leave children at home or an adult (not involved with broadcasting) must supervise them 100% of the time

Can I file/store equipment, paper, musical recordings in the studio

Yes, there are lockers provided at the corridor, the pigeon hole is for mail and information and not for storage purposes.

What you can do to broadcast and be station support

Broadcasters duties in the studio

- be involved in the station activities
- talk to other programs before/after your concerning handover
- play station IDs, messages, current campaigns

Keep improving your skills

- technical (panel, editing)
- program - scripting, producing, presenting
- legal responsibility

Keep in touch with your listeners

How to find out who are the members and their contact

Requirements to Broadcast

- Community support
- Belong to an community body
- Prove financial support from your community

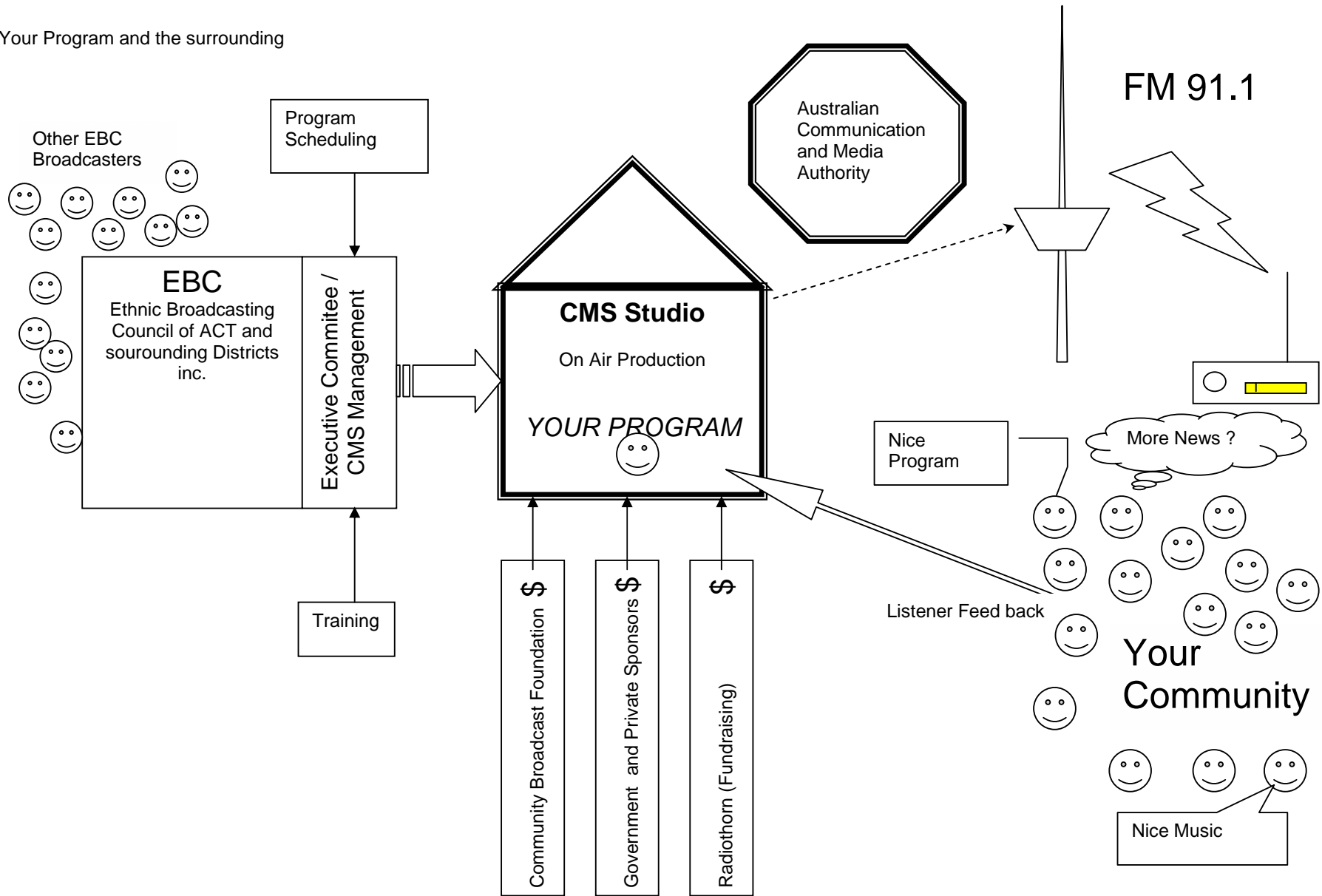
What is the procedure for an equipment breakdown-

Report it immediately to the executive committee

What is the fire drill

Arek Fabjanowski is the Firewarden, in a emergency situation (or fire drill) you must obey his instructions

Your Program and the surrounding



Timetable 2007

CANBERRA MULTICULTURAL SERVICE (1CMS) Community Radio FM 91.1 MHz Stereo

Studio Ph 6287 4347 / 6287 5591

Office 6287 7058 FAX: 6287 4348

P.O.Box 3882 WESTON ACT 2611 27 Mulley Street HOLDER ACT 2611

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Time
06.00-07.00	<i>Int. satellite program</i>	<i>Int. satellite program</i>	<i>Int. satellite program</i>	<i>Int. satellite program</i>	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Samoan	6-7am
07.00-08.00	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Samoan	German	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Samoan	7-8am
08.00-09.00	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Samoan	German	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Samoan	8-9am
09.00-10.00	<i>Int. satellite program</i>	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Comm@Work *-9.45	Tongan	Thai	Samoan	9-10am
10.00-11.00	<i>Int. satellite program</i>	Slovenian	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Tongan	Thai	Hindi(Fiji)	10-11am
11.00-12.00	<i>Int. satellite program</i>	Slovenian	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Tongan	Tamil	Tamil Youth	11-12am
12.00-13.00	NIRS* Aboriginal (English)	NIRS* Aboriginal (English)	NIRS* Aboriginal (English)	NIRS* Aboriginal (English)	NIRS* Aboriginal (English)	Macedonian	Slovenian	12- 1pm
13.00-14.00						Mandarin	Motu/Pigin (PNG)	1- 2pm
14.00-15.00	<i>International Bouquet</i>	<i>Int. satellite program</i>	Farsi (Iran)	<i>Int. satellite program</i>	<i>International Bouquet</i>	Mandarin	Farsi (Iran)	2- 3 pm
15.00-16.00		<i>Int. satellite program</i>	Farsi (Iran)	<i>Int. satellite program</i>		Cantonese	Urdu	3- 4 pm
16.00-17.00	Flemish (Belgium)	Chinese	French (Telopea) ¹	Sudanese	Sudanese	Cantonese	Indonesian	4-5pm
17.00-18.00	Swiss-German	Italian	French	Motu/Pigin (PNG)	Laos	Serbian	Indonesian	5-6pm
18.00-19.00	Swiss-German	Urdu	Womens Program*	Motu/Pigin (PNG)	Bosnian	Serbian	Tongan	6-7pm
19.00-20.00	Polish	Hindi	Slovenian	Sinhalese	Bosnian	Sri Lanka (Youth)	Tongan	7-8pm
20.00-21.00	Croatian	German	Croatian	Tamil	Greek	Greek (Cyprus)	Tongan	8-9pm
21.00-22.00	Spanish (Chile)	German	Spanish	Pigin (PNG)	Greek	Greek (Cyprus)	Polish	9-10pm
22.00-23.00	Youth HOT91*	Chinese Youth	Spanish	<i>Int. satellite program</i>	Greek	Greek (Cyprus)	Youth Program*	10-11pm
23.00-24.00	Youth HOT91*	Chinese Youth	<i>Int. satellite program</i>	<i>Int. satellite program</i>	Greek	Greek (Cyprus)	Youth Program*	11-12pm
00.00-06.00	<i>International satellite program</i>	<i>International satellite program</i>	<i>International satellite program</i>	<i>International satellite program</i>	<i>International satellite program</i>	<i>International satellite program</i>	<i>International satellite program</i>	12pm-6am

* Programs in english Language

French (Telopea)¹ Youth program Telopea Park School from 1600-1630 (French)

Website: www.cmsradio.org.au

NIRS National Indegeous Radio Service (Satellite Network, in English)
 Satellite programs Deutsche Welle (in various Languages incl English) or RFI (Radio France International) or NIRS Program

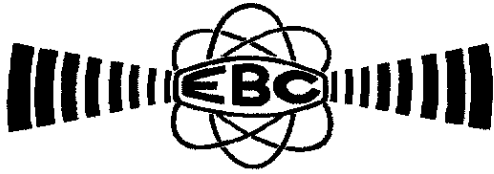
Note: ethnic programs are indicated **as language only** and not with their actual program name



Ethnic Broadcasters' Council

Constitution

Policy and Procedures Manual



CONSTITUTION

1. NAME

The name of the Association (hereinafter called the EBC) shall be the Ethnic Broadcasters Council of the ACT and Surrounding Districts Inc.

