



POLICY AND

PROCEDURES

FY 2021 - 2022

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INTRODUCTION

As a community radio station, Triple Y must demonstrate compliance with various legislation requirements. Triple Y must comply with the Community Broadcasting Association of Australia Codes of Practice and the Australian Communications and Media Authority Community broadcasting not-for-profit guidelines. As an Incorporated Association, Triple Y must also comply with the Associations Incorporation Act, 1985.

This policy and procedure manual has been approved by the Board of the Whyalla F.M. Broadcasting Association on 02/03/2022. All policy and procedures will be reviewed every two years unless otherwise stated on the individual policy or procedure.

David Knox
Chair

Authorisation:

A handwritten signature in black ink, appearing to be "David Knox".

Signature of Chair

2nd March 2022

Date



1. CORPORATE GOVERNANCE – CODE 1.2

1.001 Corporate Governance Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Running a community radio station inevitably involves compliance with national and state legislation. The regulatory bodies and documents/legislation include, among others, the Australian Communications Media Authority (ACMA), the Community Broadcasting Codes of Practice, the Broadcasting Services Act and the State's Fair Trading or Consumer Affairs body.

Corporate governance is the system of rules, practices and processes by which an organisation is directed and controlled. Governance at a corporate level includes the processes through which an organisation's objectives are set and pursued in the context of the social, regulatory and market environment. It includes the organisation's Constitution, conduct of meetings, record keeping, Transparency & Accountability, Risk Assessment and Management, Reimbursement of Expenses and more.

Purpose

The purpose of this document is to ensure that everyone in the organisation follows appropriate and transparent decision-making processes and that the interests of all stakeholders (stakeholders includes sponsors, managers, volunteers, suppliers, customers, among others) are protected. The purpose of corporate governance is to help build an environment of trust, transparency, and accountability necessary for fostering long-term investment, financial stability and business integrity, thereby supporting stronger growth and more inclusive societies.

Corporate Governance Statement

The Board of Directors recognises that high standards of corporate governance are essential to achieving its objectives. The Board of TripleY continues to review its corporate governance practices during the period of its licence.



The Role of the Board

The Board seeks to promote the long-term interests of Triple Y including its Stakeholders and Sponsors taking into account Triple Y's broader responsibilities to customers, its people and the communities in which it operates. In addition, the Board is responsible for identifying areas of significant business risk and overseeing arrangements to adequately manage those risks.

Nomination and Appointment of Board Members

To ensure that the Board is equipped to discharge its responsibilities it has established nomination and selection guidelines for members and for the operation of the Board, among other things. The responsibility for the operation and administration of Triple Y is delegated by the Board to the Chairperson and the Executive Management Team. The Board ensures that this team is appropriately qualified and experienced to discharge its responsibilities in operating the station.

The Role of Committees

At all times the Board retains full responsibility for guiding and monitoring the operations of Triple Y, It is supported by a Finance Committee. The Finance Committee reports regularly to the Board.

Diversity

The Board has developed a formal Diversity policy which has been adopted and applies to all stakeholders, sponsors, volunteers and others associated with the operations of Triple Y..

The Board is conscious of building a diverse and inclusive organisation and is committed to diversity and inclusion across the wide range of operational demographics. The Board will conduct self-performance evaluations that involve an assessment of its performance against specific and measurable performance criteria.



Act Ethically and Responsibly

Code of Conduct

The Code of Conduct applies to all Board Members, Stakeholders, Sponsors, Volunteers and Suppliers. The Board strives to promote an organisational culture that enables its people to respond appropriately in a variety of situations and to be accountable for their decisions.

Recognising and Managing Risk

Risk Management - Local

Risk management is the identification, evaluation, and prioritisation of risks followed by coordinated and economical application of resources to minimise, monitor, and control the probability or impact of unfortunate events. This is considered a critical function of the Board

Appropriate local risk control measures are continually undertaken by the Board in accordance with the Work Health and Safety Act and Regulations.

Emergency Management

Emergency management of incidents affecting the station and its operation will be managed by the Board with assistance/guidance from local authorities.



1.002 Policy and Procedures Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Triple Y has a clear process for creating, endorsing, and implementing policy. Policy documents are based on a uniform template, and policy documents gathered together as a policy manual.

Purpose

The purpose of this policy is to:

- Ensure there is a uniform template for all policies and procedures.
- Outline a standard procedure for policies and procedures to be taken from the first drafts through to implementation; and to
- Illustrate a typical usage of the template.

Policy

Fundamental decisions as to the aims, goals and mission of the organisation must be approved by the membership at a general meeting.

Policies, which are designed to serve the organisation's mission by ensuring that day-to-day decisions are informed by deliberation and consultation, must be approved by the Board. The Board may delegate its responsibilities for designing procedures to put those policies into effect.

Policies, which envelop broad principles, should be differentiated from procedures, which provide mechanisms appropriate to particular circumstances.



1.002 Policy and Procedures Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

The Board may nominate a Policy Officer to be responsible for ensuring that proper procedure for the development, consultation, acceptance, recording, and implementation of every policy is designed and adhered to.

Procedures

The Board, a sub-committee, or a general meeting will identify the need for a policy document, or for the revision of an existing policy document, and the Board will identify an appropriate author or authors.

The author/s will consult with interested members, relevant staff, and persons knowledgeable in the area. Consultation may take the form of casual conversations, formal meetings, policy development workshops, email forums, etc.

The draft policy should be circulated to interested parties and relevant stakeholders for comment.

The author/s will consider any feedback received and will create a final draft for presentation to the Board. This will be accompanied by any additional unincorporated feedback to allow consideration of other issues raised but not included.

The Board will accept the policy, defer it, reject it, return it to the authors for amendment, or assign revision to other authors.

Following acceptance by the Board the policy shall be added to the Policy Manual as Version 1. All subsequent revisions shall be numbered accordingly (e.g. Version 2, Version 3, etc.)

Policy and Procedure Format

All policy documents will adhere to a standard policy template (which this document is based on), and so will have the same “look and feel” as this document.

The format of the policy template will include the following headings:

Heading	Definition
Policy Number	Each policy document has a unique number, starting at 001. This is referred to in the contents page of the policy manual.
Policy Name	A few unique words that describe the general subject matter of the policy.
Version Number	When a policy is being drafted, its Version Number is "000". Once passed at a GM, it becomes version "001". Following scheduled or other revisions, this number increases by one.
Drafted By	The person, group of people, subcommittee, etc., that drafted the policy. These people may be contacted prior to any future changes being made, or regarding any confusion around the original intent of the policy.
Endorsed by the Board on:	The date the Board endorsed the policy.
Responsible Person:	Person or position responsible for day-to-day implementation of policy.
Scheduled review date:	The date set by the Board for review of the policy. If left blank or "n/a", the policy will be reviewed two years from the date of approval, or whenever the Board determines that a need has arisen. Reviews must follow the same development procedure as new policy proposals.
Introduction	Background information on why this policy exists.
Purpose	What the policy seeks to achieve.
Policy	The actual content of the policy; the details of the position held by the organisation on the topic. A policy document may include several sub-headings under this topic, depending on the complexity of the policy matter.
Responsibilities	Identifies who is responsible for adhering to, implementing, and monitoring relevant aspects of the policy or procedure.
Procedures	Outlines how the policy is implemented on a day-to-day basis.
Related Documents	Identifies any other documents that are relevant or important to the policy. While all written material within the organisation is related in one way or another, there will often be particular documents that should be read in conjunction with the policy. Examples may include other policies, Acts of Parliament (or sections of relevant text), the organisation's constitution (or sections of relevant text), etc. Not all policy documents will have Related Documents.



