

**Manning Media
Co-operative Limited
2BOB RADIO
104.7 FM**

**Station
Policies & Procedures**

**This policy was updated on 20th February 2020
with an Environmental Sustainability Policy**

Contents

INTRODUCTION	4
WHAT IS 2BOB RADIO?	4
HOW IS 2BOB FUNDED?	4
AIMS AND OBJECTIVES	5
MANAGEMENT AND DECISION-MAKING AT 2BOB	7
WHO OWNS 2BOB?	7
BOARD OF MANAGEMENT	7
PROGRAMMING COMMITTEE	7
VOLUNTEERS	8
2BOB SUPPORTERS	8
GUIDING PRINCIPLES	8
LEGAL OBLIGATIONS	8
VOLUNTEERS IN COMMUNITY RADIO	10
PRINCIPLES OF VOLUNTEERING	11
THE RIGHTS OF VOLUNTEERS AT 2BOB	11
THE RESPONSIBILITIES OF VOLUNTEERS AT 2BOB	12
VOLUNTEERS AND THE RIGHTS OF 2BOB	12
VOLUNTEERS AND THE RESPONSIBILITIES OF 2BOB	13
POLICIES & PROCEDURES	14
INDUCTION POLICY	15
ENVIRONMENTAL SUSTAINABILITY POLICY	16
VISITOR MANAGEMENT	18
DISABILITY ACCESS AND INCLUSION POLICY	19
DIVERSITY POLICY	21
CHILD FRIENDLINESS	23
DISCRIMINATION AND HARASSMENT	24
PROGRAMMING	27
NEW PROGRAMS	28
MUSIC.....	29
FUNDRAISING	31
SPONSORSHIP	31
GENERAL OR SPECIAL EVENTS.....	33
COMPLAINTS POLICY – PUBLIC COMPLAINTS.....	34
COMPLAINTS POLICY – INTERNAL CONFLICT	36
DRUGS AND ALCOHOL	39
WORK, HEALTH & SAFETY	40
RISK MANAGEMENT	41
POLICY IMPLEMENTATION AND REVIEW	44
FORMS	45

“You are actually running a community centre, a training college, a refuge, a day-care unit, a debating hall and a social club – albeit one which just happens to make radio. You should be pleased to be serving all of those functions – they add up to the reason you exist. Your management team needs to have or gain all the expertise required to fulfil your role as a community radio station. Broadcasting is only one part of the equation, and the quality or popularity of that broadcasting may be much less important than the quality and extent of your service to the community.”

www.communityradiotoolkit.net

INTRODUCTION

This document has been developed to assist all 2BOB volunteers and paid staff to feel welcome, productive and appreciated whilst contributing responsibly to community radio. For this to happen, it is best guided by a workable framework supporting 2BOB's goals and upholding its aims and objectives. This document provides that framework for 2BOB and its working environment, which meets governance requirements and complies with legal obligations.

WHAT IS 2BOB RADIO?

- 2BOB is a community radio station which provides an alternative radio for listeners to the commercial radio genre within the former Greater Taree City Council local government area. As a community radio station 2BOB is part of the national Community Broadcasting Association of Australia (CBAA), and the Community Broadcasting Foundation (CBF).
- The 2017 "[*Community Radio National Listener Survey*](#)" compiled by McNair Ingenuity Research Pty Ltd. showed continued strong growth in community radio listener numbers with over nine million listeners country wide. Here in regional NSW, 651,000 people, 30% of the population, listen to community radio, which equates to 15,000 listeners within our broadcasting area.
- 2BOB's coverage reaches as far as Bulahdelah in the south, Laurieton/Johns River in the north and Gloucester in the west.
- 2BOB is one of a network of over 450 Community radio stations in Australia. Other community radio stations in the local region include: 104.1 Bucketts Radio, 2TPL- Ngarralingi Radio Station, Great Lakes FM Community Radio, Radio Rheema and 2 WAY Radio in the Hastings Valley.
- 2BOB began in 1982 and commenced broadcasting full time in 1986 from the Studios on the northwestern corner of Taree Park (Johnny Martin Oval), Taree.
- Over 2000 volunteers have participated in 2BOB.

HOW IS 2BOB FUNDED?

2BOB raises funds through a range of activities including 2BOB Supporters, station fund-raising activities, training fees, station sponsorship, donations and successful grant applications.

AIMS AND OBJECTIVES

OUR AIMS

To be an independent organisation providing an alternative to the mainstream media via 2BOB radio and the web.

To continue to develop and improve a community media, entertainment, education and engagement service.

OUR VISION

To continue to be a community operated, non-discriminatory, culturally and socially inclusive organisation, expressing diverse opinions, a voice for the people by providing a platform for debate, diversity in musical and on air material, an opportunity for people to become broadcasters, to be accessible and supportive of other community organisations, while providing both leisure and entertainment and opportunity for skill development for volunteers and listeners.

Our long-term vision as a media Co-operative is to explore and develop other community media opportunities such as community TV, internet blogs, multimedia MP3 files, community newspaper, use of subcarrier and web streaming.

OUR PURPOSE

To encourage community involvement in providing culturally diverse music and perspectives, and strive to meet the needs of the community not met by mainstream media.

OUR OBJECTIVES

- To provide an accessible community media service which is the object of a Public Community Broadcasting Station.
- To encourage community participation in the management and the activities of 2 BOB.
- To assist minority and disadvantaged groups and individuals who do not normally have an opportunity to make their points of view heard.
- To participate in the activities of the broader community.
- To promote community media and radio to external stakeholders and inform internal stakeholders.
- To be responsible and professional in presentation and management.
- To provide media content that is appropriate, news worthy and of interest.
- To provide ongoing training to volunteers and presenters and those who train them.

COMMUNITY STANDING

2BOB is a quiet achiever. Our biggest achievement is having been on air for over 30 years, run predominantly by volunteers and occasionally by paid staff funded through grants and sponsorship. The demands of maintaining assets and equipment create many tasks at 2BOB. There is a continuing need to develop, keep up to date with technology and to continually improve community radio in the Manning. 2BOB has received several awards including:

- 2007. *The Tony Staley Community Broadcasting Association of Australia (CBAA) Award*. For providing open access, encouraging and developing diversity in radio.
- 2003. *The Community Broadcasting Association of Australia's annual "Can't Get out of the Car" Award* for the production of an outdoor broadcast. For the 2BOB broadcast of the funeral for the late Greater Taree City Council Mayor, Mick Tuck, a founding member of 2BOB.

Community Radio as an industry has produced many well-known radio personalities. 2BOB has been the step up into state and national radio for a number of individuals, and others have gone on to work in the broader community and commercial radio industry.