2. OBJECTS

The objects of the Association shall be all or any of the following:

- a) to develop, encourage and distribute electronic media programs for ethnic communities;
- b) to promote multicultural and intercultural activities and exhibitions;
- c) to encourage the members of the EBC to participate and cultivate understanding between all Australian citizens and residents;
- d) to apply for a broadcasting license; should this be desirable, subject to ratification by a general meeting
- e) to manage a broadcasting station, where a broadcasting license is obtained, and to transmit programs for and/or on behalf of ethnic communities within the provisions of the Broadcasting and Television Act 1942 and in accordance with the code of ethics for public broadcasters as defined by the Community Broadcasting Association of Australia.

3. POWERS

For the purpose of effecting its objects, the EBC shall have the following powers:

- a) to acquire, equip, maintain, conduct and arrange on an access basis, broadcasting studio and premises for ethnic communities and other multicultural groups;
- b) to purchase, take on lease or in exchange, hire or otherwise acquire, any lands, buildings, easements or property, real and personal, and any rights or privileges; provided that in case the EBC shall take or hold any property which may be subject to any trust the EBC shall only deal with the same in such manner as is allowed by law having regard to such trusts;
- c) to raise, borrow, invest, donate, expend, lend or advance funds;
- d) to construct, improve, maintain, develop, manage, alter or control, any houses, buildings, premises, grounds, works or conveniences;

- e) to sell, improve, manage, exchange, lease, dispose of, turn to account or otherwise deal with all or any part of the property and rights of the EBC;
- f) to take or hold mortgages, liens or charges, to secure payment of the purchase price, or any unpaid balance of the purchase price, or any part of the property or whatsoever kind sold by the EBC or any money due to the EBC from purchasers and others;
- g) to take any gift of property whether subject to any special trust or not, but subject always, to the proviso in sub-rule 2;
- h) to remunerate any person or body corporate for services rendered or to be rendered;
- i) to draw, make accept, endorse, discount, execute and issue promissory notes, bills of exchange, bills of lading, and other negotiable or transferable instruments;
- j) to take such steps by personal or written appeals, public meetings or otherwise, as may from time to time be deemed expedient for the purpose of procuring contributions to the funds of the EBC by way of donations, annual subscriptions or otherwise;
- k) to print and publish any newspapers, periodicals, books or leaflets that the EBC may think desirable for the promotion of its objects;
- l) to buy, sell, and deal in all kinds of articles, commodities and provisions for members of the EBC or persons frequenting the EBC's premises;
- m) to amalgamate with, subscribe to, or become member of, any other organisation, club, or organisation, whether incorporated or not, whose objects are altogether or in part similar to those of the EBC'
- n) to enter into any arrangements with any Government or authority that are incidental or conducive to the attainment of the objects and the exercise of the powers of the EBC;
- o) to administer and implement the ratified and accepted arbitration procedure when called upon by the station manager or after formal approach by a complainant;
- p) to take a producer/broadcaster off air after a serious breach of conditions not covered by rule (8); the EBC must call a special general meeting where a two third majority of all members may make such a decision;
- q) to do all such other things as are incidental or conducive to the attainment of the objects and the exercise of the powers of the EBC.

4. MEMBERSHIP

Only members of the EBC with a valid Contract to Broadcast have access to broadcasting time and other facilities.

5.
 - a) An ethnic community seeking air time to broadcast an ethnic radio program and intending to comply with these rules, may apply for membership of the EBC. This also applies to Aboriginal communities.
 - b) For the purpose of this rule, an "ethnic community" is a community of persons who speak the same language (in addition to English) and/or who belong to the same origin, whether or not they also come from within the same national boundaries.
 - c) Arrangements between groups within the same ethnic community for the purpose of sharing broadcasting time and other facilities are matters internal to that community.
6.
 - a) Membership of the EBC may be available to a group of persons (whether belonging to the same community or not), who undertake to comply with these rules and who demonstrate, to the satisfaction of the executive committee of the EBC, their commitment and capacity to produce broadcasting programs of a multicultural nature either in English or a combination of English and some other community languages.
 - b) Associate membership of the EBC is also open to any individual with demonstrated interest in complying with the spirit and provisions of the rules of the Association. Such membership will carry a nominal membership fee to be determined by the Association and shall entitle the associate members to attend full council, general and special meetings with speaking rights.
 - c) Membership of the EBC is also open to formal corporate and non-incorporate organisations (other than ethnic communities) who support the spirit and provisions of these rules in form of an institutional membership.
7.
 - a) Any ethnic community having a radio program shall formally and in writing accredit two (2) delegates with full voting rights to the EBC. One of these delegates must be a current broadcaster of that community's program.
 - b) Any group regularly producing a multicultural program shall be entitled to accredit one voting member to the EBC.
 - c) Associate members shall have not voting rights.
 - d) Institutional members will be represented by one delegate with full voting rights.
8. An Applicant may be rejected or a member taken off air or loose membership if:
 - a) There are reasonable grounds to believe that the applicant/member would not abide by the rules and objectives of the association; or
 - b) Required by law; or
 - c) The applicant/member has been convicted of an indictable offence; or

- d) There are reasonable grounds to believe that the applicant/member would not abide by the Community Broadcasting Code of Practice; or
 - e) There are reasonable grounds to believe that the applicant/member would pose a security risk to the members, property or premises of the association.
- 9.** a) An ethnic community or group of persons or individual belong to an ethnic group whose application for membership has been rejected or a producer/broadcaster has been suspended, shall be notified within fourteen (14) days in writing giving the reasons for the decision and may lodge with the secretary written notice of their intention to appeal against the decision of the executive committee.
- b) The appeal shall be considered at a general meeting to be held not earlier than twenty-one (21) days and not later than thirty-one (31) days after service of the notice. At such meeting, the appellant shall be given the opportunity to fully present his case and the executive committee or those members thereof who rejected the appellant's application, shall likewise have the opportunity to present its or their case. The general meeting shall determine the appeal by a simple majority of votes and its decision shall be final.
- 10.** A member may resign from the EBC by giving notice in writing to the secretary. Such resignation shall take effect at the time such notice is received by the secretary, unless a later date is specified in the notice, when it shall take effect on that later date.

11. SUBSCRIPTION

- a) There shall be annual subscription fee for the three categories of the membership as determined by a two-thirds majority at an Annual General Meeting.
- b) The annual subscription fee shall be payable at such time and in such manner as determined from time to time by the executive committee.

12. EXECUTIVE COMMITTEE

The administration of the affairs of the EBC shall be managed by an executive committee, which shall consist of:

- a) President
- b) Vice President (two)
- c) Secretary and Assistant Secretary
- d) Honorary Treasurer
- e) Committee member (three)

- 13.** The executive committee shall be elected at the Annual General Meeting and shall hold office for twelve (12) months.

14. a) At the Annual General Meeting, all members of the executive committee for the time being, shall retire from office but shall be eligible, upon nomination, for re-election.
- b) The election of members of the executive committee shall take place in the following manner:
 - (i) Any two voting representatives shall be at liberty to nominate any other voting representative to serve on the executive committee.
 - (ii) The nomination, which shall be in writing and signed by the nominee and his proposer and seconder, shall be lodged with the secretary at least three (3) days before the Annual General Meeting.
 - (iii) Should, at the commencement of such meeting, there be insufficient number of candidates nominated, nominations may be taken from the floor at the meeting.

