



POLICY 1 CODES OF PRACTICE CHECKLIST

TRADING AS 2UUU FM

Policies to ensure the Broadcasting codes are tailored to our business.

BACKGROUND

As community we abide by several legislative requirements in programming content and station operations.

The Broadcasting Services Act outlines the licence conditions and program standards that are applicable to our stations in Nowra and Milton. A licence is also bound by the conditions upon which their licence was issued in the original application process.

In addition, we are required to observe the Codes of Practice that guide all areas of station activity. As such we will have in place written corporate governance policies and procedures that support management, financial and technical operations to meet all legal requirements.

The Australian Communication & Media Authority’s (ACMA) role is to determine whether stations have implemented the processes outlined in the Codes of Practice, and they ensure our station is upholding the standard.

PURPOSE

The following checklist assist our station review of the appropriate policies and procedures before each licence renewal period to make sure we are complying with the requirements of the Codes. We will undertake a full review year prior to licence renewal.

Section One: Corporate Governance

Corporate governance policies and procedures that support management, financial, and technical operations to meet all legal requirements.		
Governance	Yes	No
Have easily accessible hard and electronic copies of its constitution?		
Hold regular Board meetings?		
Keep minutes of these meetings and hold them in an accessible place?		
Hold Annual General Meetings which include election of board members in accordance with your constitution?		
Have documents that outline the roles and responsibilities of board members?		
Financial Management	Yes	No
Maintain accurate and up to date financial records?		
Have a designated treasurer and/or accountant?		
Regularly present records of its accounts to the board?		
Present end of financial year reports to the members?		
Technical Management	Yes	No
Have easily accessible hard and electronic copies of its licence and broadcast specifications?		
Have mechanisms in place for ensuring ongoing compliance with its licence specifications?		
Have mechanisms in place for ensuring ongoing compliance with EMR / RF hazard standards?		
Ensure appropriate safety and quality of studio and production facilities as well as an asset register?		

Section Two: Policies and Procedures

We have clear procedures for boards, committees, staff, and volunteers dealing with the following:	Yes	No
Programming including a programming sub-committee policy?		
Access and equity – administration policy		
Anti-discrimination – administration policy		
Grievance and complaints process		
Music - Australian content and a music policy		
Sponsorship guidelines		

We use the following to publicise/promote these policies and procedures?	Yes	No
Newsletters		
Noticeboards		
website		
Induction or training sessions		
Meetings or email		

Section Three: Participation

Under the Codes of Practice community radio stations are required to ensure that people in their community who are not adequately served by other media are encouraged and assisted to participate in providing our service.

We are required to have in place policies and procedures to support this commitment as well as to document evidence of their efforts to encourage community

Activity	Action taken to encourage participation	Evidence documented of this activity
On Air Shifts		
Fundraising/sponsorship		
Administration		
Board of Directors		
Subcommittees Programming decisions		
Sub-committees Memberships/decisions		
SURVEYS		
Other		
Other		

Section Four: Programming

Did our station:	Yes	No
Monitor its Australian music content to ensure it meets the minimum quota?		
Management approve and monitor all sponsorship on air (this includes in-kind sponsorship)?		
Broadcast at least one on-air announcement each week that contains information about the CommunityRadio Codes of Practice and where listeners can get a copy		

Does our broadcasting guidelines for broadcasters cover:		
Violence and brutality		
Simulated news or events		
Drug, alcohol, and tobacco use		
Stereotyping and vilification		
Protecting children from 'harmful' content		
Privacy		
News and Current Affairs		
Indigenous programming		
Australian music content		
Sponsorship		
Balancing censorship and freedom of expression		

Section Five: Volunteers

Written policy documents in place that outline:	Yes	No
(a) The principles of financial membership,		
(b) The rights and responsibilities of financial members within the organisation,		
(c) The rights and responsibilities of the organisation to financial members.		

How we inform volunteers of their rights and responsibilities?		
Noticeboard		
Newsletters		
Meetings		
Volunteer Induction Kit		
Website		
Email		
training		

Have in place:	Yes	No
Induction procedures for all new volunteers?		
A complaints procedure for volunteers/staff concerning internal disputes?		
Information for volunteers about the station's internal complaints procedure?		
Have a policy and procedure in place regarding disciplinary action and dismissal of volunteers?		

Section Four: Listener Complaints

Do we:	Yes	No
Have a procedure for recording and dealing with listener complaints?		