Authorisation	Certifies that the policy has been through all necessary procedures and is now in force.
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Time allocation

In the development of a policy document, sufficient time must be given for consultation with all appropriate persons and bodies prior to full deliberation by the Board.



1.003 Board Attendance Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Regular attendance at Board and committee meetings is essential in order to maintain continuity and cohesion in the management and governance of Triple Y.

Purpose

This Board Attendance Policy is intended to encourage regular attendance at Triple Y's Board and committee meetings and to provide procedures to deal with any failures in such attendance.

Policy

Board and committee members are expected to demonstrate their commitment to the organisation by unbroken attendance at the Board or committee on which they sit, except when prevented by unforeseeable events.



1.003 Board Attendance Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

It is the responsibility of the Board Chair to monitor the attendance of each member and to issue warnings as appropriate.

Procedures

The Secretary shall notify members of forthcoming meetings no sooner than 21 working days before the set date of the meeting.

Where Board members are prevented from attending any Board meeting, they should notify the Chair of their intended absence.

Where a meeting is to be held either in the form of a teleconference or online, the Chair should notify members accordingly. Participation in these meetings shall be equivalent to attendance at a regular meeting.

Prospective members of the Board shall be issued with copies of the attendance policy and asked to commit themselves to observing its terms.

Attendance requirements

If a Board member is absent for two consecutive meetings without first notifying the chair of their absence, or if a Board member is absent for three consecutive meetings having notified the chair of their absence, that Board member is in breach of their obligations and is liable to be removed from the Board, subject to the following processes.

Process

If a Board member is in breach of their attendance requirements, the Chair shall consult with them to discuss this matter.

If the Board member's difficulties are resolvable, then the chair shall attempt to resolve them.

If no mutually satisfactory resolution is possible, and if the Board member wishes to continue on the Board, then the member's response will be put to the Board at its next meeting. The Board member shall be entitled to speak to this item, and then to vote on it. The Board will then decide what actions to take regarding that Board member's future membership on the Board.

If the Board decides that termination is justified, the Board may suspend or terminate that person's membership of the Board. In the event the member wishes to continue in his or her position, the suspension or termination shall be put to a general meeting for approval. The suspended or terminated member shall be given an opportunity to be heard, either personally or through a representative, and may submit materials in writing to be circulated.



The Board may remove any person from any Board sub-committee for any reason, including (but not limited to) non-attendance.

When any person has been removed from the Board or from any committee under this provision, the Board or committee will promptly initiate a process to recruit a new Board member. The person whose membership has been terminated shall retain the right to stand again at the next election for the Board.



1.004 Board Grievances and Dispute Resolution Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

The Board of Triple Y is committed to reaching a speedy and just resolution of any disputes or grievances that may arise and that may threaten the harmonious functioning of the Board.

Purpose

This policy is designed to set out the process for resolution of disputes or grievances involving Board members that are unable to be resolved through respectful debate in Board meetings.

Policy

Where possible disputes will be resolved by mediation.



1.004 Board Grievances and Dispute Resolution Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

It is the responsibility of the Chair to ensure that:

- Board members are aware of the Board Grievances and Dispute Resolution Policy;
- Disputes are handled respectfully, confidentially, and in accordance with natural justice.

It is the responsibility of the all Board Members to ensure that their usage of electronic media conforms to this policy.

Processes

Subject to anything to the contrary contained within Triple Y's constitution:

1. The parties to the dispute must meet and discuss the matter in dispute, and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.
2. If the parties are unable to resolve the dispute at such a meeting, or if a party fails to attend that meeting, then the parties must, within 10 days, hold a meeting in the presence of a mediator.
3. The mediator must be –
 - (a) a person chosen by agreement between the parties; or
 - (b) in the absence of agreement, a person appointed by the Board.

A member of Triple Y can be a mediator but may not be a member who is a party to the dispute.

4. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
5. The mediator, in conducting the mediation, must –
 - (a) give the parties to the mediation process every opportunity to be heard; and
 - (b) allow due consideration by all parties of any written statement submitted by any party; and
 - (c) ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
6. The mediator must not determine the dispute.
7. The mediation must be confidential and without prejudice.

If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute otherwise at law.

2. MEMBERSHIP – CODE I.4

2.001 Membership Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Membership of the Association shall be divided into classes:

(a) Group members.

Community organisations, government departments, statutory bodies, groups and clubs of special interest may apply to the Board of Management for membership. Such applications shall be in writing and may be accepted or rejected by the Board of Management.

(b) Individual members.

Individuals having an interest in the objects of the Association may apply to the Board of Management for membership. Such application shall be in writing and may be accepted or rejected by the Board of Management.

(c) Any other categories of members as per sub clause **1.6.7**.

(d) All membership applications are subject to a Police Check Report. (see 1. Rejection of Membership application. 1.2.9)

1. Rejection of Membership Application

1.2 The grounds on which a membership application may be rejected

- The Board may reject a membership application if:

1.2.1 There are reasonable grounds to believe that the applicant would not abide by the rules and objectives of the association.

1.2.2 The applicant has been convicted of an indictable offence.

1.2.3 There are reasonable grounds to believe that the applicant would not abide by the Community Broadcasting Codes of Practice.

1.2.4 There are reasonable grounds to believe that the applicant would pose a security risk to the members or premises of the association.

1.2.5 The applicant has not acted in the best interest of the association.

1.2.6 The person has previously breached the rules of the association as a former member.



1.2.7 The person has not complied with the membership application process.

1.2.8 The applicant has acted in a manner that may damage the reputation of the association.

1.2.9 The Board, after careful consideration, receives an unfavourable police check report.

1.3 Statement of Reasons for Rejection

- 1.3.1 The Board/Management Committee must provide reasons for the rejection of a membership application within 2 weeks of a membership application being rejected by the Board. Written advice will be provided to the applicant stating the reasons why the membership application was not accepted by the Board.

1.4 Applicant's Right of Appeal

- 1.4.1 The written advice will also state the basis upon which the person may appeal the rejection. The intention to appeal shall be communicated in writing to the Secretary or Public Officer of the association within 14 days after the determination of the Board has been communicated to the member.
- 1.4.2 A person whose application is rejected by the Board has the right to appeal that decision at the next Meeting of the Association. If a simple majority of members present at that meeting support the appeal then the person shall become a member. (3.7 of the constitution).

1. Membership Appeals Tribunal Process

- 1.5.1 The Membership Appeals Tribunal will consider the appellant's application for membership and determine the extent to which it requires additional information from the appellant and the association to enable a decision to be made to uphold or reject the appeal for membership to the association. The Membership Appeals Tribunal will communicate the decision to the appellant and the Board.
- 1.5.2 In the event the Membership Appeals Tribunal rejects the appeal then the application for membership will be rejected at the date of the meeting at which the determination of the Board occurred to reject the application for membership.
- 1.5.3 In the event that the Membership Appeals Tribunal upholds the appeal then the application for membership will be accepted at the date of the meeting at which the determination of the Board occurred to reject the application for membership.