15. Any member of the executive committee may resign from the executive committee at any time, by giving notice in writing to the secretary, but such resignation shall take effect at the time such notice is received by the secretary, unless a later date is specified in the notice when it shall take effect on that later date or such member may be removed from office at a general meeting of the EBC, where that member shall be given the opportunity to fully present its case. The question of removal shall be determined by the vote of the members present at such a general meeting.

16. a) The executive committee shall have power at any time to appoint any member of the EBC to fill any casual vacancy on the executive committee until the next Annual General Meeting.
- b) The continuing members of the executive committee may act notwithstanding any casual vacancy in the executive committee but if and so long as their number is reduced below the number fixed by or pursuant to these rules as the necessary quorum of the executive committee, the continuing member or members may act for the purpose of increasing the number of members of the executive committee to that number or of summoning a general meeting of the EBC but for no other purpose.

17. a) Except as otherwise provided by these rules and subject to resolutions of the members of the EBC carried at any general meeting, the executive committee;
 - (i) shall have the general control and management of the administration of the affairs, property and funds of the EBC;
 - (ii) shall have authority to interpret the meaning of these rules and any matter relating to the EBC on which these rules are silent;

- (iii) shall appoint sub-committees which may include EBC members not serving on the executive. All sub-committees must be chaired by an executive member with the president holding ex-officio positions on all such committees. These committees must report and make proposals to the executive. Action on any proposal can only be taken after executive approval. Major decision must be ratified by full council.
 - (iv) shall co-opt members to the executive when necessary. Such co-options can only take place with the approval of two-thirds of the executive and must be reported to the next general meeting for ratification.
- b) The executive committee may exercise all the powers of the EBC as provided in Rule 3.

18. The executive committee shall meet at least six (6) times a year.

19. VOTING

Unless otherwise provided, voting shall be by the simple majority system and in the event of equal voting at any meeting, the president, or in his absence the person presiding at the time, shall have the casting vote.

20. GENERAL AND ANNUAL GENERAL MEETINGS

- a) A general meeting shall be held quarterly or when called by the executive committee, or if required by at least ten (10) members.
- b) The Annual General Meeting shall be held no later than thirty (30) days after receipt of the audited accounts but no later than August 31.

21. Any general meeting of the EBC shall have the power to determine the policy and the arbitration procedure of the EBC, which shall not be inconsistent with these rules, by passing resolutions binding on all members of the EBC and office-bearers of the executive committee. Such a policy or arbitration procedure may only be repealed, amended or varied by a subsequent resolution passed by a general meeting.

22. NOTICE OF MEETINGS

At least seven (7) clear days' notice shall be given of all meetings of the EBC and the executive committee of the EBC.

23. QUORUM

- a) At general meetings, at least twenty five (25) percent of the total number of members shall constitute a quorum.

b) At executive committee meetings four (4) members shall constitute a quorum.

24. FINANCIAL YEAR

The financial year of the Association is the period beginning on 1 July in each year and ending on 30 June of the following year.

25. FUNDS

All funds of the Association shall be banked and the account shall be operated by the treasurer, and one of the office bearers.

26. AUDITORS

One auditor, not being a member of the executive committee shall be appointed annually and shall examine the records and accounts of the Association.

27. THE SEAL

There shall be a seal of the EBC. The seal shall be in the custody of the secretary and shall be used only by the authority of the executive committee.

28. PUBLIC OFFICER

The executive committee shall from time to time as the occasion requires appoint of public officer for the purposes of the Associations Incorporation Act 1991 of the ACT.

29. LIQUIDATION

If upon winding up or dissolution of the council there remains after satisfaction of all its debts and liabilities any property whatsoever, the same shall not be paid to or distributed amongst the members of the council, but shall be given or transferred to another body or bodies within Australia having similar objects to the council, or to such charitable body or bodies which shall prohibit the distribution of its income and property among its members.

30. AMENDMENTS TO THE CONSTITUTION

These rules shall not be amended except by resolution passed by a majority of two thirds of the members present and voting at any general meeting.

31. MISCELLANEOUS

Words imparting the singular include the plural and vice versa, and words imparting a gender include any other gender, and words denoting an individual person include a body corporate.

32. The EBC Policy and procedure manual is an integrated part of this constitution.

Ethnic Broadcasters' Council

Policy and Procedure Manual

Updated 20 July 2006

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Ethnic Broadcasters' Council

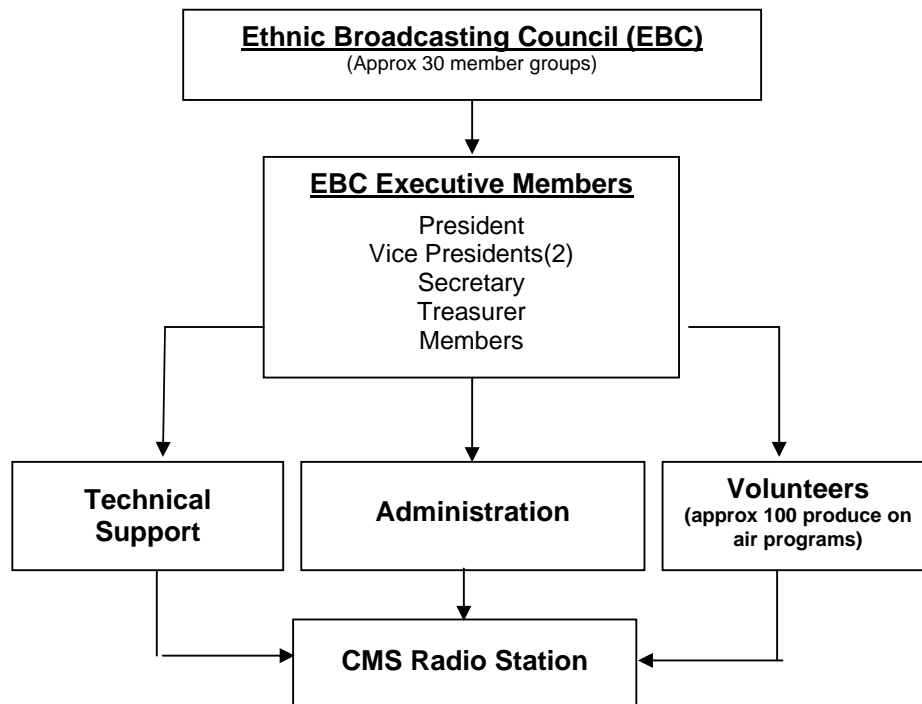
Policy and Procedure Manual

1. Background

The Ethnic Broadcasters' Council of the ACT and Surrounding Districts Inc. (EBC) was incorporated in 1977 and promotes the interests of ethnic broadcasting for and by the ethnic communities in Canberra.

The Ethnic Broadcasters' Council was incorporated as a non-profit organisation in 1977 and has been on the air since 1993. EBC was granted a permanent community radio broadcasting licence on 15 July 2000. The EBC has overall responsibility for running of the Canberra Multicultural Service (CMS) on 91.7FM which operates 24 hours a day, 7 days a week, and is currently broadcasting in 35 languages with a pool of at least 86 broadcasters and around 15 volunteers. CMS has two fully functional broadcast studios located at the Grant Cameron Community Centre, Holder with a transmitter on Black Mountain. Individual broadcasters are responsible for producing their own programs.

2. Organisational Structure



3. Role of the EBC

The main role of the EBC is to provide governance and management support for the Canberra Multicultural Service radio station. The EBC Executive is responsible for running the service and has responsibility for scheduling programs, production co-ordination, recruitment and co-ordination of volunteers, technical co-ordination, fundraising/securing finance, liaising with funding bodies, promotion, sponsorship, training, maintenance of facilities and amenities.