2BOB also provides an outlet for people who have a genuine interest and valuable skills that they contribute to providing alternatives to mainstream radio in the Manning Valley.

The broad community has access to 2BOB to promote and discuss current affairs and relevant activities and issues.

2BOB provides and supports diversity at all levels promoting multiculturalism, diversity, all age groups, people with disabilities and working and non-working people, families and friends.

MANAGEMENT AND DECISION-MAKING AT 2BOB

WHO OWNS 2BOB?

2BOB is owned and operated by the Manning Media Co-operative Society Ltd (the Co-operative). The Co-operative was incorporated in November 1985 to hold the Public Broadcast Licence and take over the affairs of Manning Valley Community FM Radio Association, which had been constituted and formed in 1982. The Licence was granted on 28th June 1985. The Co-operative is a “not for profit” Co-operative which means that members do not share in the financial profits of the Co-operative.

2BOB volunteers and are welcome to apply for membership of the Co-operative. Membership of the Co-operative entitles you to vote for members of the Board of Management and be elected to the Board of Management. A **Co-operative Membership Application Form** is available at the Station and can be downloaded from the [2BOB website](#).

To be admitted as a member of the Co-operative you will need to purchase a minimum of five (5) \$20 shares in the Co-operative paid to a minimum of \$4 each, a total of \$20. You will remain liable to the Co-operative, for the amount, if any, unpaid on the shares held by you. You must also agree to be bound by the Rules of the Co-operative.

An active member of the Co-operative shall have one vote only in respect of any question or motion arising at a general meeting of the co-operative.

BOARD OF MANAGEMENT

The Board of Management (the Board) is responsible for the management of 2BOB. The Board comprises up seven members, elected at the Annual General Meeting.

Board members are elected by the Co-operative Members for a two-year term, with the election of three Board members occurring one year and four the next.

The Board meets once a month and at other times as necessary. The Board is responsible for ensuring 2BOB’s financial viability, adherence to legal requirements and overall operations. The Board are guided by the Rules of the Manning Media Co-operative and the regulations, legislation and Codes of Practice of the Community Radio sector.

PROGRAMMING COMMITTEE

The Programming Committee is a Delegated Committee of the Board that meets fortnightly and reports to the Board. The majority of voting members of the Programming Committee must be members of the Co-operative. The Programming Committee makes decisions about what programs go to air, the

program schedule and all issues related to programming. The Programming Committee also has an input into station needs, technical issues, and volunteer management. The Programming Committee are guided by the Codes of Practice and media laws such as copyright, defamation and vilification. Programming Committee meetings are open to all 2BOB volunteers as observers, however participation will be at the discretion of the Committee.

VOLUNTEERS

There are many tasks and activities that help keep 2BOB on air. Volunteers do everything including reception and office work, making and presenting on air programs, getting involved with recording and production, building and garden maintenance, technical maintenance, music library management, cleaning, all sorts of fundraising activities and participating on sub committees and on the Board.

2BOB SUPPORTERS

2BOB Supporters are listeners who show their support by paying an annual fee. It is station policy for on air presenters to be 2BOB Supporters.

GUIDING PRINCIPLES

Community broadcasters are united by six guiding principles and 2BOB will work to:

- promote harmony and diversity and contribute to a cohesive, inclusive, and culturally diverse Australian community,
- pursue the principles of democracy, access and equality, especially with people and issues not adequately represented in other media,
- enhance the diversity of programming choices available to the public and present programs that expand the variety of viewpoints broadcast in Australia,
- demonstrate independence in their programming as well as in their editorial and management decisions,
- support and develop local arts and music; and
- widen community involvement in broadcasting.

LEGAL OBLIGATIONS

All community broadcasting stations have legal obligations that relate to programming content and station operations. The *Broadcasting Services Act 1992* outlines a number of license conditions and some program standards that apply to all stations.

THE FOUR KEY LICENSE CONDITIONS IN THE ACT

- Community broadcasting services are provided for the benefit of the community and are not intended provide a profit or dividends for shareholders.

- A licensee must continue to represent the community interest that it represented when the license was allocated, although a licensee can apply to change that community interest.
- Stations must have organisational structures in place to encourage community access and participation in all aspects of station operations, from programming to management.
- Community broadcasters can only broadcast sponsorship announcements, rather than advertising, and these will total no more than five minutes in any hour of programming.

GOVERNING CODES OF PRACTICE

The Act requires each broadcasting sector to develop its own Codes of Practice and register them with the broadcasting regulator. The Codes outline some of the legal requirements relating to programming and operational standards for stations holding a community broadcasting license including:

- our responsibilities of broadcasting to meet community interest,
- principles of diversity and independence,
- general programming,
Indigenous programming,
- Australian music.
- sponsorship,
- compliance,
- complaints, and
- Codes of Practice review.

The Codes do not replace the license conditions in the Act but are complementary. Community broadcasting licensees are legally obliged to follow both the license conditions and the Codes and Practice.

GOVERNING BODIES

- Australian Communications and Media Authority (ACMA).
- Community Broadcasting Association of Australia (CBAA).
- Indigenous Remote Communications Association (IRCA).
- National Ethnic and Multicultural Broadcaster's Council (NEMBC).
- Community Broadcasting Foundation (CBF).
- Australian Indigenous Communications Association (AICA).
- Christian Media Australia (CMA).

VOLUNTEERS IN COMMUNITY RADIO

2BOB welcomes new volunteers, and there are many opportunities for community members to participate in the station's variety of activities. 2BOB conducts quarterly Open Evenings where interested community members can find out more about the station and how they can become involved.

Volunteer's skills are valuable and can be applied in many aspects of station life. Some activities are ongoing and others come and go. If you would like to do something specific, it is important to talk to other key volunteers, the Volunteer Coordinator, the Programming Committee or the Board.

All volunteers at 2BOB are required to complete a *Volunteer Registration Form*.

Prior to engaging in child related activities at 2 BOB, volunteers and staff will be required to provide a Working with Children Number. Working with Children Numbers are available free of charge on line at <http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check/>

2BOB The purpose of this policy is to assist in responsibly managing volunteers and to provide a clear statement about the roles and responsibilities of the volunteers and the organization.

2BOB is a community radio station which relies 99.9% on the efforts of volunteers to maintain its operations. Our volunteers come from a wide range of backgrounds, interests and motivations including:

- to contribute to the community,
- to develop professional skills,
- to maintain existing skills, and
- to enjoy the social nature of the organization.