Does this procedure:		
Ensure there is a designated, responsible person who has been nominated to deal with listener complaints and who is available during office hours?		
Include providing information to listeners about their rights if they are dissatisfied with your station's response to their complaint?		
Ensure your station will respond to complaints, in writing, within 60 days of receiving the complaint?		

How does your station inform volunteers and staff of the procedure for taking a complaint from a listener?	Yes	No
Newsletters		
Noticeboard		
Meetings		
Volunteer Induction Kit		
Other:		

Does your station:	Yes	No
broadcast at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can get a copy		

If we find we are not meeting the requirements of the Code of Practice:

1. If we do not have a policy or procedure which has been mentioned in the checklist, we will look to the CBAA website with the Codes of Practice for examples. Policy and procedure to be put in place within one month of identification of a gap.
2. Visit the CBAA website (www.cbaa.org.au) where we will find information on developing policies and procedures.
3. The Board of Directors will collate and place on the station website all the policies and procedures which are approved by the board. Old policies to be removed. Policies to be widely circulated within the radio station.
4. New broadcasters and those requiring retraining to be given a verbal briefing on the policy. This is to be done at station meetings, in training sessions, reminders in newsletters.
5. The Board of Directors will put in place remedial actions within one month of the identification of an issue.



POLICY 2 CODES OF PRACTICE ANNOUNCEMENT

TRADING AS 2UUU FM

Policies to ensure the Broadcasting codes are tailored to our business.

Under Code of Practice 1.7 community radio stations are required to broadcast "one on-air announcement each week that contains information about the Codes and where listeners can get a copy".

The codes of practice script are to be recorded and played in order to meet the requirements of Code 1.7 on a weekly basis. Triple U FM have in place a pre-recorded community service announcement about the codes of practice which is played weekly.

Our website will also hold a copy of our policies relating to the codes and we are to refer our audience to the Community Broadcasting Association of Australia to download a copy of the codes. Our audience can also make a direct request to our station and we can send out an e-version of the relevant codes of interest.

Our regular community service announcement to use the attached example script in Appendix A.

Appendix A - Example script

'What you hear on community radio is governed by the Community Radio Codes of Practice.

The Codes of Practice cover matters relating to program content, including local content, news, current affairs, Australian music content, programs for children and the responsibilities associated with broadcasting to the community.

They also cover aspects such as community access and participation in the operation of this service.

Copies of the Codes are available on the Community Broadcasting Association website.'



POLICY 3 RIGHTS
AND
RESPONSIBILITIES
OF VOLUNTEERS

TRADING AS 2UUU FM
Policies to ensure the
Broadcasting codes are
tailored to our business.
Chris Owens

Background

2UUU is 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 to the community
- to develop or maintain professional skills
- to enjoy the social nature of the organisation
- to facilitate personal growth

2UUU aims to treat all its volunteers equally with respect and trust and to provide a workplace which is safe, enjoyable, and fulfilling. It will endeavor to provide a working environment which is flexible in order to allow its volunteers to gain the benefits they wish from volunteering.

Conversely, **2UUU** expects its volunteers to always act professionally and in good faith towards the station 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 2UUU 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 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 at 2UUU is an activity performed in the not-for-profit sector.
- 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 2UUU

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
- Always expect clear and open communication from management and staff
- 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)
- a place of work complying with statutory requirements regarding 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.
- 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 and appeal rights
- have services appropriately assessed and effectively recognised
- have training provided that will enable participation at the station at a variety of levels

The Responsibilities of Volunteers at 2UUU

As a volunteer you have the responsibility to:

- have a professional attitude towards your voluntary work
- be prompt, reliable and productive regarding commitments and agreements made with **2UUU**
- 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 2UUU commercially unless prior arrangement has been made
- not to bring into disrepute the operations, management, staff, or other volunteers of **2UUU**
- 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 or hosting.
- only use station resources and equipment in carrying out work for **2UUU** 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 **2UUU** is safe workplace for everyone
- contribute to the achievement of a safe, tolerant, and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory

WHAT ARE THE RIGHTS AND RESPONSIBILITIES OF TRIPLE UFM?

TRIPLE UFM (2UUU) 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 regarding commitments and agreements made with **2UUU**
- have confidential information respected
- decide, in consultation with you, as to where your services and skills would best be utilised
- make decisions which may affect your work
- make programming decisions in accordance with programming policies and procedures
- develop, implement, and enforce rules, policies, and procedures for all aspects of station operation
- develop and maintain all property and residence of the station
- provide you with feedback to enhance your programming and broadcasting development.
- Always expect clear and open communication from you
- release you in accordance with station policies and procedures due to contravention of station rules

2UUU 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 the staff has 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



POLICY 4 DISCIPLINE AND REVIEW RIGHTS OF VOLUNTEERS

TRADING AS 2UUU FM

Policies to ensure the Broadcasting codes are tailored to our business.