4. Objectives

The objectives of the EBC are:

- A. To be the most recognised and preferred multicultural radio station in the act region
- B. To maintain highest program quality, relevance and innovation
- C. To maintain the highest level of technical excellence
- D. To be the most desired place to work as a broadcaster

5. Membership

Only members of the EBC and other groups with a valid Contract to Broadcast from the EBC may have access to broadcasting time and other facilities.

EBC membership may be granted to any ethnic community seeking air time to broadcast an ethnic radio program and intending to comply with the rules of the constitution. This also applies to Aboriginal and Torres Strait Islander communities.

An "ethnic community" is a community of persons who speak the same language (in addition to English) and/or who belong to the same origin, whether or not they also come from within the same national boundaries. Arrangements between groups within the same ethnic community for the purpose of sharing broadcasting time and other facilities, are matters internal to that community.

Membership of the EBC is available to a group of persons (whether belonging to the same community or not), who undertake to comply with the rules of the constitution and who demonstrate, to the satisfaction of the EBC executive committee, their commitment and capacity to produce broadcasting programs of a multicultural nature either in English or a combination of English and some other community languages.

Associate membership of the EBC is also open to any individual with demonstrated interest in complying with the spirit and provisions of the rules of the Association.

Institutional membership is open to formal corporate and non-incorporated organisations (other than ethnic communities) who support the spirit and provisions of the EBC constitution.

A group whose application for membership has been rejected may apply within one month of notification, to lodge a written notice of their intention to appeal against the rejection. The next Executive meeting will give the appellant the opportunity to fully present his/her case and the Executive will likewise have the opportunity to present its case. The Executive will determine the appeal by a simple majority of votes and its decision is final.

A member may resign from the EBC by giving notice in writing to the Secretary. Such resignation will take effect at the time such notice is received by the Secretary unless a later date is specified in the notice.

All Broadcasters or volunteers of EBC are requested to provide personal details as follows:

Full Names(s), residential address and details as requested by the executive committee and in accordance with the associations act. (These details are protected by section 21 Privacy and Confidentiality Policy)

6. Code of Behaviour of Members

EBC members agree to:

- 6.1 Support and implement EBC's aims and policies, and work towards the highest standards of broadcasting
- 6.2 Act honestly and in good faith
- 6.3 Disclose potential conflicts of interest including financial, political or personal benefit
- 6.4 Where they have a conflict of interests, remove themselves from particular discussions or decisions
- 6.5 Respect the privacy and confidentiality of information obtained in the course of participation and not share confidential information with any group or individual outside the organisation
- 6.6 Encourage respect for the diversity of cultures which make up the Australian society
- 6.7 Deal with complaints fairly and properly without retribution

7. Membership and Broadcasting Fees

An annual membership fee is payable by the end of each financial year of which part goes to the National Ethnic Broadcasting Council. Variations to the fee can only be decided by a two-thirds majority of members present at an AGM.

In addition, a broadcasting fee can be charged for broadcasters which is on top of the ethnic radio grants.

Station sponsorship payments can also be made, however, private group program sponsorship is the responsibility of individual groups and must be according to CBF regulations.

(Fee Structure - Attachment A)

8. Voting

Any ethnic community having a radio program shall formally and in writing accredit two (2) delegates with full voting rights to the EBC. One of these delegates must be a current broadcaster of that community's program.

Any other group regularly producing a multicultural program is entitled to accredit one voting member to the EBC. Associate members have no voting rights and institutional members may be represented by one delegate with full voting rights. These voting rights apply equally to general meetings, special general meetings, annual and general meetings.

The Secretary will provide an updated list of eligible voting members at each AGM and will ensure that only eligible members' votes are recognised.

The Secretary may also remind members of voting eligibility requirements one month before the AGM.

Groups must be financial members to vote on decisions and appointments. Groups who are not financial members at the time of an AGM will not be eligible to vote at the AGM nor stand for nomination to the Executive.

9. Financial Arrangements

The Treasurer must account for all CBF funds paid and received, and allow any member to view the EBC records and balance sheets on request.

The Treasurer will send invoices for outstanding debts to groups at least one month prior to the AGM to ensure groups have the opportunity to pay due amounts before the AGM.

- 9.1 The cheque book account will have authorising signatures of two nominees of the Executive.
- 9.2 All money received and paid by the EBC will be recorded and a financial statement will be passed by the Treasurer to the Executive each month.
- 9.3 Groups will be provided with invoices on a quarterly basis showing amounts due
- 9.4 Groups who fail to pay within two quarters will be asked to provide reasons for the lateness of payment
- 9.5 A groups may apply to the Executive to have their full or part debt waived if the group feels reasonable grounds exist
- 9.6 The Executive may decide to remove, defer, seek part or full of the debt as decided by a simple majority
- 9.7 If Members, groups or persons have outstanding debts for more than 3 months, they are disqualified from broadcasting until the station has received all outstanding amounts
- 9.8 If Groups fail to meet CBF broadcasting guidelines, then any money due will become the responsibility of the group.
- 9.9 Interest rates and/or Administration fees for persons or groups may be charged for persons or groups failing to pay off financial debts (after 3 months)

10. Membership Application Process

New membership applications should be processed as follows:

- 10.1 all new membership applications should be forwarded to the Secretary or a nominee of the Executive for processing together with the appropriate membership fee
- 10.2 the Secretary will present new applications to the next Executive meeting for approval
- 10.3 the Secretary will then inform the applicant in writing of the approval/non-approval of the application and pass payment to the Treasure if approved or return payment to the applicant if not approved
- 10.4 the Secretary will then draw up the contract for an approved membership and present it to the President for signature and to one other Executive member for witnessing
- 10.5 contracts can only be signed after formal approval by the Executive
- 10.6 the Executive will also view and approve the requested time slot or indicate to the applicant other availability if the requested time slot is not available
- 10.7 the Secretary will place any other requests in a 'time slot' waiting list to be reviewed on a regular basis by the Executive
- 10.8 any subsequent time slot variations will need to be approved by the Executive
- 10.9 the Secretary will inform the Executive of new members' training requirements and the Executive will arrange appropriate training
- 10.10 the Secretary will keep in a file all relevant membership documentation

(EBC Membership Application Form - Attachment B)

(Membership Approval Form - Attachment C)

11. Contracts

Broadcasting contracts must be signed by the group and program coordinator and provided to the Secretary before commencement of programming.

The coordinator must complete a membership form and notify the Executive of any subsequent changes within a month of the changes.

Groups must undertake to deal promptly with funding forms.

If groups fails to meet CBF broadcasting guidelines, then any money due will become the responsibility of the group.

(Contract Form - Attachment D)

12. Meeting Procedures

Members are encouraged to attend EBC quarterly general meeting. All meetings including general meetings, annual general meetings and special general meetings should adhere to the following meeting protocols:

- the agenda for a meeting should be sent to members at least seven days in advance of the meeting with an option for members to add agenda items
- the notice and agenda of an annual general meeting should be sent to members 21 days prior to the annual general meeting.
- a typical agenda may cover
 - apologies
 - approval of minutes of the last meeting
 - matters arising
 - correspondence
 - reports - President, Secretary, Treasurer, Sub-Committees
 - business items listed
 - other business
 - date of next meeting
- a quorum, if required, should be met before a meeting can proceed
- groundrules should be agreed prior to the meeting
- examples of ground rules may include:
 - all contributions be made through the chairperson
 - people be permitted to contribute without interruption
 - the meeting keep to the agenda unless agreed otherwise
 - comments be kept to the business at hand
 - the decision making process should include:
 - a proposer and a seconder for a motion
 - a discussion for and against the motion
 - agreement through a simple majority vote of members present
 - every effort should be made to reach agreement by consensus
 - disagreements should be resolved by a simple majority vote after a suitable discussion
 - each agenda item should conclude with a plan of action if relevant
 - sensitivity to the different backgrounds and cultures of members should ensure that no member feels intimidated
 - any deviation away from the agreed groundrules should be referred back to the chairperson or facilitator for rectification
- a person should be appointed to take minutes of the meeting and these minutes should be made available to all EBC members promptly
- the minutes should reflect decisions and actions decided at the meeting

- copies of the minutes of general and annual general meetings should be made available to all EBC members promptly
(Meeting Agenda Form - Attachment E)

13. Conflict and Dispute Resolution

Every reasonable effort will be made to resolve disputes that arise within the EBC conscientiously and as soon as practicable.

