



# CODE OF PRACTICE

91.5FM Cooloola Christian Radio Association Inc.

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The Community Radio Broadcasting Code of Practice 5 requires that community radio stations are to develop Australian music and provide opportunities for performers to have their work regularly broadcast. The Code prescribes that in each calendar month, 25 per cent of all music broadcast by the Station is to be Australian music. This does not include music used in sponsorships or station promotions.

## 1. MEMBERSHIP OF THE ASSOCIATION

- Membership qualifications, applications processes, membership fees and associated issues are set out in the Association's Memorandums and Articles, rules 4 – 10.
- Membership is open to all individuals and community organisations, and the application and approval processes are oversighted by the Committee of Management.
- To present a program on-air, a member must be "financial", that is they have paid their annual membership fees (except for Gold or Life members) 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.
- The Association has a range of policies and procedures 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 probity, in a fully accountable manner.

## 2. MEMBERSHIP QUALIFICATIONS

2.1 A person is qualified to be a member of the Association if, but only if:

- a. the person is a person referred to in section 15(1)(a), (b) or (c) of the Act and has not ceased to be a Member of the Association at any time after incorporation of the Association under the Act, or
- b. the person is a natural person:
  - i. Who has applied for membership of the Association as provided by rule 5, and
  - ii. Who has been approved for membership of the Association by the committee of the Association

2.2 The following memberships are available:

- a. Single (One [1] Vote),
- b. Concession (One [1] Vote),
- c. Family – Two (2) adults and children under the age of eighteen (18) years of age residing at the same
- d. Corporate (One [1] nominated person eligible for One [1] Vote),
- e. Life Member (Honorary) – Recognition of Service.

## 3. APPLICATION FOR MEMBERSHIP

3.1 An application for membership of the Association must be lodged with the Secretary of the Association. This must be made using the Membership Form at Appendix 1.

3.2 As soon as practicable after receiving the application for membership, the Secretary must refer the application to the Committee which is to determine whether to approve or to reject the application.

3.3 An application may be rejected if:

- a. there are reasonable grounds to believe that the applicant would not abide by the rules and objectives
- b. there are reasonable grounds to believe that the applicant would pose a security risk to the members,

## 4. PROGRAM ALLOCATION

- Presenters are allocated specific program times that usually commences on the hour.

- It is Station policy that presenters are to be at the station 15 minutes prior to their appointed on-air start time. Each presenter is required to fill in details of the date, name and time of program and their signature in the sign-in book.
- On arrival, they are to check the notice board, their e-mail, read all the notices.
- Check for any individual messages. They are also to check with the presenter of the
- Program on air about any matters of which they should be aware – for example,
- Urgent community information to be aired.
- Presenters are expected to ensure that they are fully prepared before going to air so
- That programs are presented in the best possible way, in terms of program content and style of
- presentation. At all times, presenters are literally the “voice” of 91.5FM
- and are representing the Station.

## 5. PRESENTER AVAILABILITY

- If a presenter is unable to present their program, it is their responsibility to notify the Station Manager or other approved person with as much advance notice as possible to facilitate alternate programming arrangements.
- In the case of an emergency, they should let the Station Manager know as soon as possible.

## 6. STUDIO GUESTS

- Presenters may have guests in the studio, noting that it is preferable to have the Station Manager’s prior approval.
- No guests are allowed in the on-air studio unless it is for an approved interview.
- It is the presenter’s responsibility to initiate contact with the Station Manager to arrange the above.

## 7. ON-AIR LANGUAGE AND PROGRAM CONTENT

- Presenters are expected to speak clearly, using only language that reflects Christian values and standards. Language that is clearly offensive such as gratuitous swearing, or using sexual or racial references is not permitted on-air.
- It should also not be used in conversations with fellow members or guests at any time
- The Community Radio Broadcasting Code of Practice 3 prohibits stations from broadcasting material that may:
  - incite or encourage violence;
  - mislead listeners regarding current events;
  - promote the use of illegal drugs or other harmful substances, or the misuse of tobacco or alcohol;
  - promote or encourage suicide.
- The Code also prohibits broadcasting any material that stereotypes, vilifies or incites hatred to any person or group because of ethnicity, nationality, race, language, gender, sexuality, religion, age, physical or mental ability, occupation or political affiliation.
- The Community Radio Broadcasting Code of Practice 7 requires that complaints are to be investigated with a response to the complainant within 60 days of receipt, as required by the Act.
- A full copy of the Community Radio Broadcasting Codes of Practice is also to be provided. In the response, complainants are to 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 this response, or if no response is provided within 60 days.
- Complaints can be made using a letter, or by fax or e-mail.
- The Association is required to maintain a record of complaints and responses for at least two years from the date of receipt, and this is to be made available to ACMA as requested

## 8. INCIDENT BOOK

- All incidents of an important nature such as an equipment failure, a listener complaint or a security breach are to be recorded in the incident book.
- Comments recorded here are all followed up and feedback provided

## 9. OUTSIDE BROADCASTS

Presenters for outside broadcasts must be approved by the Station Manager, and only Station-approved equipment is to be used for any outside broadcast.

