



VOLUNTEER HANDBOOK

January 2026

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WELCOME AND INTRODUCTION

We are pleased that you have joined Bunbury Community Radio and trust you will have a long and enjoyable involvement in broadcasting and associated activities.

This handbook outlines the policies for the running of the station. These set the conditions under which volunteers (both on-air and off-air) undertake roles to make the station operate. We believe it is important to understand the “job requirements” right from the start.

The Association operates under the auspices of the *Broadcasting Services Act 1992* (“the Act”) as an incorporated association and is legally required to satisfy this. Details are available at: http://www.communications.gov.au/radio/broadcasting_content_regulation3

In addition, the Australian Communications and Media Authority (ACMA) registered the Community Radio Broadcasting Codes of Practice (“the Codes”). The Codes were developed through a consultation process coordinated by the Community Broadcasting Association of Australia (CBAA), of which BCR is a member.

Bunbury Community Radio has been allocated a temporary community broadcasting licence to serve the general community of Greater Bunbury RA1 licence area, covering Bunbury, Eaton, Australind, Roelands, Brunswick, Binningup, Dardanup, Gelorup, Dalyellup and Capel.

People are our most valuable asset and as you read these policies and procedures, you will see that they all concern people. *People* include our listeners, community organisations and sponsors, as well as our own members, without whom the station would not exist. We ask that you always remember that in any role associated with the station, you are representing BCR, you are the voice and face of Bunbury Community Radio.

Volunteers are the lifeblood of BCR. There are responsibilities associated with being a volunteer that are covered in this handbook, and are consistent with the rules in the Constitution of Bunbury Community Radio. A number of policies have been developed and adopted by the Board in regard to volunteers and these are included at the back of this handbook.

Your Board of Management and volunteer leaders will support you in any way possible to have a great experience being involved in BCR and to assist you to deliver great radio programming to our community

The development of our programme content was a requirement of ACMA as part of our licence application and is a condition of our licence. Our programme is aimed at a demographic of 45 to 70 years, providing a base programme of popular contemporary music from the 1960’s to today. The music programme will be supplemented with special features and segments that focus on specific areas of interest in the community, including (but not restricted to) not for profit groups, young people, the indigenous community and those with alternative musical tastes.

A Broadcasters Handbook has been developed that outlines the detail of programme and presentation policies and standards.

Once again, welcome.

MISSION STATEMENT

The Mission Statement of Bunbury Community Radio Inc. is:

For the community

By the community

OBJECTIVES

The Objectives of Bunbury Community Radio are to:

- promote local community, arts, cultural and sporting groups and events
- support local musicians, writers and poets
- promote the oral history of the region
- cater for alternative musical tastes
- support the indigenous community
- provide a voice for the disabled
- promote education and learning as a lifetime experience
- enable multicultural access
- highlight local social areas of concern
- promote tourism in the region

GUIDING PRINCIPLES

The following Guiding Principles have been adopted by the Committee of Management:

- Bunbury Community Radio aspires to maintain broad appeal while providing services to the community
- It will be guided by the elected Committee of Management
- The Committee will ensure that the station operates in a financially responsible manner
- The Committee will set and maintain guidelines in the areas of format, programming and presentation standards
- The station will provide programmes with both broad and narrow appeal, presented in a way that appeals to the broader audience
- The station will endeavour to broadcast with high levels of presentation, with emphasis on good skills in the craft of broadcasting
- Presenters will receive training and support in panel operation and broadcast presentation craft skills

ABOUT THIS HANDBOOK

This handbook sets out the policies and procedures that the Board has established to meet the requirements of the Broadcasting Act and the ACMA Codes of Practice. These are tailored to support and maintain the work of BCR and the most effective on-air presentation.

Details of the Act are available at:

http://www.communications.gov.au/radio/broadcasting_content_regulation3

You can find a copy of the Codes at <http://www.cbaa.org.au>

ABOUT BUNBURY COMMUNITY RADIO

Bunbury Community Radio Inc. is an incorporated association with a Constitution. Members pay a fee to be part of the organisation. Management of the Association is vested in a Board of Management as outlined in the Constitution. Members of the Board are elected by the members of BCR at the Annual General meeting (usually held in August or September).