BACKGROUND

Volunteers are an invaluable resource to **2UUU**, and our primary aim is to encourage and support their contribution to the station. However, it is also recognised that there may be times when a volunteer needs to be counselled, disciplined, and perhaps dismissed.

2UUU undertakes to handle such situations in the utmost professional manner, ensuring communication between the station and the volunteer is clear, fair, objective and remains within the policy outlined below.

Further, the station committee will reflect on its own operation and the stations as a whole and consider, in the instance of disciplinary measures or dismissal, the circumstances surrounding the behavior which lead to this action. The following questions will guide this process:

- Have the roles, values and expectations of the organisation been clearly communicated to the volunteer and subsequently reinforced during prior conversations regarding the volunteer's performance?
- Are there any other factors that may be contributing to the volunteer's poor performance e.g., learning difficulties or language barriers?
- Has the volunteer been reminded of expected codes of conduct and consequences for breaches?
- Has the volunteer received training / mentoring and or coaching to improve performance?
- Has a verbal and written warning been given to the volunteer explaining that any further non-compliance will result in termination of the volunteering opportunity?
- Did the volunteer have the opportunity to respond to prior verbal and written warnings?

PURPOSE

This document outlines the process for disciplinary measures and dismissal procedures. It aims to provide a clear and fair structure for this process which is easy to follow and understandable to both management and volunteers.

This policy includes an appeals mechanism to ensure a 'right of reply' to a volunteer who has been disciplined. This is further complemented by 2UUU Grievance and Dispute Resolution policy and procedure, which may be used a situation where a volunteer feels they have not been fairly heard or that the *Grounds and Procedures for Disciplinary Action and Dismissal of Volunteers* has not been adequately followed.

This document does not include the procedure for expulsion of a member from the association. This process to be laid out in the constitution of **OUR RADIO STATION 2UUU**.

POLICY

1. The process for disciplinary action is a three-step process which includes
 - a. First formal notice in writing
 - b. Second formal notice in writing
 - c. Notice of dismissal of the volunteer from duties
2. For issues that are considered minor a conversation with the volunteer may be appropriate; however, this will not be considered part of the formal disciplinary action (although it may be referred to in later action.)
3. Written notice will include details of the issue and, where feasible, evidence. In a case where the disciplinary measure has been instigated by a complaint, it may be appropriate to include a copy (with identification removed) or extract of this complaint.
4. Further disciplinary actions, such as a suspension of volunteer duties for a period of time, may also be deemed appropriate. In such cases these actions will be included with the formal notice in writing.
5. Every effort will be taken to ensure that notice of a disciplinary measure, whether formal or informal, will be given at an appropriate time, eg: not immediately prior to, or during a broadcast.
6. Notice of a disciplinary measure will be given by **either the president or vice president of the station.**
7. Volunteers will also be provided an appeal against the action. This may take the form of a meeting with the appropriate staff or board member, or a representation in person and/or in writing to the board of management. Review rights are also outlined in our constitution and internal complaint policy.
8. The volunteer may bring a single representative to any such meeting if they choose. This representative must be impartial to the issue being reviewed.
9. Should this appeal result in a change in the disciplinary action, or removal of it, this will be confirmed in writing to the volunteer.
10. Conduct which may lead to disciplinary action includes, but is not limited to:
 - a. Poor timekeeping and unreliability
 - b. Not following pre-existing station rules and policies, including programming policies and program briefs.
 - c. Engaging in acts or broadcasts which may breach the Community Radio Codes of Practice.
 - d. Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation.
 - e. Inappropriate handling or use of station equipment or other property
 - f. Rudeness or hostility towards other volunteers or staff members
 - g. Intoxication through alcohol or other substances during working hours
 - h. Publicly bringing **2UUU** into disrepute
 - i. Not following copyright requirements.
11. Some conduct may be tantamount to 'gross misconduct', in this instance a volunteer may be dismissed without prior warning

12. Conduct which may be classed as gross misconduct may include, but is not restricted to:
 - a. Verbal or physical harassment of any other volunteer, employee, member, or guest of **2UUU**, particularly in respect of race, sex, or religion
 - b. Willful damage to or theft of property belonging to 2UUU or another volunteer, employee, member, or guest of **2UUU**
 - c. Falsifications of any of the organisation records for personal gain
 - d. Commercial misrepresentation of **2UUU**

13. In a case of a volunteer being dismissed without prior warnings the volunteer will be provided an appeal as outlined in point 7



POLICY 5
REPORTING ON
SUICIDE OR
MENTAL ILLNESS
ISSUES
RESPONSIBLY

TRADING AS 2UUU FM

Policies to ensure the Broadcasting codes are tailored to our business.