- 13.1 Disputes within the EBC should be notified to the President who will invite the disputants to discuss their differences openly between themselves.
- 13.2 If the dispute remains unresolved, the issue will be discussed by the Executive and a solution proposed.
- 13.3 If the dispute still remains unresolved, the Executive will appoint a person agreed to by both parties, to mediate and arbitrate. In this case, the disputants should agree prior to the mediation to abide by the decision of the appointed arbitrator.

14. Complaints Handling

The EBC will make every effort to address complaints by members of the public or by members of the EBC conscientiously and as soon as practicable.

- 14.1 Complaints must first be forwarded in writing directly to the President who will acknowledge receipt of the complaint in writing within fifteen (15) working days.
- 14.2 The President will appoint an Executive member/s to investigate the complaint
- 14.3 A response to the complainant will be made as soon as possible and within six weeks from the date of receipt of the complaint if possible.
- 14.4 If the complainant indicates dissatisfaction with the response, the complainant will be advised of their right to refer the matter to the Australian Broadcasting Authority.
- 14.5 Responses to complaints will be in writing and will include a copy of the Code of Practice on handling complaints
- 14.6 Permanent records of all complaints and actions taken will be maintained by the Secretary
- 14.7 EBC will provide records of complaints to the ABA as required.
- 14.8 EBC will undertake to pass on all comments from the public, made in good faith, both complimentary and critical, to the individuals responsible for preparing and presenting the program(s) concerned.
- 14.9 Members or Associations must not write complaints to outside authorities, except after the complaint is launched and proceeded to the executive committee first and full copies of the complaint(s) are made available to the executive committee.

15. Employment of Staff

The following procedures should be considered in the employment of staff by the EBC:

- 15.1 The Executive will agree on the need to advertise a position.
- 15.2 An interview panel and panel chairperson will be selected by the Executive and should include at least one member of the Executive.
- 15.3 The duty statement and selection criteria will be checked against the position by the interview panel.

- 15.4 The position will be advertised in relevant local and national newspapers as appropriate. Applicants will be given at least 2 weeks to submit written applications.
- 15.5 Interested persons will be given selection criteria and duty statements by request.
- 15.6 The Secretary will keep a list of names of people who have requested selection criteria and duty statements.
- 15.7 On the closing date for receipt of applications, the panel chairperson, in consultation with the panel, will decide whether to advertise a second time, depending on the number and quality of applications received (if re-advertised, steps 4, 5 and 6 are repeated)
- 15.8 The panel chairperson will provide copies of applications to the interview panel members. Applicants will be short listed by the panel according to the extent to which they meet the selection criteria.
- 15.9 Short-listed applicants will be telephoned by the panel chairperson to set up interview times.
- 15.10 The interview panel will create a list of questions for the interviewees, with at least one question addressing each selection criterion.
- 15.11 Applicants will be interviewed. After each interview, interviewers will be encouraged to make notes on a standard ranking sheet, and each applicant will be discussed both immediately following his or her interview, and on completion of all interviews.
- 15.12 Applicants will be ranked according to their scores, and then further discussed by the panel. The top two or three applicants will be identified.
- 15.13 Members of the interview panel will call referees of the top two or three applicants, and refer comments back to the panel chairperson. Panel members will discuss the interviews, written applications and referee reports and make a recommendation on the best applicant on merit.
- 15.14 All panel members will sign the report if unanimous in their decision. If one member dissents from the majority decision, that member will submit his or her own report.
- 15.15 A report summarising the claims of the recommended best applicant will be submitted by the panel chairperson to the Executive. The Executive will approve the recommendation if it is satisfied that the selection process has been fair and unbiased.
- 15.16 In the case of an urgent appointment, the President can approve the recommendation only if the Executive gives prior authority to the President to do so.
- 15.17 The Secretary will send a letter of appointment to the successful applicant.
- 15.18 If the top applicant rejects the offer, the applicant ranked second will be offered the position, unless otherwise indicated by the report.
- 15.19 The Secretary will send letters of rejection to all unsuccessful applicants, and they will be invited by the panel chairperson to discuss their own interview.
- 15.20 Prior to commencement, an employment contract will be prepared by the Secretary and signed by the successful applicant.
- 15.21 Staff will be employed initially for a three month probationary period. Prior to the completion of the probation, there will be a review of the employee by a probationary review panel appointed by the Executive. The probationary review panel will assess the performance of the staff member against the selection criteria and job description for the relevant position and the staff member will be given the opportunity to respond to any concerns raised. On the basis of the review panel's assessment, the Executive will decide if the staff member is to be made permanent, the review period extended or the staff member's engagement terminated.

16. Dismissal of Staff

Any action to terminate the employment of a staff member must be carried out in accordance with relevant legislation.

Staff may be dismissed for breach of contract, criminal actions, inadequate performance or lack of funding.

The Executive will review the performance and provide feedback to a staff member annually. Any grounds for dismissal will be advised to the staff member concerned and the staff member will be given the opportunity to present his/her case to the Executive. After consideration of information presented, the Executive may agree to dismiss a staff member with a simple majority.

17. Volunteers Rights and Responsibilities

Persons or Members acting to the detriment of the station are fully responsible for any loss or damage incurred from that action

EBC believes volunteers have the right to:

- Get recognition for their contributions to the organisation
- Participate in management, planning and decision making processes as relevant
- Receive support, guidance, direction and feedback
- Be provided with the opportunity for orientation, training and development
- Be covered by public liability insurance

Volunteers have a responsibility to:

- Support the EBC to achieve its goals, and to work towards the best standards of broadcasting and service
- Abide by the EBC's policies and procedures
- Agree in writing to maintain client confidentiality and privacy at all times, unless required by law
- Respect for the diversity of cultures that constitute Australian society

18. Equal Employment Opportunity

The EBC is committed to Equal Employment Opportunity or fair employment practices and is committed to:

- Recruitment and promotion on the basis of merit
- Equitable access to training and development activities
- A working environment free of discrimination and harassment
- Ensuring all staff are made aware of EEO policy by making it available to them and by providing training where possible if required
- EEO issues may be raised at any time with either the President or the members of Executive
- If necessary, unresolved complaints will be addressed within the grievance processes

19. Occupational Health and Safety Statement

The EBC recognises that members and staff have the right to work in a safe and healthy environment and that their safety and health is not impaired as a result of working at the EBC. Clients, volunteers and visitors also have the right to protection from hazards to their health whilst at the EBC.

The EBC will take reasonable steps to ensure a safe workplace by:

- Promoting awareness of Occupational Health & Safety
- Conducting ongoing checks of safety of premises and equipment
- Encouraging staff and members to undertake First Aid training
- Encouraging staff and members to identify and eliminate potential workplace hazards
- Recording OH&S incidences
- Ensuring insurance is adequate to cover OH&S

20. Accessibility of the Service to Potential Users

The EBC maintains access principles to its users in the following manner:

- Resource material is available in community languages
- Staff are all trained in the use of the Telephone Interpreting Service, and are encouraged to use it if there is a communication difficulty
- The Centre is accessible by public transport
- A lift is available for people with physical disabilities so that they can access the offices
- Programs are advertised widely, and where possible in written and spoken community languages

21. Privacy and Confidentiality Policy

All staff, volunteers and members must read this policy and sign a confidentiality agreement:

- Personal information will not be collected or recorded without the knowledge and permission of the individual concerned
- Personal information will not be collected by the EBC unless this information is necessary to carry out the work of the EBC
- If personal information is collected by the EBC, the individual will be informed about the purpose of the collection of the information
- Personal information will not be passed to another agency or person outside the EBC, without the individual's consent, unless required by law
- Personal information will not be passed on to another worker within the EBC unless this information is necessary to carry out the work of the EBC
- An individual has the right to see any information collected and recorded about that individual
- Personal information will be stored in areas where only authorised staff have access

22. Training and Development

New members will be provided with an orientation package and program which includes meeting the Executive, CMS operation guidelines, EBC policy and procedures guidelines, the EBC business plan and other relevant documentation as required.