The Board structure is designed to provide strong leadership and control of the overall direction of the radio station, while allowing volunteers to contribute their own ideas and programmes within the guidelines provided by the Board.

Sub-committees have been formed to oversee specific aspects of the operation of BCR and the station programme. These Committees provide an effective mechanism to utilise the expertise of Board members and volunteers in specific areas of the organisation and the operation of BCR. This structure is designed to ensure all sub-committees and members work cooperatively with their colleagues towards the objectives of the organisation.

When there is a disagreement on interpretation of policy, the Board will be responsible for the interpretation of policy and any subsequent need to update this document.

Our overriding purpose and first responsibility is to maintain a continuous on-air programme to enable us to achieve our objective of providing excellence in community broadcasting in a socially acceptable and financially viable manner. The effective running of the station will come from a shared passion for broadcasting and a high level of cooperation.

BOARD OF MANAGEMENT

The Board of Management elected at the Annual General Meeting in October 2025 was:

Chair	Jeff Macnish
Vice Chair	Graham Harvey
Treasurer	Brenda Ingram
Secretary	Beverley Garrett
Members	Enzo Fantasia
	Nathan Wheals
	Sharon Kennedy
	Ashley Dillon

MEMBERSHIP OF BUNBURY COMMUNITY RADIO

Membership qualifications, application processes, membership fees and associated matters are set out in the Constitution of BCR. Membership is open to all individuals and community organisations and the application and approval processes are overseen by the Board. To be a volunteer, including being on-air, a member must be “financial”, that is they have paid their annual membership fees that are due for the current financial year. Membership is linked to the financial year cycle and members who are due to renew their membership are advised in writing ahead of the coming financial year.

BCR has a range of policies and procedures (included in this Handbook) that set out requirements for the station’s operation. These are designed to ensure the station meets its licensing responsibilities and that members at all times represent the station with integrity, in a fully accountable manner.

GLOSSARY

Like in most things, there is some “jargon” used in broadcasting. To increase the chances of us all speaking the same language, here is a glossary of terms that will be used throughout this handbook.

ACMA	This is the Australian Communication and Media Authority. This is a Federal Government agency responsible for issuing broadcasting licences
General programme	The on-air programme using the music format determined by the Board and prepared using the station’s music scheduling policy; presented by an announcer or via the automation system
Special Interest Programme	Either a programme of special interest by a member; or something we have brought in
Segment	A recorded programme or feature, usually from one to 15 minutes in length
Air-shift	A programme by an announcer rostered for a live shift
Talk break	A segment of talk by the programme presenter
Time call	The announcer providing listeners with details of the current time
Spot	A recorded sponsorship announcement paid for by a sponsor
Copy	A written script such as a sponsorship announcement, a programme promotional spot, weather details or any scripted material that is presented live to air
Station ID	This can be either the announcer giving the station identity or a recorded version. We use Bunbury; one oh three point seven
Sweeper	A short recorded station ID designed to fit between two songs
Station Promo	A longer (15 or 30 seconds in length) recorded promotional spot for a station programme or feature, which includes the name of the station at the end
Live Promo	A promotional spot for a station programme or feature live to air
Traffic	This is the process of scheduling our sponsorship announcements, which are known as spots

For the ease of general understanding, our on-air sessions are described as follows:

Breakfast	6am to 9am
Morning	9am to noon
Afternoon	Noon to 6pm
Night	6pm to Midnight

Mid-Dawn

Midnight to 6am

BCR PROGRAMME

Station Format

The style and overall sound of the station is dictated by the programme format which is determined by the Board. The programme format will allow for the broadcast of specialist programmes, community features, segments and syndicated programmes. Announcers and presenters are required to maintain the station format at all times.

Music Format

Our general music format is designed to appeal to 45 to 70 year olds. It can be described as “popular contemporary” programmed with music that will come predominantly from 1960 onwards. Specific music programmes likely to appeal to a different style or demographic outside this range will be programmed to allow for the best flow of music programming.