Suicide is a prominent public health issue in Australia with over 2,000 people dying by suicide each year.

Never report on a matter of suicide without self-education reading the how to report suicide and mental illness media support materials on the topic. Always provide Lifeline and/or other suicide or mental illness support lines at the end of your brief report.

Some important facts about suicide are:

- Rates of suicide are generally three to four times higher among males than females.
- Many more people attempt than die by suicide with hospital admissions for intentional self-injury about ten times as common as deaths by suicide.
- Migrants in Australia show similar suicide rates to those in their country of origin.
- People in any form of custody have a suicide rate three times higher than the general population.

Mental illness is a major risk factor for suicide with psychological autopsy studies showing that up to 90% of people who suicide may have been experiencing mental disorder at the time of their death.

Issues to consider when reporting

- Should I run the story?
- Be careful with the language used
- Don't be explicit about the method or location of suicide.
- Discussion of celebrity suicide can glamorise suicide keep this in mind in deciding whether to report how the celebrity died.
- Consider the angle (or positioning) of the story.
- Should you interview the bereaved? Is it necessary? Respect those in mourning and their privacy.
- Place the story in context and don't make personal comment.
- Include helpline contacts in your story.

The Mind frame Media and Mental Health (MMMh) project is one of a suite of projects on suicide, mental illness and the media developed as part of the national media strategy. MMMh aims to build a collaborative relationship with the Australian media and mental health systems to enable a more accurate and sensitive portrayal of suicide and mental health issues across all news media in Australia. A key activity of MMMh is the development of a resource kit for use by media professionals which is available from: www.mindframe-media.info



POLICY 6 MUSIC POLICY

TRADING AS 2UUU FM

Policies to ensure the Broadcasting codes are tailored to our business.

BACKGROUND

Community broadcasters are renowned for supporting new, local, independent, and particularly, Australian music. Many musicians have had their first airplay and interviews on community stations. Furthermore, community broadcasters are in a unique position to play and engage with a broad range of musical styles. This support of the music industry and diverse music played is one of the key reasons people listen to community radio.

The 2006 McNair Audience Research Survey shows that two key reasons for listening to community radio stations are:

- They play Australian music / support local artists
- Specialist music or information programs.

PURPOSE

The purpose of this policy is to ensure that **2UUU**

- continues to play a diverse range of music throughout all its programming.
- supports local musicians; and
- complies with the 25% Australian music requirement of the community radio codes of practice by aiming for 30% Australian music across all general programming, to allow for specialist programs (music and/or talks based) which may not be able to meet the 25% quota (see #2 under 'Policy')

POLICY

1. Broadcasters are encouraged to provide a wide range of musical styles while considering the station's aims and objectives and the individual program's aims and objectives.
2. All programs will endeavor to ensure that of the total music played throughout a program, at least 30% of this is Australian unless.
 - a. The programs aim is to focus on music or culture other than Australian
 - b. The musical style of a program is of a nature that does not have a high instance of Australian recordings.
3. In the cases of 2.a and 2.b, prior approval must be given by the programming committee (Subcommittee approved by the 2UUU Board president and Vice President) for a program to qualify for these exemptions.
4. All Australian recordings which are the property of the station will be visibly identified as Australian.
5. All presenters are required to complete and hand in a music log sheet after each program.
6. An audit of Australian music content will be conducted on a bi-monthly basis.
7. Presenters are encouraged to, within the confines of the sponsorship framework, promote events where local musicians are featured.
8. Presenters must not make representations to record companies or other music retailers/wholesalers on behalf of **2UUU** unless prior consent has been given by the **Board**. **(This does not include receipt from promoters sending in free music as it is unsolicited)**

9. 2UUU will not accept any form of payment in cash or in-kind, in return for providing airplay or promotion of music, except under standard sponsorship arrangements.
10. Music is not to be played from streaming services such as Spotify and apple music. These are paid for subscriptions for individual users.
11. Presenters are required to ensure there is no Explicit language or derogatory lyrics in music being played.

PROGRAMMING

This policy is to be read in conjunction with the programming policy. Refer to the Programming policy for approval process for program content.