1.6 MEMBERSHIP FEES AND RESPONSIBILITIES



- 1.6.1 The annual membership fees shall be fixed at each Annual General Meeting of the Association and shall be payable by each and every member on a year-to-year basis. Membership shall be for one year or for part of one year and shall commence from the time of payment of such membership fees.
- 1.6.2 Membership fees shall fall due and payable by all members of the Association on the respective dates of such fees occurring after each Annual General Meeting.
- 1.6.3 Each individual member shall be entitled to attend all general meetings of the Association and shall be entitled to speak and vote at such meetings.
- 1.6.4 Each group member shall be entitled to be represented at all general meetings of the Association by a delegated representative. Delegated representatives shall be entitled to speak and vote as if a full member at such meetings.
- 1.6.5 Each group member shall at least Seven (7) days before such general meeting of the Association inform the Secretary in writing of the names and addresses of its delegated representative.
- 1.6.6 Each delegated representative shall represent the group member until such time as the group member advises the Secretary in writing of any change in delegates and the names and addresses of newly appointed delegated representatives.
- 1.6.7 The Board shall have the power to decide on any further categories of membership and on the conditions under which such new categories may be admitted as members of the Association.

1.7 TERMINATION OF MEMBERSHIP

Membership of the Association shall continue until determined in any of the following ways:

- 1.7.1 By any individual or group member giving notice in writing of his intention to resign from the Association.
 - 1.7.2 By the non-payment of the annual membership fee fixed at the Annual General Meeting. Within the time prescribed by the Board, or within such further time as the Board may from time to time allow. 1.7.3
 - 1.7.3 By any group member going into liquidation or becoming bankrupt
-



- 1.7.4 By the death of any individual member.
 - 1.7.5 By the expulsion of any individual or group member by the Board on the grounds that such member has failed to fulfil his obligations to the Association, or that they have been guilty of conduct detrimental to the Association.
-

3. INTERNAL CONFLICT AND GRIEVANCES – CODE I.5

3.001 Internal Conflict and Grievances Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Triple Y believes that all people should work in an environment free from bullying.

Triple Y understands that workplace bullying is a threat to the health and wellbeing of its members, volunteers and customers.

Accordingly, Triple Y is committed to eliminating, so far as is reasonably practicable, all forms of workplace bullying by maintaining a culture of openness, support, and accountability.

Purpose

The purpose of this document is to communicate that Triple Y does not tolerate any form of workplace bullying and to set out the process which is to be followed should any instances of workplace bullying be reported.

Definitions

“**Bullying**” is repeated and unreasonable behaviour directed towards a person or group of persons that creates a risk to health and safety. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.

“**Repeated behaviour**” refers to the persistent nature of the behavior and can involve a range of behaviours over time.

“**Unreasonable behaviour**” is behaviour that a reasonable person, having considered the circumstances would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Examples of behaviour, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:

- abusive, insulting or offensive language or comments
 - unjustified criticism or complaints
-

- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- spreading misinformation or malicious rumours
- changing arrangements such as rosters to deliberately inconvenience a particular volunteer/worker.

Bullying can be carried out in a variety of ways including through email, text or social media channels.

Bullying can occur between members (sideways), from Board Members to members (downwards), or members to Board Members (upwards).

Reasonable management action is not considered to be bullying if it is carried out lawfully and in a reasonable manner in the circumstances. Examples of reasonable management action include but are not limited to:

- setting reasonable performance goals, standards and deadlines
- informing a member about unsatisfactory work performance in an honest, fair and constructive way
- taking disciplinary action, including suspension or terminating member arrangements employment.

Differences of opinion and disagreements are generally not considered to be bullying.

Bullying that directly inflicts physical pain, harm, or humiliation amounts to assault and should be dealt with as a police matter (see below).

Policy

Triple Y has a duty of care to provide a safe workplace, and ensure, so far as is reasonably practicable, that members and other people are not exposed to health and safety risks.

Triple Y accepts and acts on its duty of care, any reported allegations of workplace bullying will be promptly, thoroughly, and fairly investigated.

Bullying, internal conflict & grievance complaints will be handled in a confidential and procedurally fair manner. Where confidentiality cannot be guaranteed this will be clearly communicated to the relevant parties.

All parties will be treated with respect.



The person against whom the allegation is made has the right to natural justice (the right to know what is alleged against them, the right to put their case in reply, and the right for any decision to be made by an impartial decision-maker).

3.001 Internal Conflict and Grievances Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

It is the obligation and responsibility of every person to ensure that the workplace is free from bullying. The responsibility lies with the Board, members and volunteers to ensure that bullying does not occur in the workplace.

All members/volunteers have:

- an entitlement to work in a safe and healthy workplace and to be treated with dignity and respect
- an entitlement to make a complaint in respect of any bullying behaviour
- a responsibility to take reasonable care for their own health and safety
- a responsibility to ensure they do not promote or engage in bullying and otherwise take reasonable care that their acts or omissions do not adversely affect the health and safety of other people
- a responsibility to co-operate and comply with this policy and any other relevant policy.

It is the responsibility of the Board to ensure that:

- they understand, and are committed to, the right of all members and volunteers to perform their duties without fear of being bullied in any form
 - all reasonable steps to eliminate bullying are made so far as is reasonably practicable
 - all applicable occupational health and safety legislation is observed
 - all members and volunteers are regularly educated and made aware of their obligations and responsibilities in relation to providing a workplace free from bullying
 - it provide an environment which discourages bullying, and set an example by their own behaviour
 - all complaints are treated seriously and confidentially
 - they are as far as practicable aware of whether bullying is occurring, whether complaints are received or not, relying on such indices as:
 - sudden increases in absenteeism
 - behavioural changes such as depression
-

- sudden deterioration in work performance
- it takes immediate and appropriate action if they become aware of any bullying or offensive behaviour
- any reported allegations of workplace bullying are promptly, thoroughly, and fairly investigated
- guidance and education are provided, where requested and/or appropriate, to cases and subsequent decisions relating to bullying
- ongoing support and guidance is provided to management, members and volunteers in relation to the prevention of bullying
- this policy is displayed in the workplace and easily accessible to all workers and volunteers.

Procedures

Complaints Procedures

If any member or volunteer feels comfortable in doing so, it is preferable to raise the issue with the person directly with a view to resolving the issue by discussion. The employee or volunteer should identify the offensive behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops.

If the behaviour continues, or if the employee or volunteer feels unable to speak to the person(s) directly, they should contact a Board Member with whom they feel comfortable. The Board Member will provide support and ascertain the nature of the complaint.

Informal Intervention

The Board member will explain the rights and responsibilities of the employee or volunteer under the relevant policy and procedures.

Informal intervention may be done through a process of either mediation or conciliation. During informal intervention the respondent will be made aware of the allegations being made against them and given the right to respond. Interventions at this stage should adopt a confidential, non-confrontational approach with a view to resolving the issue.

This procedure will be complete when the alleged harasser respects the individual's request to cease unwanted and unwelcome behaviour, or when the complainant accepts that the behaviour is not properly described as bullying. If neither of these outcomes occurs, the organisation's formal procedure should be followed.