## 10. REQUIREMENTS OF PRESENTERS

Apart from presenting their programs, presenters are required to comply with the following:

- attend approved training sessions.
- attend at least one approved Presenters' Meeting in each six months of the year, (1 January to 30 June and 1 July to 31 December).
- physically and/or financially support fund raising or other activities carried out by the Station in a calendar year.
- carry out cleaning duties and maintain the cleanliness of all the station's rooms including the studio and the kitchen.
- assist with an activity in relation to cataloguing CDs, Station maintenance, subcommittee support and/or involvement in any other activities that arise.

## 11. MEETING COPYRIGHT REQUIREMENTS

- The performance or reading of any play, poem, novel, or other non-musical work.
- Short excerpts may be broadcast but the source acknowledged.
- These restrictions do not apply to material on which the copyright has ceased.
- In general, copyright ceases fifty years after the author's death so that, for example, works by Gilbert and Sullivan and earlier writers are now out of copyright.

## 12. DEFAMATION

- Presenters must at all times, avoid making defamatory statements about any person or organisation, and should be aware that:
  - Program undertakings will make presenters responsible; and that
  - Any statement is prima facie defamatory of a person if it tends to make ordinary reasonable members of the community think worse of that person.
- A corporation may also be defamed. A defamed person or other entity may bring action to vindicate its reputation;
- Liability for defamatory matter broadcast on the Station, would fall on Cooloola Christian Radio, 91.5fm Community Radio, the speaker and the scriptwriter.
- Other people such as the Station Manager or producer might also be involved if they knew the content of the material and could have prevented it being broadcast.
- Reasonable mistakes or a general lack in intention to defame are in general, no defence.
- Truth of the statement is not a defence, unless it can be established that it was published or broadcast for the public benefit.

## 13. HARRASSMENT AND BULLYING

- 91.5fm has a policy of zero tolerance towards bullying and harassment.

- It is the right of every individual to undertake their involvement with the Station in an environment which promotes personal satisfaction, maximises program performance and ensures that the reputation of the Station is upheld at all times.
- Such an environment is dependent on it being free from all forms of harassment and victimisation.
- Harassment and bullying are forms of discrimination which contravene this policy and can be in breach of the law.
- Bullying and Harassment are totally unacceptable:
  - Bullying includes any behaviour intended to intimidate or embarrass another person.
  - Harassment is any unwelcome offensive comment or action concerning a person's race, colour, language, ethnic origin, sex, marital status, pregnancy, disability, or political, or religious conviction.
- It is the responsibility of all persons involved with the Station to ensure that proper standards of conduct are upheld in the workplace, and to ensure the work environment is free from all forms of harassment. Complaints of harassment will be considered seriously and sympathetically treated, and will be attended to promptly and confidentially.
- Bullying is repeated unreasonable action directed toward a member, or group that creates a risk to health and safety.
- Examples of behaviour that could be bullying include:
  - excluding someone from work place activities;
  - giving someone the majority of unpleasant tasks;
  - verbal abuse;
  - Humiliating someone through sarcasm or insults; or intimidation.
- Confidentiality is especially important because, of the sensitive nature of the problem itself and the risk that someone's reputation might be publicly damaged.
- Incidents of harassment are discussed only with those authorised to deal with them.
- In all cases, the utmost care will be taken to investigate complaints impartially, recognising the rights of all parties.
  
- All complaints should be immediately reported to the Station Manager.
- Cooloola Christian Radio, 91.5fm expects its Committee of Management and all its members to treat each other with dignity and respect at all times.
- We encourage anyone who experiences bullying to report it immediately to the Station Manager or another person nominated by the Committee of Management.
- When bullying is reported, it will be seen as a serious matter and will be investigated in a timely manner by an independent, competent person.
  