Training and development will be provided to new and existing members to ensure the EBC maintains the highest standard of broadcasting.

All broadcasters will receive or be adequately knowledgeable in the following before commencement of a program:

- Stop gap training
- Code of Practice
- Emergency procedures
- Station etiquette
- Program preparation

Broadcasters will be provided with a training and development checklist which will indicate the training and development required to meet the required broadcasting standard.

Each year a training strategy will be developed to ensure program standards are maintained and to enhance programs and the operations of the station. By preparing a training strategy, training priorities can be determined by the Executive with an appreciation of overall funding requirements.

23. Forms & Attachments

- A. Fee Structure
- B. Membership Application Form
- C. Membership Approval Form
- D. Contract Form
- E. Meeting Agenda Form

Code of Practice

The following preamble, guiding principles, guidance notes and appendices are designed to help stations effectively implement the Code of Practice. These are not testable conditions as they sit outside Codes 1-8.

PREAMBLE

Community broadcasting plays an important role in Australia as the third tier of broadcasting operating in tandem with commercial and public broadcasters (ABC and SBS). It depends largely on volunteers to sustain stations on a day-to-day basis. Community stations vary enormously, from licence to licence, depending on the community they serve, whether it be Indigenous, youth, ethnic, RPH, Christian, Muslim, classical music or gay and lesbian.

Legislative obligations for all stations

All community broadcasters must abide by a number of legislative requirements in their programming content and station operations. The BSA outlines a number of licence conditions and a few program standards that are applicable to all stations. Licensees are also bound by the conditions upon which they were issued their licence in the original application process. In addition, all community broadcasters are required to observe the Code of Practice, which guides all areas of station activity. This code seeks to enshrine agreed standards amongst community broadcasters.

The role of the Australian Broadcasting Authority (ABA)

The BSA charges the ABA with the responsibility of producing regulatory policy, monitoring the broadcasting industry and conducting investigations and hearings into breaches of the Act. All stations are legally bound by the licence conditions of the BSA. To assist stations in their operations some key conditions have been highlighted below:

The Broadcasting Services Act (BSA) – some key points

- “The licensee will continue to represent the community interest that it represented at the time when the licence was allocated” (paragraph 9(2)(b) of Schedule 2 of the Act)
- The BSA requires that stations have organisational mechanisms in place which “encourage members of the community that it serves to participate in the operations of the licensee in providing the service; and the selection and provision of the programs under the licence” (at paragraph 9(2)(c) of Schedule 2 of the Act)
- Stations that rely heavily on syndicated programming will be at risk of not meeting licence conditions (at paragraphs 9(2)(b) and (c) of Schedule 2 of the Act), to represent the community and encourage participation
- The licensee must not broadcast advertisements but may broadcast sponsorship announcements for a total of not more than 5 minutes in any hour of broadcasting (at paragraphs 9(1)(b) and 9(3) of Schedule 2 of the Act).
- ‘Community broadcasting services are provided for community purposes and are not operated for profit* or as part of a profit making enterprise’ (section 15 BSA)

Guidance Note: *Not-for-profit relates to the corporate structure of a station and not to a stations ability to generate “surpluses” from year to year in annual budgets.

The Code of Practice in context

The BSA requires each broadcasting sector to develop its own Code of Practice and register this with the ABA. The Code of Practice is a document of self-regulation that relates to programming and operational standards for all stations holding a community broadcasting licence.

The ABA's role is to determine whether stations have implemented the processes outlined in the Code, and are therefore upholding the standards applicable to all community broadcasters.

It is the role of the ABA to assess whether stations comply with this Code and to determine if a breach of the Code has occurred. The ABA does not mediate or determine outcomes of internal disputes or conflict resolution processes. The ABA may determine program standards where it decides that the Code of Practice falls short.

Code of Practice

Guiding Principles

- There are a number of general principles that unite all community broadcasters across Australia. In pursuing these principles stations endeavour to:
- Promote harmony and diversity in contributing to a cohesive, inclusive and culturally diverse Australian community;
- Pursue the principles of democracy, access and equity, especially to people and issues under-represented in other media;
- Enhance the diversity of programming choices available to the public and present programs which expand the variety of viewpoints broadcast in Australia;
- Demonstrate independence in their programming as well as in their editorial and management decisions;
- Support and develop local and Australian arts, music and culture in the station's programming, to reflect a sense of Australian identity, character and cultural diversity;
- Widen the community's involvement in broadcasting.

THE FOLLOWING 8 CODES ARE REGISTERED WITH THE ABA, AND ARE THE TESTABLE COMMUNITY BROADCASTING CODES OF PRACTICE

Code No.1: Responsibilities of Broadcasting to the Community: Principles Of Democracy, Diversity And Independence

The purpose of this code is to ensure that the 'Guiding Principles' are reflected in the day to day operations and programming of community broadcasters.

Community broadcasting stations will:

- 1.1 Have policies and procedures in place, relating to the licensee's community of interest, which ensure access and equity and encourage participation by those not adequately served by other media.
- 1.2 Be controlled and operated by an autonomous body which is representative of the licensee's community of interest.
- 1.3 Have organisational mechanisms to provide for active participation by the licensee's community in its management, development and operations.
- 1.4 Incorporate policies that apply to all station activities, which oppose and attempt to break down prejudice on the basis of ethnicity, race, chosen language, gender, sexual preference, religion, age, physical or mental ability, occupation, cultural belief or political affiliation.

Code No. 2: Guidelines For All Programming

The purpose of this code is to encourage programming that reflects the principles of community broadcasting; to break down prejudice and discrimination; and to prevent the broadcast of material, which is contrary to community standards.

- 2.1 Community broadcasting licensees shall not broadcast material which may:
 - (a) incite, encourage or present for their own sake violence or brutality;
 - (b) simulate news or events in such a way as to mislead or alarm listeners; or
 - (c) present as desirable the misuse of drugs including alcohol, narcotics and tobacco.
- 2.2 Community broadcasting licensees will avoid censorship wherever possible, however, consideration shall be given to the audience; the context; the degree of explicitness; the propensity to alarm, distress or shock; and the social importance of the event.
- 2.3 Community broadcasting licensees shall not broadcast material which may stereotype, incite, vilify, or perpetuate hatred against, or attempt to 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. The requirement is not intended to prevent the broadcast of material which is factual, or the expression of genuinely held opinion in a news or current affairs program, or in the legitimate context of a humorous, satirical or dramatic work.
- 2.4 Community broadcasting licensees will establish programming practices which protect children from harmful program material.

Code of Practice

2.5 Community broadcasting licensees in observance of privacy laws will:

- (a) respect each person's legitimate right to protection from unjustified use of material, which is obtained without an individual's consent, or other unwarranted and intrusive invasions of privacy;
- (b) not broadcast the words of an identifiable person unless:
 - (i) that person has been informed in advance that the words may be transmitted; or
 - (ii) in the case of words which have been recorded without the knowledge of the person, the person has subsequently, but prior to the transmission, indicated consent to the transmission of the words; or
 - (iii) the manner of the recording has made it manifestly clear that the material may be broadcast.

News and Current Affairs Programming

This code is intended to promote accuracy and fairness in news and current affairs programs.

2.6. News and current affairs programs (including news flashes) programs should:

- (a) provide access to views under-represented by the mainstream media;
- (b) present factual material accurately and ensure that reasonable efforts are made to correct substantial errors of fact at the earliest possible opportunity;
- (c) clearly distinguish factual material from commentary and analysis;
- (d) not present news in such a way as to create public panic or unnecessary distress to listeners;
- (e) not misrepresent a viewpoint by giving misleading emphasis, editing out of context or withholding relevant available facts.

Indigenous programming and coverage of Indigenous Issues

This code acknowledges Indigenous peoples' special place as the first Australians, and offers a way to demonstrate respect for Indigenous cultures and customs, and to avoid offence with inappropriate words, phrases and actions.