Formal Complaints Procedure



The formal complaint procedure involves a formal investigation of the complaint. Formal investigations may be conducted internally (by the Board or its delegate) or by an external investigator.

An investigation involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, the investigator will make recommendations about resolving the complaint.

The investigator may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigator will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against.

If the investigator considers it appropriate for the safe and efficient conduct of an investigation, participants may be stood down or provided with alternative duties during an investigation.

Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation.

The findings as to whether bullying has occurred will be determined on the basis of the evidence, and on the balance of probabilities.

On the basis of the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:

- Counselling
- Disciplinary action (including an up to termination of employment)
- Official warning
- Formal apology and/or an undertaking that the behaviour will cease
- Mediation where the parties to the complaint agree to a mutually acceptable resolution.

On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation.

Following an investigation concerning a bullying complaint (irrespective of the findings), the Board or its delegate will:

- consult with the parties involved to monitor the situation and their wellbeing; and
- educate and remind all employees and volunteers of their obligations and responsibilities in relation to providing a workplace free from bullying

Procedures for Dealing with Criminal Conduct



Some forms of severe bullying (physical attack, for example, or obscene phone calls) may constitute criminal conduct. While Triple Y is committed to treat most complaints about bullying at an organisational level as far as possible, this type of conduct is not suited to internal resolution. Such complaints should be treated by the criminal justice system. Employees or volunteers should be advised of the option of police support or intervention. It is not the obligation or duty of the organisation to report such matters to the police on behalf of the complainant.

4. COMPLAINTS HANDLING – CODE 1.6

4.001 Complaints Handling Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Triple Y believes that as a community station, it is our responsibility to represent the community interest of Whyalla and the specific community groups within this area. As such, any complaints are of great interest to us in helping us to better meet the needs of the community

Purpose

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

Policy

Triple Y acknowledges the right of its audience to comment and make complaints in writing concerning:

- Compliance with the CBAA Codes of Practice or a condition of the licence;
- program content; and
- The general service provided to the community

Triple Y will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious, or not made in good faith. Triple Y will ensure that:

- Complaints will be received by a responsible person in normal office hours.
- The Triple Y Complaints Pro-Forma is to be used so there is a written record of the complaint that can be tabled at a Board meeting if needed.
- Complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable; and
- Complaints will be responded to in writing within 60 days of receipt

A record of complaints form will be maintained in a permanent form, for a period of at least two years by a responsible officer of the licensee. The record of complaints will be made available to ACMA on request, in a format advised by ACMA.



4.001 Complaints Handling Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Purpose

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

Triple Y acknowledges the right of its audience to comment and make complaints in writing concerning:

- compliance with the CBA Code of Practice or a condition of the licence;
- program content; and
- the general service provided to the community

Procedures

Triple Y will broadcast at least one on-air announcement each week that contains information about the Community Radio Code of Practice and where listeners can get a copy.

Triple Y will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith. Triple Y will ensure that:

- complaints will be received by a responsible person in normal office hours.
- The Triple Y Complaints Pro-Forma is to be used so there is a written record of the complaint that can be tabled at a Board meeting if needed.
- complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable; and
- complaints will be responded to in writing within 60 days of receipt

Complainants will be advised in writing that they have the right to refer their complaint to the ACMA provided they have first:

- formally lodged their complaint with the licensee
- received a substantive response from the licensee and are dissatisfied with this response

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

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

Reporting, Responsibilities and Record Keeping

To ensure Triple Y can make a full response to ACMA if requested:

The Public Officer will maintain a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year. The Public Officer is responsible for the retention of any communication related to the complaint, including the dates and responses.

The person taking the complaint must:

- Treat any complaint from the public in a serious and polite manner
- record the date and time the complaint was received
- record the name and address of the complainant
- record the substance of the complaint

The complaint must be forwarded to the Public Officer within 24 hours.

5. COMMUNITY PARTICIPATION – CODE 2.1

5.001 Community Participation Policy – Access & Equity (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Background

Whyalla FM Public Broadcasting Association Inc. (Triple Y) is required under its broadcasting licence and through its adherence to the Community Broadcasting Codes of Practice to meet its community interest.

Triple Y's community interest is categorised as 'general' on its broadcasting service license certificate. In meeting its community interest, Triple Y will provide informative and entertaining community broadcasting with the aim of satisfying a wide divergence of community taste.

Triple Y is required to operate as a not-for-profit community association and to undertake all measures necessary to provide a radio broadcasting service to encourage, enable and facilitate communication within the community by operating and developing community media activities serving the general population. Triple Y will:

1. Enable and facilitate communication within the community by broadcasting programs dealing with local issues, events, culture, and activities.
2. Provide the opportunity for community groups and related associations, organisations, and individuals to be involved in the production and presentation of original programs.

Purpose

The purpose of this policy is to ensure that Triple Y includes mechanisms to effectively engage with and represent its community of interest and to enable active participation by its community in station management, programming and general operations. This policy states how we put community participation into practice.

Policy

As a community-based, volunteer-run, not-for-profit association, Triple Y relies on members of the community for its ongoing operation, administration, and on-air programming. Through transparent governance:



1. Triple Y will regularly seek to increase its level of community participation in all its operations.
2. Triple Y will articulate and develop the strategies it uses to encourage community participation in the station's operations and in the selection and provision of programming.
3. Triple Y will encourage individuals and families living in and visiting our listening area to become members of Triple Y and invite them to fully participate in all aspects of the station's operation and broadcast.
4. Triple Y will encourage all local community groups to become members of Triple Y and invite them to fully participate in all aspects of the station's operation and broadcast.
5. Triple Y will be committed to an open and non-discriminatory policy regarding membership and participation. Membership can only be revoked under the most extreme circumstances. If a membership is revoked, all members have the right of appeal as outlined in the grievance measures detailed in Triple Y's constitution.

Triple Y will ensure that it meets the needs and interests of the local community in the following ways:

- a. Provide regular on-air announcements encouraging new members
 - b. Provide training programs to equip potential volunteers in their involvement in the station
 - c. Provide access to information about Triple Y through our website, Facebook page, local newspapers and social media to raise awareness of Triple Y in the community
 - d. Provide community service announcements about local activities and interviews with local people to encourage regular participation of those in our broadcasting area
 - e. Provide opportunities for local youth to be involved in producing quality programs for their peers and the whole community.
Note: Those under 18 require supervision by a responsible adult when on Triple Y premises.
 - f. Provide opportunities for our older residents to be involved in producing quality Programs for their peers and the whole community
 - g. Seek to involve and take advice from our Indigenous community in the production of programs focusing on Indigenous Australians and issues
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- h. Maintain partnership with the Whyalla City Council in its role as owner of the premises and site occupied by Triple Y and as a key stakeholder in our community interest
 - i. Develop and maintain effective working relationships with control agencies in our role as official emergency broadcaster in our broadcasting area
 - j. Seek opportunities to engage with other local community groups
 - k. Seek funding to broaden Triple Y's scope in delivering services to the communities we serve
 - l. Provide opportunities for Triple Y members to take part in areas of interest indicated on their application for membership.
7. Triple Y will aim to have a Committee of Management (Board) that has the expertise to adequately govern the association.
 8. Triple Y will continue its efforts to maintain existing sponsors and develop new sponsors.
 9. Triple Y will encourage its membership to seek nomination to its Committee of Management (Board) and Subcommittees.
 10. Triple Y will encourage presenters who use social media to promote their shows to their peers as well as on Triple Y's website and Facebook page.
 11. Triple Y will ensure all its life members, sponsors and donors are acknowledged on the Triple Y website.