- A report on the investigation will be forwarded to the Committee of Management within seven days of the complaint being made.
- Conflict resolution is how we consider ways of understanding differences and using that understanding to build agreed ways to go forward.
  
- This usually involves compromise or "meeting in the middle" and focusses on the issues to be resolved
  - 
  - Not the personalities or other matters. It requires good will from all parties and a
  - Focus on the core priorities. In our case, this is to advance the Vision, Mission and Purpose of Cooloola Christian Radio, 91.5fm.
  
- Persons involved in any dispute resolution process need to be prepared to:
  - remember that the interests of the Association and quality of on-air presentation to our community are the paramount concerns;

- deal with issues promptly, fairly and honestly;
- listen to others' views objectively and keep an open mind;
- avoid assumptions about motives and attitudes;
- develop options that everyone can own and agree will work;
- ensure everyone is committed to agreements reached.

If, having followed a reasonable resolution process as set out below, one party is still not satisfied, the Committee of Management reserves the right to make a final decision on the matter, keeping in mind the best interests of the Association and volunteers

#### 14. INTERNAL CONFLICT PROCEDURES

- Every reasonable effort will be made to resolve disputes that arise within Cooloola Christian Radio, 91.5fm, conscientiously and as soon as practicable.
- Disputes are to be notified by the parties concerned (if they cannot reach agreement) to the Station Manager and/or President, who will invite the disputants to discuss their differences openly between themselves.
- If appropriate, the Station Manager and/or President may meet with parties separately or together, and may engage the use of a mediation group (to be formed for the purpose of addressing the immediate dispute at the discretion of the Station Manager and/or President) or mediation organisation for assistance, as judged required.
- In this case, the disputants are to agree prior to the mediation to abide by the decision of the appointed mediator.
- If the dispute still remains unresolved, the issue will be discussed by the Committee of Management and a solution proposed.
- Cooloola Christian Radio will keep a record of the matter and the outcome in a register which will be maintained by the responsible officer for a minimum period of 2 years and ensuring its availability to ACMA if requested

# 91.5FM Cooloola Christian Radio Assoc. Inc.

## Volunteer Contract

- I accept the on-air or off-air duties as agreed with the Station Manager.
- I accept, unless otherwise specified, that Cooloola Christian Radio. 91.5fm.
- Retains the ownership and copyright in all material produced at the Station.
- I accept Cooloola Christian Radio. 91.5fm's policies and procedures as set out in its Policies and Procedures Manual, and should disagreement arise, I acknowledge the grievance procedures set out therein as the appropriate avenue for conflict resolution.
- I will ensure that all programs I make will comply with all codes, regulations and legislation relevant to community broadcasting.
- I accept it is my responsibility to obtain a signed licence agreement from the appropriate copyright owner/s for use of material not already covered by existing 91.5fm. Licence agreements.
- I accept that Cooloola Christian Radio. 91.5fm reserves the right to censor, edit and amend any program material I present for broadcast.
- I will inform the Station Manager and/or Committee of Management, within 48 hours, of any complaint concerning my program or any incidents that might lead to a complaint.
- I will not, without the prior approval from the Committee of Management, comment publicly on the operation of Cooloola Christian Radio. 91.5fm or of any member of the Association.
- I will treat other volunteers, guests of the station, staff and the Committee of Management with consideration and respect.
- I accept that Cooloola Christian Radio. 91.5fm will take every care with recorded material left by me at the station but cannot accept any responsibility for loss or damage.
- I will treat Station equipment, facilities and property carefully.
- I will use Station equipment and facilities for the production and preparation of my program and for no other purpose without the prior consent of the Station Manager.
- I will not remove Station equipment or property on any occasion without first having obtained permission from the Station Manager.
- I will not make commercial representations on behalf of Cooloola Christian Radio. 91.5fm, to any person or organisation without prior written authority from the Committee of Management.
- I acknowledge that a breach of the any of the above listed conditions may result in the suspension or termination of my broadcast rights.
- I acknowledge Cooloola Christian Radio's. 91.5fm's grievance procedures as the appropriate avenue for conflict resolution.
- I formally indemnify Cooloola Christian Radio. 91.5fm and hold it indemnified against all actions, suits, claims, losses and/or damages arising out of and consequential upon anything recorded by or broadcast on my behalf.

Date \_\_\_\_\_

Volunteer (full name) \_\_\_\_\_

Address: \_\_\_\_\_

Tel (day): \_\_\_\_\_ Tel (ah): \_\_\_\_\_

Mob: \_\_\_\_\_ e-mail: \_\_\_\_\_