In the following section, 'Indigenous Australians' refers to the Aboriginal peoples and Torres Strait Islanders of Australia.

2.7 When reporting on Indigenous people and issues, stations will take care to verify and observe the best way to respect Indigenous cultures and customs by:

- (a) considering regional differences in the cultural practices and customs of Indigenous Australians.
- (b) Seeking appropriate advice on how to best respect Indigenous bereavement customs on the reporting of people recently deceased;
- (c) Using the appropriate words and phrases for referring to an Indigenous Australian and his/her regional group.

2.8 Broadcasters will seek to involve and take advice from Indigenous Australians, and where possible Indigenous media organisations and/or Indigenous broadcasters, in the production of programs focusing on Indigenous people and issues.

2.9 Broadcasters will avoid prejudicial references to, or undue emphasis on a person who is Aboriginal or Torres Strait Islander.

Practice Notes: *The CBAA will support stations in this area of work by providing contact details and referring enquires on to the most relevant indigenous media contacts in Australia.*

Code No. 3: Australian Music Content

'Australian Music' is defined as any music composed or performed by a citizen or ordinary resident of Australia.

This Code reinforces the community broadcasting sector's reputation as a medium committed to developing and recognising Australian composers and/or performers by providing opportunities to have their material broadcast on a regular basis.

The BSA does not require community broadcasters to maintain minimum content levels of Australian music. However, given the nature of the community broadcasting sector and its commitment to reflecting the diversity of Australian culture and the interests of local communities, it is crucial for a significant proportion of local and Australian music, including indigenous Australian music, to continue to be broadcast by community stations.

In selecting Australian musical items, community broadcasting stations should have regard for the make-up of the community served by the licensee.

Code of Practice

3.1 Community broadcasters will ensure a proportion of the total number of musical items broadcast consist of:

- (a) not less than 25% Australian music items for all community broadcasting licensees except ethnic and classical stations as cited Clause 3.1(b) below;
- (b) not less than 10% Australian musical items for ethnic and classical stations.
- (c) (a) and (b) to be determined over one month

3.2 The music requirements cited (3.1 above) exclude the use of music in sponsorship announcements and program or station promotions.

Guidance Note: *In the interests of best practice stations endeavour to play more Australian Music than the minimum requirements outlined in Code 3.*

Code No. 4: Sponsorship

The purpose of this Code is to augment the sponsorship conditions set down in Schedule 2 of the BSA, including the requirement that not more than 5 minutes of the sponsorship announcements by broadcast in any one hour [Schedule 2 clause 9 (3)], and the need for each sponsorship announcement to acknowledge the financial support of the sponsor [Schedule 2 clause 2 (2) (b) (ii)].

Commensurate with the need to ensure active participation by the community in the station's management, development and operations, community broadcasters will adopt and implement - in consultation with their communities - a sponsorship policy which:

- 4.1 Ensures that sponsorship will not be a factor in determining access to broadcasting time.
- 4.2 Ensures that the content and style of individual programs is not influenced by the sponsors of programs.
- 4.3 Ensures that overall programming of community broadcasting stations is not influenced by sponsors.

It is noted that there are no statutory restrictions on the broadcast of legitimate community service announcements [Schedule 2, clause 2 (2) (a)].

A community service announcement is defined as:

- 4.4 An announcement for which no payment is made, either in cash or in kind.
- 4.5 The provisions of Code No. 2 are taken to be part of Code 4.

Code No. 5: Volunteers

The purpose of this code is to recognise the community broadcasting sector's reliance on volunteer workers for its continued operation and to ensure that the rights and responsibilities regarding volunteering are addressed by individual stations.

- 1.1 Community broadcasting licensees will have guidelines in place that outline:
 - (a) principles of volunteering;
 - (b) the rights and responsibilities of volunteers within the organization.
- 5.2. Community broadcasting licensees will make these guidelines easily available **to all volunteers in document form.**

Code No. 6: Conflict Resolution For Internal Disputes

The purpose of this code is to ensure licensees have appropriate dispute resolution procedures in place to deal with internal disputes. This code also ensures stations act in a timely and conscientious manner in resolving disputes, and actively manage the conflict resolution process.

Internal conflict is the situation where the goals, values, interests or opinions of one group or individual are incompatible with, or perceived to be incompatible with, those of another individual or group.

The role of the ABA is to determine whether the Code of Practice has been implemented and not to determine the outcome of disputes. The ABA cannot resolve disputes or offer a mediating role for internal conflict resolution.

- 6.1 A complaint is an assertion made in writing, relating to station activities, its licence conditions, and responsibilities under the code, to a licensee or to a person at the station acting with apparent authority of the licensee, by a station member who provides his or her name and address.

Code of Practice

6.2 Community broadcasting licensees will have a **written policy & procedure** in place, which outline mechanisms to facilitate internal conflict resolution within the organisation.

Practice Notes - Best Practice in Internal Conflict Resolution

The following notes are not testable code conditions and are provided to support stations develop best practice in developing policy and procedure, which ensure a fair and transparent approach to internal conflict resolution.

A best practice internal complaints policy and procedure should:

1. *Include a definition of 'complaint' as set out in code 6.1*
2. *Be easy to access by all station members (for example be supplied as part of the station induction and training processes, and be posted on notice boards)*
3. *Include a commitment to acknowledge in writing all complaints within 30 days of receipt along with a copy of the stations policy & procedure document*
4. *Include a commitment to begin resolution of the conflict within 60 days of receipt of complaint in a conscientious and impartial manner*

N.B. Stations are under no obligation to respond to or record comments provided anonymously to the licensee.

Guidance Note: To find a more specific example of an internal complaints process see Appendix No 1.

Code No. 7: Handling Complaints From The Public

The purpose of this code is to outline the most appropriate way for stations to respond to complaints, and other comments from members of the public.

7.1 Community broadcasting licensees acknowledge the rights of their audiences to comment and make complaints in writing concerning:

- (a) compliance with the Codes of Practice or a condition of the licence;
- (b) program content; and
- (c) the general service provided to the community.

7.2 Licensees will provide a minimum of 50 on-air announcements every year containing information about Community Broadcasting Codes of Practice and how audiences may obtain them.

7.3 Community broadcasting licensees will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.

7.4 Licensees will ensure that:

- (a) complaints will be received by a responsible person in normal office hours;
- (b) complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable; and
- (c) complaints will be responded to in writing within 60 days of receipt (as required in the BSA Section 14B), and will include a copy of the Community Broadcasting Code of Practice.
- (d) complainants are advised in writing that they have the right to refer their complaint to the ABA provided they have first:
 - (i) formally lodged their complaint with the licensee
 - (ii) received a substantive response from the licensee and are dissatisfied with this response

7.5 A record of complaints in a permanent form will be maintained, for a period of at least 2 years, by a responsible officer of the licensee.

7.6 The record of complaints will be made available to the ABA on request, in a format advised by the ABA.

Code No.8: Review Of Codes

The purpose of this code is to ensure that all codes are maintained, and where necessary, revised to accurately reflect contemporary community broadcasting principles.

8.1 The Community Broadcasting Sector, as coordinated by the sector organization representing the majority of licensees, will review the Community Broadcasting Code of Practice every three to five years, in the context of the rapidly changing media and broadcasting environment, to ensure that all codes remain accurate and relevant.

8.2 Prior to any changes to the codes, the sector, as represented by the sector organization representing the majority of licensees, will consult with the ABA, and seek agreement with the majority of community broadcasting stations, together with public comment.

Code of Practice

Appendix No 1

This is an example of an Internal Complaints Policy that would ensure Code 6 is implemented and that best practice is achieved in this important area of station management.

Internal Complaints Process

In managing internal complaints from station members our station will pursue the following commitments:

1. A fair, transparent and impartial investigation process;
2. To make all reasonable effort to resolve the internal conflict within 90 days;
3. To provide all parties involved with reasonable notice of meetings;
4. Access to some form of independent mediation processes where resolution is not easily achieved;
5. Access to an appeals process;
6. To respect all individuals rights to privacy and to fair and equal treatment.