Related documents

- Whyalla FM Public Broadcasting Association Inc. Constitution
 - Triple Y Membership Policy
 - Triple Y Volunteering Policy
 - Triple Y Disciplinary Action and Dismissal of Volunteers Policy
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5.002 Child Safety Code of Conduct (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

CODE OF CONDUCT FOR MEMBERS, VOLUNTEERS AND CONTRACTORS WORKING WITH CHILDREN AND YOUNG PEOPLE

The Board, **members**, volunteers and contractors at Triple Y are required to abide by this Code.

Under the Chair, the Board will:

1. Be responsible for the overall welfare and wellbeing of staff and volunteers;
2. Be accountable for managing and maintaining a duty of care towards staff and volunteers; and
3. Nominate a Board member or suitably qualified person to provide information and support to all staff, volunteers, children, young people and their carers regarding child protection matters.

All people involved in the care of children on behalf of Triple Y will:

1. Work towards the achievement of the aims and purposes of the organisation.
2. Be responsible for relevant administration of programs and activities in their area.
3. Maintain a duty of care towards others involved in these programs and activities.
4. Establish and maintain a child-safe environment in the course of their work.
5. Be fair, considerate, and honest with others.
6. Treat children and young people with respect and value their ideas and opinions.
7. Act as positive role models in their conduct with children and young people.
8. Be professional in their actions.
9. Maintain strict impartiality.
10. Comply with specific organisational guidelines on physical contact with children.
11. Respect the privacy of children, their families and teachers/carers, and only disclose information to people who have a need to know.
12. Maintain a child-safe environment for children and young people.
13. Operate within the policies and guidelines of Triple Y; and
14. Contact the police if a child is at immediate risk of abuse, phone 000.

No person shall:

1. Shame, humiliate, oppress, belittle, or degrade children or young people.
 2. Unlawfully discriminate against any child.
 3. Engage in any activity with a child or young person that is likely to physically or emotionally harm them.
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4. Initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves.
5. Be alone with a child or young person unnecessarily and for more than a very short time.
6. Develop a 'special' relationship with a specific child or young person for their own needs.
7. Show favouritism through the provision of gifts or inappropriate attention.
8. Arrange contact, including online contact, with children or young people outside of the organisation's programs and activities.
9. Photograph or video a child or young person without the consent of the child and his/her parents or guardians.
10. Work with children or young people while under the influence of alcohol or illegal drugs.
11. Engage in open discussions of a mature or adult nature in the presence of children.
12. Use inappropriate language in the presence of children; or
13. Do anything in contravention of the organisation's policies, procedures, or this Code of Conduct.

What happens if you breach this Code of Conduct?

If you breach this Code of Conduct you will face disciplinary action, including and up to termination of membership or cessation of engagement with the organisation.

5.003 Diversity, Access & Equality Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

In order to effect Triple Ys vision and purpose, Triple Y affirms and aims to reflect within its own structure the community broadcasting sector's principles of diversity, access and equity. In order to best meet and support the needs of the community broadcasting sector, Triple Y strives to ensure that all stakeholders have equal access to relevant Triple Y information, services and opportunities, and that its culture and management systems are aligned with these principles. Triple Y is committed not only to complying with applicable law such as the Disability Discrimination Act 1992 and Human Rights and Equal Opportunity Commission Act 1986 in all of its operations but aspires to set an example for the community broadcasting sector and the broader community by promoting and embracing diversity and cultural sensitivity, and by fostering anti-discrimination awareness and behaviour amongst staff and volunteers in our commitment to achieving social justice and a thriving community media sector.

Purpose

This Diversity, Access & Equity Policy provides a framework to:

- Ensure the membership of the Triple Y Board and Committees are appropriately diverse and to establish how these objectives can be met and measured.
- Bring together the different accountabilities involved in different areas of accessibility, and to clarify the nature of these responsibilities in each area.
- Integrate a philosophy of equity into all the organisation's activities and to establish and promote accessible practices in our operations.

Definitions

Diversity refers to the visible and invisible differences that exist between people, such as gender, culture, ethnicity, physical and mental ability, sexual orientation, age, economic status, language, faith, nationality, education, geographical location and family/marital status. It also refers to diverse ways of thinking and ways of working. *Triple Y Diversity and Equity Policy 10 March, 2019*



Policy

Triple Y respects and values the advantages of diversity and the benefits that flow from the integration of diversity principles throughout its culture and management structures.

Triple Y seeks to add to, nurture and develop itself through the collective skills and diverse experience and attributes of the members of its Board and Committees through a blend of skills, experiences, perspectives, styles and attributes including their culture, gender, age and geographic location.

While not limited to the following groups, current priorities for affirmative action within leadership structures at the Triple Y include:

- Aboriginal and Torres Strait Islander peoples
- Women
- People with culturally and linguistically diverse backgrounds
- People with a disability
- Gay, Lesbian, Bisexual, Transgender and Intersex people
- Young people
- People from non-metropolitan areas

Triple Y promotes diversity, supports equal rights, and does not advocate, support or practice discrimination based on race, religion, age, national origin, language, gender, sexual orientation, or mental or physical handicap or disability, except where affirmative action may be required to redress disadvantage. Triple Y will make all reasonable efforts to allow people who experience difficulty accessing our information and services to overcome any impediments.

Triple Y commits itself to:

Diversity: Triple Y will develop strategies, initiatives and programs to promote diversity on its Board and Committees.

Gender diversity: Triple Y is committed to achieving gender balance on its Board and Committees and will set and publish measurable objectives and targets to achieve gender balance. Triple Y gender balance aim target is to reach 50 per cent men, 50 per cent women for Triple Y Boards and Committees by 1 July 2023.

Diverse appointments: Triple Y will set and publish procedures to achieve diversity of appointments on its Board and Committees.

5.003 Diversity, Access & Equality Procedures (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

It shall be the responsibility of the Board to establish and maintain policies and procedures and to bring these procedures into effect. It shall be the responsibility of the staff to ensure implementation of these policies and procedures.

Procedures

1. Promote diversity in the membership of the Triple Y and Committees.
2. Recruitment practices and succession planning:
3. Prior to promoting vacancies or opportunities, conduct a diversity audit of the relevant Committee and determine whether there are any unrepresented groups or skills gaps.
4. Effort should be made to identify prospective appointees who have relevant diversity attributes. Under-represented groups will be particularly targeted for professional development and within the promotion of vacancies or for other opportunities where relevant, with reference to the published Diversity, Access & Equity Policy.
5. Collect information within application / nomination processes in order to affect the Diversity Policy (see Privacy Policy)
6. Ensure that selection processes, including appointment committees for Board, Committee (and staff) appointments, meet diversity principles. For example: interview panels should, to the degree feasible, include a diversity of backgrounds and be gender balanced. Shortlists for prospective appointees should include at least one male and one female candidate.