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

Conversely, 2BOB expects its volunteers to act professionally and in good faith towards 2BOB at all times and that they hold the interests of 2BOB and its community in equal regard to their own, thus ensuring positive outcomes for themselves, 2BOB and the community we serve.

Presenter training is available for people who want to become presenters and courses are available on a regular basis.

If you would like to develop and present a specific program, then you can apply using the **Program Proposal Form** which is submitted to the Programming Committee.

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 does 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 2BOB

As a volunteer you have the right to:

1. Be treated as a co-worker.
2. Suitable assignments with consideration for personal preference, temperament, abilities, education, training and employment.
3. Know as much about the organization as possible, its policies, people and programs.
4. Expect clear and open communication from management and staff at all times.
5. Be given appropriate orientation, introduction and provision of information about new developments.
6. Sound guidance and direction in the workplace.
7. Advance notice (where possible) of changes which may affect your work (such as programming changes).
8. A place of work complying with statutory requirements in regard to Equal Employment Anti-Discrimination Legislation, the commonwealth Racial Discrimination Act 1975 and Work Health and Safety (WHS) Standards.
9. Be heard, and to feel free to make suggestions and to be given respect of your honest opinion.
10. Appropriate insurance cover such as volunteer and public liability insurance.
11. Appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute.
12. Receive written notification for suspension/release of services.
13. Have services appropriately assessed and effectively recognized.
14. Have training provided that will enable participation at 2BOB at a variety of levels.

THE RESPONSIBILITIES OF VOLUNTEERS AT 2BOB

As a volunteer you have the responsibility to:

1. Have a professional attitude towards your voluntary work.
2. Be prompt, reliable and productive with regard to commitments and agreements made with 2BOB.
3. Notify the appropriate person if unable to meet commitments.
4. Accept and abide by station rules.
5. 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.
6. Not represent 2BOB publicly or commercially unless prior arrangement has been made.
7. Not bring into disrepute the operations, management, staff or other volunteers of 2BOB.
8. Treat technical equipment with due care respect and to notify technical staff of faults and problems.
9. Undertake to complete a minimum of the basic level of training offered at 2BOB if you are intending to work in any area of programming.
10. Only use station resources and equipment in carrying out work for 2BOB and not for private purposes.
11. Ensure that 2BOB has your current contact details.
12. Respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and to ensure that it is a safe work place for everyone.
13. Contribute to the achievement of a safe, tolerant and equitable working environment by avoiding, and assisting in preventing, behavior which is discriminatory.

Job descriptions and relevant information including WHS obligations may be available to volunteers to be able to carry out the associated tasks to 2BOB requirements with a view to sustaining the Aims and Objectives, to reach goals and work within legal and industry frameworks to continue to provide community radio in the Manning Valley region.

VOLUNTEERS AND THE RIGHTS OF 2BOB

2BOB has the right to:

1. Expect volunteer co-operation in working to uphold and maintain 2BOB's Aims and Objectives, 2BOB charter and these Policies and Procedures.
2. Expect you to be familiar with the laws relating to broadcasting, station policies and procedures.
3. Expect you to promote, be reliable and productive with regard to commitments and agreements made with 2BOB.
4. Maintain confidentiality in relation to volunteers and Station information.
5. Make a decision, in consultation with you, as to where your services and skills would be best be utilized.
6. Make decisions which may affect your work.
7. Make programming decisions in accordance with programming policies and procedures.

8. Develop, implement and enforce rules, policies and procedures for all aspects of station operation.
9. Develop and maintain all property and premises of 2BOB.
10. Provide you with feedback to enhance your programming and broadcasting development.
11. Expect clear and open communication from you at all times.
12. Release you in accordance with station policies and procedures due to contravention of station rules.

VOLUNTEERS AND THE RESPONSIBILITIES OF 2BOB

2BOB has the responsibility to:

1. Provide you with a work environment which embraces the principles of equity and access.
2. Value the importance of your role within the organization.
3. Place you in an appropriate suitable position and environment.
4. Give you appropriate tasks in accordance with your strengths, abilities, training and experience.
5. Provide you with training so that you can expand your expertise and abilities.
6. Acknowledge your contribution to 2BOB and provide you with the appropriate recognition and or rewards.
7. Ensure staff have the appropriate skills required to work with you.
8. Provide adequate formal and informal channels for constructive feedback.
9. Provide you with information regarding any activities or changes at 2BOB which may affect your work.
10. Consult with you where possible and practicable on issues that may affect your work.
11. Ensure that a democratic process is accessible.
12. Ensure that you are aware of station democratic processes and are encouraged to participate in them.
13. Provide a safe and supportive environment.

POLICIES & PROCEDURES

Policy and Procedures are developed and used by many organizations. At 2BOB they provide a framework to assist volunteers to participate fully and ensure 2BOB is run ethically, responsibly, economically and accessibly.

Volunteers are required to have an understanding and knowledge of the roles, tasks and responsibilities of running a community radio station as a member of the national broadcasting sector.

These policies and procedures have been adopted and adapted from the *Codes of Practice Community Radio, 9th June 2008*.

POLICIES

Policies are clear, simple statements of how 2BOB conduct its services, actions and business. Policies provide a set of guiding principles to help with decision making.

PROCEDURES

Procedures describe how each policy will be put into action. Each procedure outlines:

- who will do what,
- what steps they need to take, and
- which forms or documents to use.

Procedures might just be a few bullet points or instructions. Sometimes they work well as forms, checklists, instructions or flowcharts.

INDUCTION POLICY

All volunteers will be required to complete a formal Induction Session before commencing regular volunteer activities at the Station. An **Induction Form** is available for this purpose to ensure that all new volunteers are introduced to the 2BOB Radio premises and understand the basic elements and procedures at the Station. The Induction will include:

- Phone greeting.
- Communications Book.
- Dress attire.
- Kitchen.
- Amenities.
- Contact Cards.
- First Aid Kit.
- Fire Exits and Emergency Assembly location.
- Location of emergency contact numbers.
- Incident Report Form.
- 2BOB governance structure and committees.
- Studios, Music Library and production area.
- Sign In / Sign Out book.

Once completed, the Induction Form it is to be signed by both the Inductee and Inductor. The original signed form is to be retained on file at 2BOB Radio and a copy provided to the inductee.

ENVIRONMENTAL SUSTAINABILITY POLICY

The 2 BOB Radio Environmental Sustainability Policy reflects and reinforces our commitment to environmental sustainability.

2 BOB Radio's Environmental Sustainability Policy demonstrates our understanding that our actions and operations should reflect our own practice, as a participant in a community of practice, and as a participant in the Australian social discourse around the impact of climate change.