TRAINING

On-air presenters will be required to undergo training (for both presentation and technical operation) before commencing on-air. The decision on when a new on-air presenter is ready to broadcast will be made by the Programme Committee or their delegate.

PROGRAMME MONITORING AND FEEDBACK

All programmes will be monitored by the Programme Committee and regular feedback provided to the presenters. This is to ensure the highest quality broadcasting standards are maintained and the agreed style and content of the programme is being delivered. If there is disagreement between the presenter/s and the Programme Committee, a mediation meeting will be convened between the Programme Committee, the presenter/s and the Board. The decision of the Board will be final. This may include a requirement that the programme style or content be amended; or the withdrawal of the programme.

PROFANITY

The station has a no tolerance policy to any form of profanity on-air by BCR presenters.

VOLUNTEERS

Bunbury Community Radio has adopted the National Standards for Volunteering and is in the process of implementing these. A copy of these Standards is available on our web page www.bunburycommunityradio.com. In addition, BCR has developed a Volunteer Policy (included at the back of this handbook); and invites prospective members to provide details of their area of interest in a Volunteer Expression of Interest.

FAIRNESS AND RESPECT

All volunteers are to be treated fairly and with respect, notwithstanding different levels of responsibility and involvement. If you believe you have been treated unfairly, you should bring this to the attention of the Board.

REFERENCES

No personal references will be issued to any member about another member or volunteer in the station's name or about their performance as a member of BCR.

POSITION DESCRIPTIONS

When a volunteer is appointed to a specific role within BCR, a Position Description will be provided to ensure there is a clear understanding of the role; an outline of the responsibilities; and a mechanism for review of performance.

When a member agrees to become an announcer or produce a programme, they will be required to complete a Programme/Announcer Application Form. This will outline the day and time a member has agreed to be on-air as an announcer and an end date at which time a new agreement will be made. Those wishing to produce a specific programme will outline the details of the proposed on-air content. The details agreed from these applications will act as the Position Description for those roles.

Details of the programme format and presentation guidelines are included in the Broadcasters Handbook.

SOCIAL MEDIA

BCR maintains a web page and Facebook page and these are administered through the Board. While ideas and suggestions will always be welcome, members should be aware they are not authorised to create social media pages or accounts in the name of BCR. Members should not make comments on their own social media outlets that purport to represent BCR. Our Social Media Policy is included at the back of this handbook.

GENERAL BEHAVIOUR AND HOUSEKEEPING

Members are expected to treat all fellow members and colleagues with respect.

Members should respect all equipment as if it were their own and maintain the building in a clean and tidy state.

Tea and coffee making facilities are available for members who must clean up after themselves, no dirty dishes or rubbish to be left.

Food or drink (apart from bottled water) **MUST NOT** be consumed in the studios as spillage can result in major malfunctions of equipment.

BCR phones, computers, printers, scanners and studio equipment should not be used for personal use.

The control room is out of bounds to everyone except those delegated with authority to enter.

Never enter the studios without permission. On-air presenters should not have visitors in the studio unless they are integral to the programme being broadcast.

Never open the studio door when the on-air light is on.

If there is a malfunction of equipment you are not familiar with, do not touch or attempt any repairs; call someone from the Board.

ALCOHOL AND DRUGS

Members are not to use alcohol, drugs or any intoxicating substances whilst on station premises or recording and presenting programmes; or enter the building while under the influence.

SMOKING

Smoking is not permitted anywhere on the premises, in the school grounds or the car parks.

BUILDING ACCESS AND SECURITY

The building has an alarm system that is monitored by a security company as part of the school's arrangements. The first person arriving in the morning will be required to disarm the security system and the last person leaving at night will be required to arm the alarm. Failure to disarm or arm will result in a security patrol being called to the premises, at a cost to BCR. Further security arrangements will be developed and the installation of CCTV is being considered.

After business hours, only on-air volunteer members are permitted to be in the station complex unless arrangements have been made by the Board.