Accountability:

1. Establish a benchmark for targeted groups and track and publish progress towards achieving diversity within the CBF annual report.
 2. Triple Y staff shall, wherever feasible, have adequate support and training to develop and provide information and services accessible to all people. Staff shall, where necessary, receive ongoing cultural awareness or working with diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
 3. In its role as a volunteer organisation, Triple Y will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion. *Triple Y Diversity and Equity Policy 10 March, 2019*
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4. Triple Y shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on people from a range of cultural, linguistic and ability backgrounds prior to any decision to pursue such proposals. Any new (or substantially revised) policies or programs that impact in different ways on people from different cultural, linguistic and ability backgrounds shall, wherever feasible, be developed in consultation with people from those backgrounds or their representative organisations.
5. Triple Y shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural, linguistic and ability backgrounds, and especially to those identified as having a high impediments to access.
6. Where necessary and feasible, provide for the special needs of clients diverse abilities by providing material in disability-appropriate formats, such as in a preferred file format to facilitate the most effective use of accessibility software, or in hard copy if preferred.
7. The provision and maintenance of current information in languages other than English is cost-prohibitive for an organisation of our size and capabilities, but where necessary and feasible we will provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing material electronically to facilitate cost-effective language assistance through the use of interpreting software.
8. Where necessary and feasible, provide for the special needs of clients in areas on a case by case basis through developing liaison support arrangements and a flexible approach on the means of information provision.

References and helpful links:

- Web Content Accessibility Guidelines (WCAG) 2.0: <http://www.w3.org/TR/WCAG20/>
 - Google translate: <http://translate.google.com/>
 - Australian Declaration Towards Reconciliation:
<http://www.austlii.edu.au/au/other/IndigLRes/car/2000/12/pg3.htm>
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6. PROGRAMMING – CODE 2.2

6.001 Programming Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Purpose

The purpose of this policy is to outline a framework and ensure guidelines are in place that volunteer announcers must adhere to when conducting themselves on air. The policy also outlines a set of guidelines for on air music content.

1. Each 'program' must contain at least 30% Australian artist content.
 2. **No material containing explicit lyrics** is to be broadcast between the hours of 5:00am and 10:00pm. If you are not sure that a song does not contain explicit lyrics **do not play it** or, you may choose to listen to it first off air. **No excuses will be accepted.**
 - a. Between the hours of 10:00pm and 5:00am, a warning must accompany any material broadcast that contains explicit lyrics.
 3. Triple Y isn't able to provide music for every taste and genre available and you are encouraged to bring in your own selection at your own risk, however **music obtained from illegal sources**, for example internet download or a copy of a friend's disc, **ARE NOT to enter the building**. You are putting yourself and Triple Y's broadcast license at risk by doing this. iTunes and other legitimate download purchases are the only exception, and you will receive an email receipt for this purchase from iTunes or other legitimate download purchase. **Keep the receipt**. Save the receipt in a separate folder on your computer as you may be required to present it from time to time.
 4. **No swearing in any form or language** is permitted when using the microphone. Failure to follow this **will** result in immediate suspension from the program and depending on the severity your membership may be cancelled. For example, saying what is commonly known is radio as "The F Bomb" or "The C Bomb" will result in immediate suspension and cancellation of your membership. Accidental or otherwise. If you're not sure about what either of these bombs are, ask a Board Member.
 5. Microphone use should be kept to information regarding program content and other **interesting** items. Time calls and station ID should be made regularly at approximately 30 minute intervals, more often between the hours of 7:00am and 9:00am.
 6. Try to avoid the word "and" "um" or "er" in spoken content. Waffle or talking for the sake of talking with no real meaning or end in sight will not be tolerated. If you don't have anything
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sensible to say, say nothing at all! Writing down notes or dot points will help avoid problems when using the microphone.

7. Although the computer automatically places sponsorship message though any given hour, it wouldn't hurt to check the sponsorship sheets for your allocated timeslot to make sure they are all in the list to be played. These should be played as close as possible to the time scheduled. However, there is no requirement to cut a song short to fulfil a commitment. Give or take 5 minutes is fine.
 8. No presenter is to promote, or permit others to promote, any event/business without the express permission of the Board, where this event/business is a money-making proposition for any party. Example: a free gig at a hotel venue is still a money-making proposition for the hotel concerned. We are not a free advertising medium for anyone except for ourselves and community, non-profit & charitable organisations. Failure to follow this rule may result in immediate suspension from the program and depending on the severity your membership may be cancelled.
 9. Sponsorship messages are not to exceed 5 minutes of any given hour. It is part of this policy that Community Service Announcements (CSA) be limited to 2 minutes per hour, unless directed by the Program Director. Each CSA either played from the computer or read live must be a different CSA each time. This prevents any favouritism. The computer may schedule 2 of the same to play one after the other, this is unavoidable and a fix for the problem is being sought. If detected, remove one and search for another in its place.
 10. All interviews are to be approved by the Board prior to broadcast.
 11. Guests and visitors are to be kept to a minimum and are not permitted behind the presenter's desk and are certainly not permitted to use any equipment in any studio unless they are a member and have been trained in the use of the equipment.
 12. No guest or visitor is permitted access to the electronic music library.
 13. **The electronic music library is for presenters/members only.**
 14. All persons within the studio complex are expected to behave in a safe and responsible manner at all times. Presenters who have the knowledge to identify a potential hazard within the building and its grounds should advise the Station Coordinator at the first available opportunity.
 15. Common sense is expected and required from all persons in this studio complex. You are expected to treat all things contained in this building as if they were not your own.
 16. **All presenters** are expected to maintain the studio(s) in a tidy state. This is our home so let's treat it like one. All presenters are to assist persons cleaning the studio complex by complying with their requirements at all times.
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7. VOLUNTEERING – CODE 2.3

7.001 Volunteering Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Rights and Responsibilities of Volunteers

Triple Y a community radio station, which relies largely on the efforts of volunteers to maintain its operations. Our volunteers come from a wide range of backgrounds, and volunteer for different reasons such as:

- to contribute something to the community
- to develop professional skills
- to maintain existing skills
- to enjoy the social nature of the organisation
- to facilitate personal growth

Triple Y aims to treat all of its volunteers equally with respect and trust and to provide a workplace which is safe, enjoyable and fulfilling. It will endeavour to provide a working environment which is flexible in order to allow its volunteers to gain the benefits they wish from volunteering.

Conversely, Triple Y expects its volunteers to act professionally and in good faith towards the station at all times and that they hold the interests of the station and its community in equal regard to their own, thus ensuring positive outcomes for themselves, the station and the community we serve.

PURPOSE

This document sets out Triple Y's Policy on the responsible management of the Volunteer Program.

The purpose of this policy is to provide a clear statement about the roles and responsibilities of the volunteers and the organisation.

Principles of volunteering

Volunteering benefits the community and the volunteer.

- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not for profit sector only
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

The Rights of Volunteers at Triple Y

You have the right to:

- Be treated as a co-worker
 - Suitable assignment with consideration for personal preference, temperament, abilities,
 - Education, training and employment
 - Know as much about the organisation as possible, its policies, people and programs
 - 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 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 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
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The Responsibilities of Volunteers at Triple Y

As a volunteer you have the responsibility to:

- Have a professional attitude towards your voluntary work
- Be prompt, reliable and productive with regard to commitments and agreements made with Triple Y
- Notify the appropriate person if unable to meet commitments
- Accept and abide by station rules
- Understand and adhere to the community radio Codes of Practice and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- Not to represent Triple Y publicly or commercially unless prior arrangement has been made
- Not to bring into disrepute the operations, management, staff or other volunteers of Triple Y
- Treat technical equipment with due care respect and to notify technical staff of faults and problems
- Undertake to complete a minimum of the basic level of training offered at the station if you are intending to work in any area of programming
- Only use station resources and equipment in carrying out work for Triple Y and not for 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 Triple Y is 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
- Keep the station and its equipment secure

WHAT ARE THE RIGHTS AND RESPONSIBILITIES OF TRIPLE Y?

Triple Y has the right to:

- Expect your cooperation in working to uphold and maintain the station's mission statement, the station charter and program 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 Triple Y
 - 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
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- 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 residence of the station
- Provide you with feedback to enhance your programming and broadcasting development
- Expect clear and open communication from you at all times
- Release you in accordance with station policies and procedures due to contravention of station rules
- Expect you to keep the station and its equipment secure

Triple Y has the responsibility to:

- Provide you with a work environment which embraces the principles of equity and access
 - 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 strengths, 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 the appropriate recognition and/or rewards
 - Ensure that members have the appropriate skills required to work with you
 - Provide adequate formal and informal channels for constructive feedback
 - Provide you with information regarding any activities or changes at the station which may affect your work
 - Consult with you (where possible and practicable) on issues that may affect your work
 - Ensure that all station democratic processes are adhered to and that you are consulted in major decision-making processes
 - Ensure that you are aware of station democratic processes and are encouraged to participate in them
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7.002 Social Media Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Social media such as Twitter, Facebook, Google+, YouTube and blogging represent a growing form of communication for not-for-profit organisations, allowing them to engage their members and the wider public more easily than ever before.

However, it is also an area in which rules and boundaries are constantly being tested. This policy acts to maximise Triple Y's social media reach while protecting our public reputation.

Purpose

Triple Y may choose to engage in social media such as:

- Twitter
- Facebook
- Google+
- WordPress/Blogger
- YouTube/Vimeo
- iTunes/Podcasting

Triple Y seeks to encourage information and link-sharing amongst its membership, and volunteers, and seeks to utilise the expertise of its members and volunteers in generating appropriate social media content.

At the same time, social media posts should be in keeping with the image that Triple Y wishes to present to the public, and posts made through its social media channels should not damage the organisation's reputation in any way.

Due to the fast-moving nature of social media and the constant development of new social media programs, it is important that this policy and its procedures be reviewed at regular intervals.

Core Policy

Triple Y's social media use shall be consistent with the following core values:

- **Integrity:** Triple Y will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals. In addition, it will post in accordance with the organisation's Copyright and Privacy policies.
 - **Professionalism:** Triple Y's social media represents the organisation as a whole and should seek to maintain a professional and uniform tone. Members and volunteers may,
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from time to time and as appropriate, post on behalf of Triple Y using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.

- **Information Sharing:** Triple Y encourages the sharing and reposting of online information that is relevant, appropriate to its aims, and of interest to its members.

Triple Y should seek to grow its social media base and use this to engage with existing and potential members, donors and stakeholders. At the same time, a professional balance must be struck which avoids placing the organisation's reputation at risk.



7.002 Social Media Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

The Board shall nominate a Communications Officer to co-ordinate Triple Y's social media management.

The Communications Officer will oversee expansion of social media and help to develop any Social Media Strategy.

Members and volunteers may, from time to time and where appropriate, post on behalf of Triple Y using the organisation's online social media profiles. This should be done with the express knowledge and authorisation of the Communications Officer.

The Communications Officer has ultimate responsibility for:

- Ensuring that all posts are in keeping with Triple Y's core Social Media Policy.
- Ensuring appropriate and timely action is taken to correct or remove inappropriate posts (including defamatory and/or illegal content) and in minimising the risk of a repeat incident.
- Ensuring that appropriate and timely action is taken in repairing relations with any persons or organisations offended by an inappropriate post.
- Moderating and monitoring public response to social media, such as blog comments and Facebook replies, to ensure that trolling and spamming does not occur, to remove offensive or inappropriate replies, or caution offensive posters, and to reply to any further requests for information generated by the post topic.

It is important to maintain the balance between encouraging discussion and information sharing and maintaining a professional and appropriate online presence.

Delegation

Social media is often a 24/7 occupation; as such, such responsibilities as outlined above may be delegated by the Communications Officer to another appropriate staff member/volunteer.

Processes

Posting to social media

Before social media posts are made, volunteers and staff should ask themselves the following questions:

- Is the information I am posting, or reposting, likely to be of interest to Triple Y's members and stakeholders?
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- Is the information in keeping with the interests of the organisation and its constituted aims?
- Could the post be construed as an attack on another individual, organisation or project?
- Would Triple Y's sponsors be happy to read the post?
- If there is a link attached to the post, does the link work, and have I read the information it links to and judged it to be an appropriate source?
- If reposting information, is the original poster an individual or organisation that Triple Y would be happy to associate itself with?
- Are the tone and the content of the post in keeping with other posts made by Triple Y? Does it maintain the organisation's overall tone?

If you are at all uncertain about whether the post is suitable, do not post it until you have discussed it with the Communications Officer. A few moments spent checking can save the organisation big problems in the future.

Damage limitation

In the event of a damaging or misleading post being made, the Communications Officer should be notified as soon as possible, and the following actions should occur:

- The offending post should be removed.
- Where necessary an apology should be issued, either publicly or to the individual or organisation involved.
- The origin of the offending post should be explored and steps taken to prevent a similar incident occurring in the future.

If the mistake seems set to grow, or to cause significant damage to the organisation's reputation, the Board Chair will be contacted.

Moderating social media

The reputation of Triple Y is first and foremost, and this involves maintaining a safe and friendly environment for its members.

From time to time social media forums may be hijacked by trolls or spammers or attract people who attack other posters or the organisation aggressively. In order to maintain a pleasant environment for everybody, these posts need to be moderated.

Freedom of speech is to be encouraged, but if posts contain one or more of the following, it is time to act:

- Inappropriate use of swearing
-

- Defamatory, slanderous or aggressive attacks on Triple Y, other individuals, organisations, projects or public figures
- Breach of copyrighted material not within reasonable use, in the public domain, or available under Creative Commons license
- Breach of data protection or privacy laws
- Repetitive advertisements
- Topics which fall outside the realms of interest to members and stakeholders, and which do not appear to be within the context of a legitimate discussion or enquiry.

If a post appears only once:

- Remove the post as soon as possible
- If possible/appropriate, contact the poster privately to explain why you have removed the post and highlighting Triple Y's posting guidelines.

If a poster continues to post inappropriate content, or if the post can be considered spam:

- Remove the post as soon as possible
- Ban or block the poster to prevent them from posting again.

Banning and blocking should be used as a last resort only, and only when it is clear that the poster intends to continue to contribute inappropriate content. However, if that is the case, action must be taken swiftly to maintain the welfare of other social media users.

The decision to block, ban and remove posts ultimately lies with the Communication Officer, but may, at their discretion, be delegated to responsible members and volunteers.