POLICY

This policy acknowledges that the earth's environment is under stress from human activity and that changes in climate conditions impact on the sector's ability to realise its vision. 2 BOB Radio is committed to improving our environmental performance and demonstrating good environmental practices across all our operations and activities including through investments and funded projects.

PRACTICES

2 BOB Radio commits itself to good environmental practices and minimising negative impacts on our environment through:

- Applying an environmental lens across all aspects of 2 BOB Radio's operations and activities
- Providing a safe and healthy workplace
- Creating an environmentally sustainable-aware culture, where responsibility is assigned and understood;
- Being an environmentally responsible neighbour in our community
- Conserving natural resources by 'reducing, re-using and recycling
- Using, in our own operations, processes that do not adversely affect the environment
- Ensuring the responsible use of energy throughout the organisation
- Participating in efforts to improve environmental protection and understanding
- Using our own professional expertise, where possible, to assist in the development of solutions to environmental problems
- Striving to improve our environmental performance continually
- Conducting rigorous audits, evaluations, and self-assessments of the implementation of this policy
- Working with suppliers who promote sound environmental practices
- Enhancing awareness among our employees, volunteers, and stakeholders – educating and motivating them to act in an environmentally responsible manner.

PROCEDURES

1. 2 BOB Radio will develop clear guidelines for staff, volunteers and users to adopt sound environmental work practices, and adequate training will be provided to ensure these practices are carried out.

a) 2 BOB Radio will actively encourage a 'green' culture amongst staff and volunteers by positively reinforcing environmental practices.

2. 2 BOB Radio will act promptly and responsibly to correct incidents or conditions that endanger health, safety, or the environment. It will promptly report any such incidents to the relevant authorities, and inform affected parties as appropriate.

3. 2 BOB Radio will, where feasible, reuse and recycle materials, purchase recycled materials, and use recyclable packaging and other materials. We will:

a) Aim for all paper stock to be 100% recycled. Where 100% recycled paper is not available or appropriate, we will ensure that paper is not sourced from old-growth forests or from companies using unsustainable forestry practices

b) Make use of recycling programs for old computer hardware, used toner cartridges and obsolete equipment/furniture.

4. 2 BOB Radio will ensure that its services and products are safe, efficient in their use of energy, protective of the environment, and able to be reused, recycled or disposed of safely. We will:

a) Consider the 'carbon miles' that materials, food and products have travelled to reach us, buying local wherever possible

b) Buy products (e.g. tea, coffee, chocolate) that have been produced using environmentally sustainable and fair trade practices.

5. 2 BOB Radio will in its operations minimise materials, water and energy use, prevent air, water, and other pollution, and dispose of waste safely and responsibly. We will:

a) Use natural light wherever possible

b) Turn lights and equipment off when not in use

c) Purchase energy efficient office equipment

d) Establish and encourage the use of paperless systems where practical

e) Set printing preferences to double-sided by default

f) Where practicable read electronic documents on screen rather than printing them

g) Consider the environmental impact of travelling to face-to-face meetings and aim to meet via online means where appropriate (e.g. video- or teleconference)

h) Consider the environmental impact of hard-copy post, using electronic forms of communication where appropriate (e.g. mail-outs, newsletters, annual reports).

6. 2 BOB Radio will in its operations conserve energy by improving energy efficiency and giving preference to renewable over non-renewable energy sources when feasible.

7. 2 BOB Radio will, where appropriate, encourage the adoption of environmentally sustainable practices by its landlord / building managers, clients and grantees.

8. 2 BOB Radio will, where appropriate, utilise its particular knowledge and experience to contribute to environmentally sustainable techniques, technology, knowledge and methods.

9. 2 BOB Radio will maintain an open and honest dialogue with staff, volunteers, stakeholders, and the public about the environmental, health and safety performance of its operations and services.

10. 2 BOB Radio will ensure that every employee, volunteer and contractor is informed of and expected to follow this policy and to report any environmental, health, or safety concern to management so that prompt action may be taken.

11. 2 BOB Radio will include in its criteria for selection of suppliers and contractors their environmental performance.

12. 2 BOB Radio will not invest in companies whose business operations conflict with, or detract from, the environmental objectives of this policy.

VISITOR MANAGEMENT

To provide guidelines for volunteers to manage visitors and their requests for assistance.

POLICY

2BOB's central location accommodates the community in many ways and at times individuals come to 2BOB to ask for assistance. This may include calling an ambulance, police or parents or taxis for example.

Volunteers can support these requests in an appropriate and friendly manner. It is OK to make local phone calls to assist people.

Volunteers are not to put themselves, other volunteers or visitors at risk by attending to requests from the public.

INTERNET ACCESS AND USE OF SOCIAL MEDIA POLICY

Policy

You must not use the Station's computer resources or mobile or other devices to search for, access, download or communicate any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature, or that could otherwise lead to criminal penalty or civil liability and/or damage the Station's reputation.

You must not use, encourage or permit the use of social media to post or share comments, photos, videos, electronic recordings or other information that:

- a) is offensive, humiliating, threatening or intimidating to other council officials or those that deal with the council
- b) contains content about the council that is misleading or deceptive
- c) divulges confidential council information
- d) breaches the privacy of other council officials or those that deal with council
- e) contains allegations of suspected breaches of this code or information about the consideration of a matter under the Procedures, or
- f) could be perceived to be an official comment on behalf of the council where you have not been authorised by delegation to make such comment.

DISABILITY ACCESS AND INCLUSION POLICY

POLICY

The Australian community radio sector is dedicated to: "Access and equity, especially for people and issues not adequately represented in other media" (CBAA Codes of Practice 2008, Guiding Principles). This includes people with disabilities.

Participation in, and proper representation of, people with disabilities in the media has clear social benefits but these benefits cannot be realised without social change. The need for change is recognised at international and national levels. For example, the United Nations Convention of the Rights of Persons with a Disability (2006) and the *Disability Discrimination Act* (1992) outline the obligations of governments, institutions and individuals to recognise the civil rights of people with disabilities.

Community broadcasters provide open access to resources for self-representation and social inclusion. Through their policies, processes and actions community broadcasters enable diversity in social participation. They can signal to their communities their commitment to helping people with disabilities

to be meaningfully included in all aspects of their operations. This policy aims to articulate the key features of meaningful participation for people with disabilities in the community broadcasting sector and should complement any existing diversity, employment, volunteering, representation or other station policies.

This policy is a statement of the intention of the station to make an effort to consider the particular needs of people with disabilities in planning and operations to the best of our abilities. Relevant framing documents and resources are listed at the end of this policy.

This policy covers access to our buildings and other facilities for all volunteers.