FRAUD AND THEFT

Under no circumstances is the 'borrowing' or inappropriate use of the station's resources condoned. Fraud and theft will be dealt with using the full extent of the law.

EVACUATIONS

In the event of fire, the presence of a hazardous substance or an emergency situation within the school, the evacuation point is at the front of the building near the road. Volunteers are to immediately leave the building and go to the evacuation point. They are not to return to the building until emergency personnel have given the all-clear. The presenter should make all reasonable efforts to engage the automation programme and **AFTER** they have left the building, advise the Chairman of the situation.

OFFICE PROCEDURES

Any phone calls or emails in or out must be dealt with in a professional and friendly manner.

Phone calls should be answered with.....Bunbury Community Radio, this is..(your name), how may I help you?

Never give out personal information about anyone from the station. Take a message and pass it on to the person concerned.

Messages for others should be put on a message note and left at reception with the name of the recipient.

Don't promise anything you cannot personally deliver. We cannot always do what members of the public request.

Procedures for performing some administrative tasks will be provided to maintain consistency in the way the work is performed when done by a number of members.

COMPLAINTS ABOUT PROGRAMME PRESENTATION OR CONTENT

We hope it won't happen but we know there are some people who love to complain. If a complaint comes from a listener, listen and respond courteously. If the listener wishes to pursue their complaint, they are to be advised to put the complaint in writing (in a letter or e-mail) addressed to the Board. BCR volunteers should not debate or discuss the complaint with the caller, especially presenters who are on-air as the priority must be to ensure continuity of programme presentation.

The Community Radio Broadcasting Codes of Practice requires that complaints are to be investigated with a response to the complainant within 60 days of receipt, as required by the Act. In the response, complainants will be advised that they have the right to refer their complaint in writing to the Australian Communications and Media Authority (ACMA) after they have received our response, or if no response is provided within 60 days.

BCR is required to maintain a record of complaints and responses for at least two years from the date of receipt and these are to be made available to ACMA as requested.

However, you do not have to listen to **abuse** and the best thing to do is HANG UP if the caller is rude, offensive or abusive. There is no excuse for you being abusive back and never use profanity.

Under no circumstances is any member to contact a presenter while on-air to criticise programme content or presentation, station policy, management, programming, sponsors, or other presenters. If you have an opinion, this is to be expressed through the Board or appropriate sub-committee. If the matter is sensitive, it should be raised directly with the Chairman.

As a member and volunteer you have a responsibility to promote and protect the good name of Bunbury Community Radio. Always be friendly, efficient, courteous and helpful.

CONFIDENTIAL INFORMATION AND PRIVACY

In the normal course of business, members may become aware of information which is of a sensitive nature, in which case confidentiality must be maintained. It is imperative that such information is not divulged to any person outside the station. Care must be taken to ensure all documents which might contain sensitive information are not left unattended.

PERSONAL INFORMATION OF MEMBERS

The Constitution requires the station to keep an up-to-date address, phone number and e-mail address of each member. Please provide details of any changes to this information as soon as possible. Privacy will be respected and this information will not be used for any other purpose.

CONDUCT AND APPEARANCE AT STUDIO AND STATION EVENTS

Our station has a good reputation within the community. We rely on all members to further our good image and to maintain that reputation. Volunteers should ensure that their personal conduct whilst in the station and at station events is of the highest standard.

Members are reminded that the use of offensive language is unacceptable both on-air and with fellow members.

The image projected by all members is very important and dress naturally comes under this category. Neat casual attire is a requirement of members while in the office and studio. Neatness and cleanliness are important as the building is used constantly by many people each week and personal hygiene and appearance are important. Apart from normal courtesy, this is

an aspect of occupational health and BCR has a responsibility to maintain a safe and healthy environment.

INCIDENTS AND INJURIES

Incidents and injuries should be reported so that action can be taken to minimise risks for other members. If members are injured at the station, the provisions of the Workers' Compensation Act may apply. It is the member's responsibility to report any incidents and injuries on an Incident Injury Report Form. If it is necessary for a claim to be made on their behalf, the Act requires that the relevant initial documentation be submitted to the Insurer within three days of the incident and your co-operation in this regard is essential.