7.003 Acceptable Use of Electronic Media Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

Triple Y recognises that staff need access to email systems and the internet to assist in the efficient and professional delivery of services. Triple Y supports the right of staff to have access to reasonable personal use of the internet and email communications in the workplace.

Purpose

This policy sets out guidelines for acceptable use of the computer network, including internet and email, by members and volunteers of Triple Y. Access to internet and email is provided to Triple Y members and volunteers for the primary purpose of assisting them in carrying out the duties of their employment.

Policy

Members may use the internet and email access provided by Triple Y for:

- Any Triple Y related purposes;
- Limited personal use (for details see Procedures, below);
- More extended personal use under specific circumstances (for details see Procedures, below).

Where members or volunteers use computer equipment or computer software at the premises of Triple Y, or use computer equipment or software belonging to Triple Y, properly authorised members of Triple Y may access any data on that equipment to ensure that the organisation's policies are being adhered to. Such data should not be regarded as under all circumstances private in nature.



7.003 Acceptable Use of Electronic Media Procedure (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Definition

Electronic media includes all electronic devices and software provided or supported by Triple Y including:- but not limited to, computers, electronic tablets, peripheral equipment such as printers, modems, fax machines, and copiers, computer software applications (including software that grants access to the internet or email) and telephones, including mobile phones, smartphones and voicemail systems.

Responsibilities

It is the responsibility of the Board to ensure that:

- staff are aware of this policy.
- any breaches of this policy coming to the attention of the Board are dealt with appropriately.

It is the responsibility of all members and volunteers to ensure that their use of electronic media conforms to this policy.

Processes

Limited personal use

Limited personal use of computer, internet and email facilities provided by the organisation is permitted where it:

- Is infrequent and brief.
 - Does not interfere with the duties of the member, volunteer or his/her colleagues.
 - Does not interfere with the operation of Triple Y.
 - Does not compromise the security of Triple Y or of its systems.
 - Does not compromise the reputation or public image of Triple Y;
 - Does not impact on the electronic storage capacity of Triple Y.
 - Does not decrease network performance (e.g., large email attachments can decrease system performance and potentially cause system outages);
 - Incurs no additional expense for Triple Y.
 - Violates no laws.
-



- Does not compromise any of the confidentiality requirements of Triple Y;
- Does not fall under any of the “unacceptable use” clauses outlined below.

Examples of what would be considered reasonable personal use are:

- Conducting a brief online banking transaction, or paying a bill.
- Sending a brief personal email, like making a brief personal phone call.

Permitted extended personal use

It is recognised that there may be times when staff need to use the internet or email for extended personal use. An example of this could be when a staff member needs to use the internet to access a considerable amount of material related to study, they are undertaking.

In these situations, it is expected that:

- The staff member advise and negotiate this use with the Board beforehand in order to obtain approval.

Access to electronic data

Triple Y may need to access any and all information, including computer files, email messages, text messages and voicemail messages. The organisation may, in its sole discretion, authorise its members to inspect any files or messages recorded on its electronic media at any time for any reason. Where use of the organisation’s equipment or software requires the use of a password, this should not be taken to imply any right of privacy in the user. The organisation may also recover information that a user has attempted to delete, and staff should not assume that such data will be treated as confidential.

Unacceptable use

Staff may not use internet or email access (including internal email access) provided by Triple Y to:

- Create or exchange messages that are offensive, harassing, obscene or threatening.
 - Visit websites containing objectionable (including pornographic) or criminal material.
 - Exchange any confidential or sensitive information held by Triple Y (unless in the authorised course of their duties);
 - Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies);
 - Undertake internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities.
-



- Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email.

Members or volunteers may not use Triple Y's computers to play games at any time.

8. SPONSORSHIP – CODE 6.1

8.001 Sponsorship Policy (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Introduction

The Board of Triple Y is committed to ensuring that its financial arrangements are carried out in an ethical manner.

Purpose

The purpose of this policy is to establish the framework and guidelines for the creation of productive partnerships between Triple Y and the private sector, i.e. sponsorship alliances with corporations, foundations, individuals and other non-government organisations.

A sponsorship is about relationship building and can be a powerful way to build and strengthen partnerships. It is recognised that such alliances can provide important financial and marketing support to potential partners of Triple Y while at the same time generate additional revenues to support Triple Y 's mission and mandate.

Policy

The fundamental principles that shape Triple Y's relationships with sponsors are:

1. Sponsorship of Triple Y, or of any symposium, project, program, or event held by Triple Y, will not entitle any sponsor to influence any decision of the organisation.
 2. Triple Y will not enter into any alliance or partnership with any corporation or organisation where the association with the prospective partner or acceptance of the sponsorship would jeopardise the financial, legal or moral integrity of Triple Y or adversely impact upon Triple Y's standing and reputation in the community. All tobacco/alcohol/gambling sponsorships are prohibited. If a sponsor's products work against Triple Y's aims the sponsorship is prohibited.
 3. Triple Y will accept sponsorships as an additional source of revenue generation provided that all sponsorship alliances are developed and maintained within the regulations embodied in this sponsorship policy.
 4. All sponsorship alliances or partnerships must be consistent with existing Triple Y policies.
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8.001 Sponsorship Procedures (Version 001)

Drafted by: Sandra Walsh

Responsible Person: Chairperson

Approved by Board on: 02/03/2022

Scheduled review date: 06/2024

Responsibilities

The Board is responsible for the development and review of this policy.

All Board members and volunteers are responsible for adhering to this policy.

Procedures

All event and project sponsorships must have significant financial commitment from the sponsor to help offset the costs associated with the activity.

All sponsorship relationships involving Triple Y must be identified and recorded for information purposes to encourage a donor-centered approach to revenue generation.

Naming rights associated with any sponsorship must be approved by the Board.

All sponsorship will be embodied in written contractual agreements between Triple Y and the sponsorship partner.



Attachment 1.

TRIPLE Y COMPLAINTS PRO-FORMA

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the call unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach the station. Assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

Nature of Complaint

A complaint should relate to a licence or Code of Practice condition.

NB: Complaints relating to potentially defamatory material must be relayed to your insurance company immediately.

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.....
.....

Program associated with complaint:

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Date and Time of Program Broadcast:

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Contact Details of Complainant

Name of person making the complaint:

.....

Address:

.....
.....

Telephone: (B)..... (H).....

MOBILE



Complaints Process

This process must be completed within 60 days from the date on which the complaint was made

The appropriate person at the station

Name:

Date:

ACTION	Y	N	DATE
Receives the verbal complaint			
NOTES			
Receives the formal complaint in writing			
NOTES			
Checks the logged program material (and keeps the log for 60 days from date of complaint)			
NOTES			
Sends written station response to complainant			
NOTES			
Organises follow-up with complainant (eg: meeting)			
NOTES			



NOTES			
Provides contact details for ACMA to complainant *			
NOTES			
All relevant documents in Complaints File			
NOTES			

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* Contact Details for ACMA are as follows:
 Assistant Manager, Investigations Section
 Australian Communications & Media Authority
 PO Box Q500, Queen Victoria Building
 Sydney NSW 1230 Fax: (02) 9334 7799 Email: broadcasting@acma.gov.au

Result

The complaint is resolved unresolved

Name of station representative:
.....

Position:
.....

Signed:
.....