PROCEDURE

1) Our station will make an effort to be accessible to all volunteers. We will consider the particular needs for accessibility to the building and facilities for people with disabilities wanting to participate (eg. Accessible signage, toilets, that accommodate wheelchairs, document accessibility for screen readers, documents offered in preferred format).

2) Our station will regularly audit the accessibility of buildings and make changes where possible (in addition to WHS requirements). Accessibility will include the physical structure of the station, but also: literature produced by the station in paper or electronic form, newsletters, forms, training materials and other resources etc (eg. is a document accessible to screen readers for the vision-impaired, or written in plain English for those with learning impairments?).

3) Accessibility will also include respectful treatment by staff and volunteers for people with disabilities:

i) In making complaints and resolving disputes;

ii) In providing opportunities to receive suggestions about how our station can better facilitate inclusion of a person or group;

iii) And nominate an assistant volunteer, station advocate, mentor or other helper to help facilitate inclusion of people with disabilities in these processes if necessary.

4) people with disabilities will have the same right to participate in station decision-making processes by participating as volunteers, subscribers, staff, or members of the board of management; and

5) Our station will take offer professional development opportunities to educate staff and volunteers about these obligations;

6) Our station will implement an Accessibility Action Plan to make concrete our commitment to the principles in this policy;

7) Our station will endeavour to make people with disabilities and all volunteers feel welcome, wanted, accepted, respected and supported.

DIVERSITY POLICY

DEFINITION

Diversity includes ethnicity and cultural background, gender, age, sexual orientation, physical abilities, family status, religious beliefs, perspective and experience. It also refers to diverse ways of thinking and working. The Station's approach to diversity encompasses the cross-section of people and difference that make up our volunteers, paid staff, members and the wider community we serve.

GUIDING PRINCIPLES

For the Station, diversity underpins our desire to:

- improve long-term performance,
- optimise the human capital available to the Station,
- provide for broader perspectives in relation to decision-making,
- develop the Station's structure to reflect the demographics of the community in which we on operate,
- create a source of competitive advantage and benefit.

The Station is committed to ensuring we have a diverse workforce and an inclusive environment conducive to respect and substantive equality in the appointment of well-qualified employees, volunteers and board candidates so that we can:

- achieve our strategic goals,
- maximise value.
- promote processes within our Station that will deliver long-term economic advantages to the Station.

MEASURABLE OBJECTIVES

The Station has developed, implemented and will measure key initiatives, objectives and measures to promote diversity in the organisation and support the aims of the Diversity Policy. These will be reviewed on a regular basis.

Our objectives include:

- gender equality in the governance of the organisation
- diversity of experience, thought and skill set on the Board
- gender pay equity
- supportive and flexible work practices
- fostering a culture conducive to respect and substantive equality

ACCOUNTABILITY

The MMC Board is responsible for developing the Policy, setting the measurable objectives and monitoring progress against them. The Board has responsibility for oversight of these aspects of the Diversity Policy.

The achievement of those measurable objectives for which the Board is responsible are tied to Key Performance Indicators in the evaluation of the Board.

The Board is responsible for ensuring that workplace practices are in place to give effect to the Diversity Policy and to meet the measurable objectives developed by the Board.

COMPLIANCE

The Station will meet all obligations with respect to state and federal legislative and regulatory and reporting requirements in relation to diversity and discrimination.

APPLICATION OF POLICY

This Policy applies to all paid staff, volunteers and MMC members.

DEFINITION OF GENDER EQUALITY

The Station, in referring to the use of the phrase 'gender equality', supports the meaning whereby people are able to access and enjoy the same rewards, resources and opportunities regardless of whether they are a woman or a man.

This is supported by the definitions used in the National Workplace Gender Equality Agency and the Federal Workplace Gender Equality Act, 2012.

CHILD FRIENDLINESS

2BOB provides an opportunity for school aged children to develop on air radio skills in a supportive and safe environment. 2BOB volunteers encourage and support young people in building life-long skills.

POLICY

2BOB is a child safe and child friendly community radio station. It is 2BOB's policy that children participating in the School's Out Program are provided with a safe space to develop skills.

PROCEDURE

Prior to engaging in child related activities at 2 BOB, volunteers and staff will be required to provide a Working with Children Number.

All Primary School children must be supervised by a responsible adult whilst at 2BOB.

High school students participating in 2BOB activities will be supervised at the discretion of 2BOB staff.

All special needs students must be accompanied to 2BOB by a parent or carer, for the duration of their time at 2BOB.

DISCRIMINATION AND HARASSMENT

2BOB is committed to providing a safe, flexible and respectful environment for all participants in the station free from all forms of discrimination, bullying and sexual harassment. Discrimination, bullying and sexual harassment are unacceptable at 2BOB and are unlawful under the following legislation:

Sex Discrimination Act 1984 (Cth.).

Racial Discrimination Act 1975 (Cth.).

Disability Discrimination Act 1992 (Cth.).

Age Discrimination Act 2004 (Cth.).

Australian Human Rights Commission Act 1986 (Cth.).

2bob participants found to have engaged in such conduct might be counselled, warned or DISCIPLINED. Severe or repeated breaches can lead to formal discipline up to and including dismissal from the station and/or cancellation of membership of the Co-operative.

POLICY

This policy applies to:

Co-operative Members, Co-operative Board members, committee members, volunteers, presenters, station guests and paid staff, including managers, co-ordinators; full-time, part-time or casual, temporary or permanent.

DISCRIMINATION

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability. Discrimination can occur:

Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law (see list below).

Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law (see list below).

Protected personal characteristics under Federal discrimination law include:

- a disability, disease or injury, including work-related injury
- parental status or status as a carer, for example, because they are responsible for caring for children or other family members
- race, colour, descent, national origin, or ethnic background
- age, whether young or old, or because of age in general
- sex
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union
- religion
- pregnancy and breastfeeding

- sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual
- marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship
- political opinion
- social origin
- medical record
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

BULLYING

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination.

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.

Under Federal law, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Bullying is unacceptable in 2BOB and may also be against occupational health and safety laws.

SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behavior, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

accessing sexually explicit internet sites

behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour at 2BOB at the time, it does not mean that they are consenting to the behaviour.

Sexual harassment is covered when it happens at 2BOB, at related events, between people sharing the 2BOB workplace, or between colleagues outside of work.

All staff and volunteers have the same rights and responsibilities in relation to sexual harassment. A single incident is enough to constitute sexual harassment – it doesn't have to be repeated.

All incidents of sexual harassment – no matter how large or small or who is involved – require 2BOB to respond quickly and appropriately.