SAFETY AND FIRST AID

It is recommended that all volunteers follow safe manual handling techniques when lifting equipment or moving furniture etc. It is everyone's responsibility to know and practise these techniques. Further details are available at:

https://www.commerce.wa.gov.au/sites/default/files/atoms/files/manual_tasks.pdf

A First Aid Kit is provided by the station.

HOW THE STATION WORKS – A SIMPLE GUIDE

A programme is created in the studio by mixing audio (sound) from a number of sources through the mixing panel on the studio desk. These sources of audio include the studio computer, CD players, microphones, telephone, and other sources from outside the studio. These may include an outside broadcast; news feeds; programmes from other stations; or a satellite feed.

The panel is used to mix audio from these sources to create a smooth and continuous stream of programme.

The programme then travels from the studio desk to a control rack in the station where it is sent to a second control rack at the transmitter site (several kilometres away at Roelands). The audio then travels through the transmitter where it is converted into a radio signal, then is sent via cables to the antenna that broadcasts the programme as a signal that can be received on an FM radio and heard by the listener.



BUNBURY COMMUNITY RADIO INC.

VOLUNTEER POLICY

BACKGROUND

Bunbury Community Radio is a community station which relies on the efforts of volunteers to maintain operations. Volunteers come from a wide range of backgrounds and volunteer for different reasons, including contributing something to the community, developing professional skills or maintaining existing skills, enjoying the social nature of the organisation and facilitating personal growth. BCR aims to treat all volunteers equally, with respect and trust, and to provide a workplace that is safe, enjoyable and fulfilling. BCR will endeavour to provide a working environment that is flexible in order to allow volunteers to gain the benefits they wish from volunteering. Conversely, BCR expects volunteers to act professionally and in good faith towards the station at all times. It is expected volunteers will hold the interests of the station and its community in equal regard to their own to ensure positive results for themselves, the station and the community it serves.

PURPOSE

This document sets out BCR's policy on the responsible management of its volunteer programme. The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers and the station.

PRINCIPLES OF VOLUNTEERING

- volunteering benefits the community and the volunteer
- is always a matter of choice
- is an activity that is unpaid
- is a legitimate way in which citizens can participate in the activities of their community
- is a vehicle for individuals or groups to address human, environmental and social needs
- does not replace paid workers nor constitute a threat to the job security of paid workers
- respects the rights, dignity and culture of others, promotes human rights and equality





RESPONSIBILITIES OF BCR

BCR has the responsibility to:

- provide you with a work environment which embraces the principles of access and equity
- value the importance of your role within the organisation
- place you in an appropriate, suitable position and environment
- give you appropriate tasks in accordance with your abilities, training and experience
- provide you with training so that you can expand your expertise and abilities
- acknowledge your contribution to the station and provide you with appropriate recognition
- ensure other volunteers have the appropriate skills required to work with you
- provide adequate opportunities for formal and informal constructive feedback
- provide you with information about any changes at the station which may affect you
- consult with you (where possible and practicable) on matters that may affect your work
- ensure that you are aware of station democratic processes and are encouraged to participate in them

RIGHTS OF BCR

BCR has the right to:

- expect your co-operation in working to uphold and maintain the station's mission statement, objectives, guiding principles and programme policies
- expect you to be familiar with the laws relating to broadcasting, station policies and procedures
- expect you to be prompt, reliable and productive with regard to commitments and agreements made with BCR
- have confidential information respected
- make a decision, in consultation with you, as to where your services and skills would best be utilised
- make decisions which may affect your work
- make programming decisions in accordance with programming policies and procedures, develop, implement and enforce rules, policies and procedures for all aspects of station operation
- develop and maintain all property and equipment of the station
- provide you with feedback to enhance and development your skills and performance
- expect clear and open communication from you at all times
- suspend or dismiss you in accordance with station policies and procedures due to contravention of station rules

RESPONSIBILITIES OF VOLUNTEERS

You have the responsibility to:

- have a professional attitude towards your voluntary work
- be prompt, reliable and productive with regard to commitments made with BCR
- notify the appropriate person if unable to meet commitments
- accept and abide by station rules
- understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the *Broadcast Services Act 1992*
- not to represent BCR publicly or commercially unless prior arrangement has been made
- not to bring into disrepute the operations, management, staff or other volunteers of BCR
- treat technical equipment with due care and respect and to notify technical staff of faults and problems
- undertake to complete any training required by the station
- only use station resources and equipment in carrying out work for BCR and not for personal or private purposes
- ensure that the station has your current contact details
- respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and work to ensure that BCR is a safe work place for everyone
- contribute to the achievement of a safe, tolerant and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory

RIGHTS OF VOLUNTEERS

You have the right to:

- be treated as a co-worker
- be suitably assigned with consideration for personal preference, temperament, abilities, education and training
- know as much about the organisation as possible, its policies, people and programmes
- expect clear and open communication from management and staff at all times
- be given appropriate orientation, introduction and provision of information about new developments
- sound guidance and direction in the workplace, advance notice (where possible) of changes which may affect your work (such as programming changes)
- undertake your volunteer activity without interruption or interference from management, staff or other volunteers
- a place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards
- be heard, to feel free to make suggestions and to be given respect for your honest and constructive opinion
- appropriate insurance cover such as volunteer and public liability insurance
- appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute
- receive written notification and reasons for suspension/release of services

- have services appropriately assessed and effectively recognised
- have training provided that will enable participation at the station at a variety of levels



BUNBURY COMMUNITY RADIO INC.

SOCIAL MEDIA POLICY

Bunbury Community Radio values the benefits of social media to build meaningful relationships with its listeners, members, volunteers, guests, staff, sponsors and the local community.

It encourages staff and volunteers to actively participate in social media and to use it for the benefit of Bunbury Community Radio.

Bunbury Community Radio also recognises the evolving nature of social media and these guidelines are intended to provide a reduction in risk for both Bunbury Community Radio and its staff and volunteers.

Bunbury Community Radio refers to the following types of websites as 'social media':

Facebook	Twitter	LinkedIn
Pinterest	Google+	Flickr
YouTube	Vimeo	MySpace
Bebo	Friendster	FourSquare
Blogs	Wikipedia	Forums & discussion groups

The social media guidelines below set out the expectations for how social media should be used for Bunbury Community Radio and applies to all staff and volunteers using social media on behalf of Bunbury Community Radio, and when referring to Bunbury Community Radio in their personal use of social media.

The guidelines do not apply to member's personal use of social media where no reference is made to Bunbury Community Radio.

Guidelines when using social media:

- Be respectful of all individuals and communities which you interact with in social media platforms.
- Be polite and respectful of other people's opinions, even in times of online debate.
- Ensure that any content you publish is factually accurate and complies with Bunbury Community Radio confidentiality policies.
- Only offer comment on topics that fall within your area of responsibility at Bunbury Community Radio. For other matters, alert the relevant topic expert and, if the situation requires a timely response, let the relevant person know that the request needs an immediate response.
- Ensure you do not post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including Bunbury Community Radio, its employees, volunteers, competitors and/or other business related individuals or organisations.
- Ensure you do not disclose other people's personal information within social media platforms without their explicit permission.
- Do not disclose confidential Bunbury Community Radio information, for example financial details, business plans, imminent departure of key people, etc.
- Ensure that you do not misconstrue your personal comments in your own social media profiles as representing an official Bunbury Community Radio position. Identify yourself as a Bunbury Community Radio employee or volunteer if you refer to Bunbury Community Radio, its staff, competitors and/or other business related individuals or organisations.
- Be mindful of the importance of not damaging Bunbury Community Radio's reputation and/or bringing Bunbury Community Radio into disrepute.

If you are deemed to have breached the guidelines above you may face disciplinary action, which may result in the termination of your engagement with Bunbury Community Radio.

Bunbury Community Radio may also recover from you any costs incurred as a result of a breach of these guidelines.