Stage 1: Investigation and internal complaint resolution

The station will investigate complaints with all parties concerned by a nominated officer with the authority to represent the licensee (e.g. Station Manager or President), or a complaints committee made up of representatives of the board of management or other impartial members appointed to the committee.

The investigation process will generally follow these steps:

- i. Establish if there has been any breach of station policy, broadcasting law, or other legal requirement;
- ii. Recommend appropriate action in relation to programmers/volunteers/staff if a breach has occurred;
- iii. Negotiate for dispute resolution by managing discussion between disputants, which is aimed to bring about agreement or a settlement of opposing demands or attitudes;
- iv. Recommend appropriate legal response if legal action is likely or is taking place;
- v. Recommend appropriate response to the complainant/s after taking legal advice if necessary;
- vi. Recommend appropriate action/s needed to avoid future breaches;
- vii. Write to all parties involved in the investigation outlining the outcomes of the investigation and informing them that they have a right to lodge a letter of Appeal regarding the determination made by the investigating party to the full board of the station at their next sitting.

Stage 2: Mediation

Where Complaints are not resolved through the findings of the investigation process:

- i. Consider independent mediation or arbitration if a reasonable outcome for all parties cannot be achieved. (A range of free services are available to not-for-profit organisations, or the station may use a person/ party agreed by all to be independent and impartial to mediate an outcome)
- ii. Consider impartial legal or other expert advice as required

Stage 3: Reporting and Record Keeping

To ensure stations can make a full response to the ABA if requested the station is advised to include in their procedures the following steps:

To keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for 1 year, including:

- i. The date and time the complaint was received;
- ii. The name and address of the complainant;
- iii. The substance of the complaint;
- iv. The substance and date of the licensee's response.



Ethnic Broadcasters Council
of the ACT and surrounding Districts Inc.
PO BOX 3882
WESTON ACT 2611

ABN 43 178 039 578

Please send the following documents back to our office for processing

Please return these completed forms to our office for processing

- Broadcast Application Form (2 Pages)
- Broadcasters Detail (4 Pages)

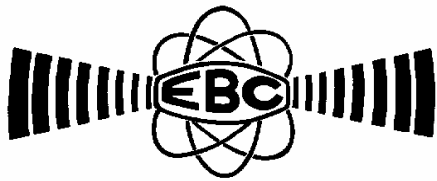
As well

- A copy of Certificate of Incorporation of your supporting association
- Support Letter from your supporting Organisation

Mail to:

Radio CMS
P.O.Box 3882
Weston ACT 2611

Thank you



ETHNIC BROADCASTERS COUNCIL

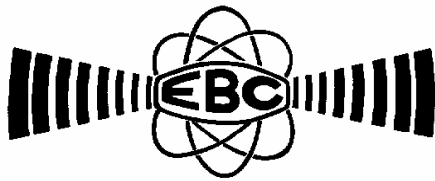
of the A.C.T. and Surrounding Districts Inc.

Canberra Multicultural Service (CMS) Community Radio FM 91.1 MHz

Broadcast Application Form

Name of Applicant(s)	
Address Street Suburb, State, Postcode	
Phone number	
Mobile or Fax	
e-mail	

Supporting Association	
Incorporated	<input type="checkbox"/> No <input type="checkbox"/> Yes, Certificate of Incorporation attached
Address Street Suburb, State, Postcode	
Current President (Name Address Contact Ph-Number)	
Language(s) to Broadcast	
Name(s) of Broadcaster(s)	
Intended start of Broadcast	Date:
Requested Hours of Broadcast	Hours per Week:
Preferred Broadcast Day and Time	<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday Time:.....(see timetable for empty slots)



ETHNIC BROADCASTERS COUNCIL

of the A.C.T. and Surrounding Districts Inc.

Canberra Multicultural Service (CMS) Community Radio FM 91.1 MHz

State in your own words the Reasons why your community wishes to Broadcast on FM 91.1
 You may also attach a supporting letter from your association (voluntarily)

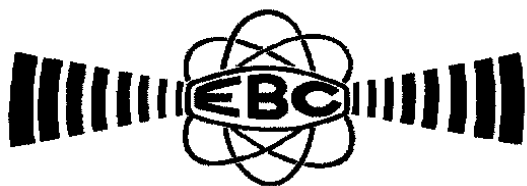
Applicant's Signature:

Date:

Send Application to: CMS Radio P.O. Box 3882 Weston ACT 2611

Official use only

Application received	Date: <input type="checkbox"/> by Mail <input type="checkbox"/> by Fax <input type="checkbox"/> in Person delivered
Executive Meeting	Date: <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved Signature Chair:.....
Applicant informed	Date:..... <input type="checkbox"/> by Mail <input type="checkbox"/> by Fax <input type="checkbox"/> in Person delivered
Notes:	



Ethnic Broadcasters Council
of the ACT and surrounding Districts Inc.

ABN 43 178 039 578

Broadcast Group:	Broadcast language(s)
------------------	-----------------------

Supporting Association Name Address: Contact Ph:+Fax President (current) :	Incorporated <i>Yes/No</i> Year of Incorporation :..... ABN:..... Registered for GST ? <i>Yes/No</i>
	For Official use only Copy of Registration attached <i>Yes/No</i>

Coordinator		Broadcaster 1
Name		
Address		
Suburb ,State Postcode		
Ph Home		
Ph Work		
Mobile		
e-mail		
Date of Birth*		
Training	No.....Cert II.. / Cert III	No.....Cert II.. / Cert III

Broadcaster 2		Broadcaster 3
Name		
Address		
Suburb state Postcode		
Ph Home		
Ph Work		
Mobile		
e-mail		
Date of Birth*		
Training	No.....Cert II.. / Cert III	No.....Cert II.. / Cert III

*DOB required for Youth Broadcasters (under 30 Years)



Ethnic Broadcasters Council
of the ACT and surrounding Districts Inc.

ABN 43 178 039 578

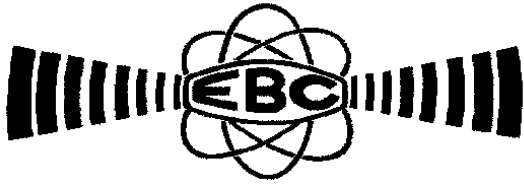
Additional Address Form

Broadcaster 4		Broadcaster 5
Name		
Address		
Suburb state		
Postcode		
Ph Home		
Ph Work		
Mobile		
e-mail		
Date of Birth*		
Training	No.....Cert II.. / Cert III	No.....Cert II.. / Cert III

Broadcaster 6		Broadcaster 7
Name		
Address		
Suburb state		
Postcode		
Ph Home		
Ph Work		
Mobile		
e-mail		
Date of Birth*		
Training	No.....Cert II.. / Cert III	No.....Cert II.. / Cert III

Broadcaster 8		Broadcaster 9
Name		
Address		
Suburb state		
Postcode		
Ph Home		
Ph Work		
Mobile		
e-mail		
Date of Birth*		
Training	No.....Cert II.. / Cert III	No.....Cert II.. / Cert III

*DOB required for Youth Broadcasters (under 30 Years)



Ethnic Broadcasters Council
of the ACT and surrounding Districts Inc.

ABN 43 178 039 578

Delegates Form

Declare below the two (2) People with Voting right to the EBC

Person 1	Name: <input type="checkbox"/> I am a regular Broadcaster with EBC/CMS <input type="checkbox"/> I am not a Broadcaster	Signature Date:
Person 2	Name: <input type="checkbox"/> I am a regular Broadcaster with EBC/CMS <input type="checkbox"/> I am not a Broadcaster	Signature Date:

Only Registered Broadcasters are allowed to enter the Studio premises, all changes must be reported within 14 day to the secretary. All Broadcasters must register and sign the Logbook in person every time they enter the Studio.

Total of Broadcasters in our Group:.....Person(s)

<p>Declaration I declare that the Information contained in this Form (and all attached sheets) is true, complete and correct in every detail:</p> <p>Name:.....Signature Date</p> <p><i>(coordinator)</i></p>
--

Attached Forms:

- Copy of Registration**
- Additional Addressforms.....Pages(s)**