2BOB recognises that comments and behaviour that do not offend one person can offend another. This policy requires all staff and volunteers to respect other people's limits.

VICTIMISATION

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation.

Victimisation is against the law.

It is also victimisation to threaten someone (such as a witness) who may be involved in investigating an equal opportunity concern or complaint.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator.

GOSSIP

It is unacceptable for staff at 2BOB to talk with other staff members, clients or suppliers about any complaint of discrimination or harassment.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

MERIT AT 2BOB

All volunteer appointment decisions at 2BOB will be based on merit – the skills and abilities of the volunteer as measured against the inherent requirements of the position – regardless of personal characteristics.

It is unacceptable and may be against the law to ask volunteers questions, or to in any other way seek information, about their personal characteristics, unless this can be shown to be directly relevant to a genuine requirement of the position.

RESOLVING DISCRIMINATION OR SEXUAL HARASSMENT AT 2BOB

2BOB strongly encourages any person who believes they have been discriminated against, bullied, sexually harassed or victimised to take appropriate action by completing a [Workplace Conflict Form](#) and providing this to the Volunteer Coordinator or the Secretary of the Board.

Staff who do not feel safe or confident to take such action may seek assistance from the Volunteer Coordinator for advice and support or action their behalf.

PROGRAMMING

Programming is the responsibility of the Programming Committee. The Programming Committee is a Delegated Committee that meets fortnightly and reports to the Board. The majority of the voting members of the Committee must be members of Co-operative. The Programming Committee makes decisions about what programs go to air, the program schedule and all issues related to programming. The Committee also has an input into station needs, technical issues and volunteer management in the context of what goes to air. The meetings are open to all 2BOB volunteers as observers, however participation will be at the discretion of the Committee.

OUR AIM

- To continue to provide an alternative means of engaging, informing, entertaining and educating the community through music and information provided on air and online and to embrace the principle of community broadcasting; independence, diversity and accessibility.

OUR PURPOSE

- To encourage community involvement in providing cultural diversity in music, opinion and information
- To strive to meet the needs of the community not met by mainstream media
- To provide an opportunity for the independent, non-mainstream and local musicians to have their music broadcast

POLICY

- To continue to be community operated, non-discriminatory, culturally and socially inclusive, expressing diverse opinions
- A voice for the people by providing a platform for debate and musical diversity
- The dissemination of alternative news and information
- An opportunity for people to become broadcasters and to be accessible to and supportive of other community organizations

Programs are divided into three categories:

Station Time – these are generally station initiated/run programs, i.e. Breakfast, AM Music, Midday Magazine, Drive, School's Out and Full Quid

Member Access – These are generally music programs, initiated by our volunteer presenters or 'members'. Sometimes the Programming Committee initiates these and presenters are then recruited. There have been occasions when Programming takes over these 'desirable' programs when initiating presenter leaves

Community Access – These programs provide access to the airwaves for a variety of community/minority groups. Our Ethnic Programs, schools based programming, disability

support services programming and content which is developed in conjunction with community groups such as the men's shed, Lions Club, Rotary or PROBUS for example.

NEW PROGRAMS

If someone has an idea or a suggestion for a new program, they are encouraged to discuss it with the Programming Committee and then submit a **Program Proposal Form** with details of format, potential audience, preferred timeslot, and a program demo recording for assessment by the Programming Committee whom will decide whether the program is ready to be incorporated into the program schedule or needs further development. The criteria for approval include;

- Is it the sort of program that suits our programming?
- Does it fill a programming void, an empty timeslot or a community need?
- Is it innovative?
- Is the presenter competent and reliable?

Once the approval is received and scheduling finalized, the presenter(s) will sign a **Program Undertaking Form**.

MUSIC

PURPOSE

The purpose of this policy is to manage and guide the process of selecting music to air and programming with a view to upholding the essence of community radio.

The policy ensures that 2BOB continues to play a diverse range of music throughout all of its programming, supports local musicians and complies with the 40% Australian music requirement of the community radio Codes of Practice.

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 the diverse music played is one of the key reasons people listen to community radio. The *2016 McNair Audience Research Survey* shows that the two key reasons why people listen to community radio are:

- they play Australian music/ support local artists, and
- they broadcast specialist music and information programs.

POLICY

Broadcasters are encouraged to provide a wide range of musical styles while taking into account 2BOB's aims and objectives and the individual program's aims and objectives.

All programs will endeavour to ensure that of the total music played throughout a program, at least 40% is Australian unless the program's aim is to focus on music or culture other than that of Australia. Prior approval must be obtained from the Programming Committee for a program to qualify for this exemption.

PROCEDURES

To achieve our aim of providing an alternative and independent broadcasting service and to foster the principles of community broadcasting we use the National Radio News service, source programs from the Community Radio Network to supplement our own programs, and broadcast the BBC World Service as our overnight service.

All Australian recordings which are property of 2BOB will be visibly labelled as Australian.

An audit of Australian music content will be conducted on a regular basis.

All presenters are required to complete a Run Sheet for each program.

Presenters are encouraged to work within the 2BOB Sponsorship Policies when promoting events where local musicians are featured.

Presenters must not make representations to record companies or other music suppliers on behalf of 2BOB unless prior consent has been given by the Programming Committee.

2BOB presenters will not accept any form of payment in cash or in kind in return for providing airplay or promotion of music, except under the 2BOB Sponsorship Policy.

If you obtain music on the pretext of playing such music on 2BOB then you are to provide a copy of that music to 2BOB 's library if requested to do so by the Programming Committee.

FUNDRAISING

PURPOSE

The purpose of the fundraising policies and procedures is to guide and inform volunteers of the correct procedures and relevant information required to carry out related tasks. Fundraising is specifically directed to any Station activity which involves raising funds for 2BOB. Typically, these are:

- Sponsorship.
- General or special events.
- Radiothon.
- Raffles.
- Shopping Centre Stalls.
- Outside broadcasts.

SPONSORSHIP

The purpose of this policy is to ensure compliance with the *Broadcasting Services Act 1992* (BSA) and the Codes of Practice. Its aim is to give clear direction on 2BOB's ethos with relation to sponsorship.

Under the *BSA* community broadcasters are not permitted to broadcast 'advertising'. 'Sponsorship' however is permitted and this is akin to a limited form of advertising.

SPONSORSHIP SALES

Businesses may only be approached by Sponsorship sales representatives who have been formally approved by resolution of the Board.

Sponsorship sales representatives must be neatly dressed, and must positively promote the image of 2BOB.

Sponsorship representatives may be paid on a commission basis, or receive fuel costs as determined by resolution of the Board.

Manning Media Co-operative reserves the right to refuse to broadcast any paid sponsorship announcement which conflicts with 2BOB ethos.

SPONSORS

No sponsor may be accepted whose business does not support the ethics and programming policy of 2BOB.

Sponsorship must not be accepted from companies promoting tobacco or gambling. Pharmaceutical products may not be promoted on air.

Alcohol and drugs abuse will not be encouraged on air.

Sponsorship does not entitle the sponsor to play a role in determining the nature or content of programs, nor in determining the program structure or policy of 2BOB.

No commercial business or activity may be promoted on air unless they are sponsors of 2BOB and under contract.

SPONSORSHIP RATES

Sponsorship rates are set by resolution of the Board and may not be varied by sales representatives without approval of the Board.

All sponsorship sold is to be confirmed by use of the current Sponsorship Contract.

Contra deals will require a Sponsorship Contract and are not to be entered into without approval of the Sponsorship Coordinator.

Sponsorship salespersons may not accept gifts or gratuities from sponsors.

SPONSORSHIP ANNOUNCEMENTS

Sponsorship Announcements must be written, produced and recorded for use on air.

Only pre-recorded sponsorships may be put to air. No Sponsorship Announcements may be read directly to air by presenters.

Each Sponsorship Announcement must have a tag attached acknowledging sponsorship of 2BOB and played to air with the copy.

Sponsorship Announcements may use persuasive language may be used, and prices, bargain sales and special offers may be promoted.

All music used under Sponsorship Announcements must be production music, unless the sponsor owns copyright in the music.

Commercially released music must not be used unless the sponsor provides evidence that all royalties and copyright fees have been paid to the relevant bodies.

ANNOUNCEMENT SCHEDULING

No more than five minutes of sponsorship announcements may be scheduled in each broadcast hour.

No more than two consecutive sponsorship announcements are to be scheduled at any time, except in unusual circumstances.

Sponsorship announcements are to be played as close as possible to the scheduled time except in circumstances which render this impossible, such as power failure.

GENERAL OR SPECIAL EVENTS

PURPOSE

The purpose of this policy is to ensure that special events held by 2BOB and volunteers are managed efficiently and economically to present 2BOB favorably in the community.

POLICY

Each event must be approved by the Board.

Events are to be managed by a minimum of 2 people.

Where possible, events are to have a minimum three-month lead time.

Event management progress reports are to be submitted monthly to Board meetings.

It will be the responsibility of the organizers to recruit volunteers for specific activities using an **Event Volunteer Roster Form**.

Volunteers wishing to stage an event must submit:

- an event outline,
- appropriate insurance cover,
- event plan including, aim, goal, time line, volunteer needs,
- event budget – comprising income (including in-kind) and estimated/quoted expenditure,
- an **Event Evaluation Form**,
- proposed sponsors using the sponsorship policy and procedures, and
- marketing plan and costings.

COMPLAINTS POLICY – PUBLIC COMPLAINTS

PURPOSE

The purpose of this policy is to outline the most appropriate way for 2BOB and its volunteers to respond to complaints and comments from members of the public.

POLICY

2BOB will provide a minimum of 50 on-air announcements every year containing information about Community Broadcasting Codes of Practice and how audiences may obtain them.

All complaints from the public will be treated in a serious and polite manner. The person would not bother to make the call unless they held a genuine interest in 2BOB and felt they had a legitimate concern.

Do not be dismissive of their approach to 2BOB and assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

2BOB acknowledges the right of its audience to comment and make complaints in writing or verbally concerning:

- a) Compliance with the CBA Code of Practice or a condition of the license.
- b) Program content.
- c) The general service provided to the community.

A record of complaints, using the [Listener Complaint Form](#) will be maintained for a period of at least 2 years, by a responsible officer of 2BOB.

In order to ensure 2BOB can make a full response to ACMA if required, 2BOB must record:

- a) The date and time the complaint is received.
- b) The name and address of the complainant.
- c) The substance of the complaint.
- d) If the complaint relates to a specific program then the name of the program, the date and time of broadcast and the name of the presenter.
- e) The substance and date of the licensee's response

2BOB must also keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material and written documentation, for 1 year.

2BOB will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.

2BOB will ensure that:

- a) Complaints are received by a responsible person during normal office hours.

- b) Complaints are conscientiously considered, investigated if necessary and responded to as soon as practicable.
- c) Complaints are responded to in writing within 60 days of receipt and will include a copy of the Community Broadcasting Code of Practice.

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

- a) Formally lodged their complaint with the licensee.
- b) Received a substantive response from the licensee and are dissatisfied with this response.

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

COMPLAINTS POLICY – INTERNAL CONFLICT

PURPOSE

Conflict is a normal response to differing opinions about needs, values and interests. While not all conflict is harmful, 2BOB Radio recognises that ineffectively managed conflict can adversely affect station operations and workplace harmony.

2BOB Radio has established and approved a conflict management process in order to promote productive, collaborative, and effective teamwork among and between all tiers of the organisation.

The section aims to outline the processes, rights, duties and obligations of parties involved in conflict at 2BOB Radio

As a basic principle, 2BOB Radio encourages its volunteers and staff to comment and provide feedback, and acknowledges their right to activate the workplace conflict process.

POLICY

For the purposes of this policy, workplace conflict is defined as a dispute or differences arising among volunteers and/or paid staff.

MANAGING FEEDBACK

Comments and feedback of a negative nature should not automatically be interpreted as conflict. It is important for staff and volunteers to recognise the difference between negative feedback and conflict, according to the definition above.

Staff and volunteers should make every effort to prevent recourse to the conflict resolution process. The preferred response is to address feedback respectfully, directly and verbally with the party concerned.

In the case of conflict between volunteers the parties involved may be brought together to reach a resolution. If necessary, these verbal discussions should include a third, independent party.

If these discussions fail to solve or fully address the issue, then one of the parties may request to activate the Workplace Conflict Process.

RESOLVING DIFFERENCES

Approach the person you disagree with: Talking to the person about your disagreement can be helpful. Approaching them in a constructive and calm way, thinking about the points you want to express.

Think about how safe it is to approach someone you are in conflict with: Approaching them in public may mean they are less likely to be violent or abusive. If they are likely to be violent or abusive, it may be best not to resolve it directly. Perhaps you could talk to them over the phone or send an email.

Gain an understanding of each other's perspective: To help understand why both parties are disagreeing, it may help to ask questions about their point of view and how they are perceiving it.

Explain how you feel: When you talk to the representing person you are in disagreement with, try to tell them how you feel. You can try to explain how you feel as a result of their opinion, try not to make statements about their perception of the problem.

Allocate time to talk: It can be easy to get back into an argument while you are trying to resolve it. One way to avoid this is by giving each other time to highlight each point of view. It may be easier to write your point of view down so that you can both read it and think about what the other has said. This way you can come back and discuss it.

Agree to disagree: It is also possible to agree to disagree. It is not good to even necessary to agree with someone all of the time.

If you are unable to resolve the conflict you should initiate the Workplace Conflict Process

THE WORKPLACE CONFLICT PROCESS

The Workplace Conflict process will be enacted when one party puts the matter in writing by completing the **Workplace Conflict Form** and requests that the internal conflict procedure be activated.

The **Workplace Conflict Form** and any written statements should be provided to the Volunteer Coordinator or to the Secretary of the Board.

Once the process has been activated, it shall remain activated until the matter is resolved or the party requesting activation of the process explicitly withdraws the matter.

The Board has ultimate responsibility for managing the internal conflict process and for ensuring satisfactory resolution is achieved, within 60 days of the internal conflict process being activated.

The Board may conduct its own investigation into internal conflict or may appoint the Volunteer Coordinator or a committee (made up of representatives of the Board or other persons deemed to be impartial by the Board) to carry out an investigation of the internal conflict. The investigation should consider all sides of the matter. Legal advice will be sought if appropriate.

The Board, Volunteer Coordinator or committee will:

- a) Negotiate a dispute resolution by managing discussion between parties involved in the conflict, which is aimed to bring about agreement or a settlement of opposing demands or attitudes.
- b) Recommend appropriate legal response if legal action is likely or is taking place.
- c) Recommend appropriate response to the parties involved after taking legal advice if necessary.
- d) Recommend appropriate action/s needed to avoid future conflict.

If the above process fails to reach a satisfactory resolution the Board may:

- a) Appoint an external mediator who is mutually acceptable to both parties.
- b) Authorise the mediator to determine a resolution for situations of irreconcilable differences.

c) Require the mediator to make a resolution within 21 days.

d) Require all parties to accept the decision of the mediator.

An appeal to an internal conflict decision may be lodged by submitting a letter to the Board for their review at their next sitting. The decision of the Board will be final.

Records of internal conflicts are to be kept by the Board for at least two years from the date of the internal conflict process was activated.

DRUGS AND ALCOHOL

POLICY

Consumption of alcohol or illegal substances within 2BOB or the surrounding gardens is deemed inappropriate and incidents may be referred to the Board.

However, alcohol may be consumed in circumstances outlined below.

Consumption of alcohol in or around 2BOB is restricted to social activities approved by the Board, such as the annual Xmas party and other organised events.

WORK, HEALTH & SAFETY

PURPOSE

The purpose of the Work Health and Safety (WHS) Policy is to:

- Outline Manning Media Co-operative's commitment to WHS.
- Promote accountability.
- Encourage co-operation.
- Outline responsibilities.

2BOB is committed to:

- Providing a workplace that is safe and without risks to health.
- Providing adequate resources to ensure a safe and healthy workplace.
- Complying with all relevant legislation, regulation and standards.
- Implementing a systematic approach to WHS management.

POLICY

The Board along with all volunteers and paid staff are responsible for the promotion and maintenance of WHS of all persons undertaking duties at, or on behalf of 2BOB.

The Board is responsible for:

- a) Developing, implementing and reviewing the WHS Policy in consultation with volunteers, relevant legislation and guidelines.
- b) Supporting volunteers under their management to be accountable for the specific responsibilities of carrying out tasks.
- c) Ensuring WHS issues outside of their area of influence are dealt with efficiently and effectively.

Contractors and sub-contractors are responsible for complying with 2BOB's WHS Policy and will observe directions on WHS Policy from designated officers within 2BOB.

The policy applies to the following people within 2BOB:

- Volunteers.
- Contractors.
- Visitors.
- Consultants and paid staff.

In order to implement the general provisions of this policy, a program of activities and procedures shall be established, implemented and will be updated as required.

- New volunteers will be inducted to 2BOB
- Work design, workplace design and standard work methods
- Changes to work methods and practice
- Emergency procedures and drills
- Provision of OHS equipment, services and facilities
- Workplace inspections and evaluations
- Reporting and recording of incidents, accidents, injuries and illnesses
- Provision of information

The First Aid Kit is kept in kitchen cupboard with a green "First Aid Kit" sticker on the door.

RISK MANAGEMENT

The key to quality Risk Management rests in this simple triangle:



HAZARD- "A source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these."(*Standards Australia*)

HAZARDS surround us in varying forms and degree of risk. A Risk Management programmer must take into account all hazards likely to affect, or be affected by, the tasks associated with the job. This includes anticipating outcomes from a completed job (e.g. a power point may be incorrectly installed by an electrician, resulting in an injury occurring to a future user).

IDENTIFY hazards in your work area by making regular inspections of the site; use all your senses - including intuition - to ascertain whether you are in a safe situation. Your nose may be the first indicator of a leaking hazardous substance or smoke from a fire; your ears may pick-up the obvious potential of noise being too loud, or the less-obvious sounds of an overstressed motor bearing. The sense of touch can discern a moist surface where perhaps moisture is not meant to be; taste can detect the feint hint of

tainted food, and so on. Consider annual 'desk-top' reviews of 'safe work procedures' (SWP). A SWP will outline step-by-step procedures for carrying out a task. Each step can be considered in isolation and any hazards identified. Manual handling, hazardous machinery and hazardous substances in particular can be revealed in studying a SWP. Investigate and review all incident reports.

ASSESS the risk associated with a hazard by considering three aspects: the likelihood of the hazard becoming uncontrolled; the degree of injury/illness/damage should it become uncontrolled; the exposure to the hazard including such things as frequency of interaction with the hazard, types of personnel (children/aged/public etc.).

A simple assessment tool is this matrix. Hazards are given a risk rating from 1 to 6, with the numbers allowing for a prioritisation of hazards.

RISK MATRIX	HOW LIKELY IS IT TO HAPPEN?			
	Very likely: could happen at any time	Likely: could happen some time	Unlikely: could happen, but very rarely	Very unlikely: could happen, but probably never will
HOW BAD IS IT LIKELY TO BE?				
Kill or cause permanent disability or ill health ☠	1	1	2	3
Long term illness or serious injury ...	1	2	3	4
Medical attention and several days off work	2	3	4	5
First aid needed !	3	4	5	6

CONTROL of the hazard is what our safety programme is all about. Ideally, we should ELIMINATE the need for the hazard altogether, but if we can't, we might be able to SUBSTITUTE a safer hazard instead, and so on down the hierarchy. Sometimes, a combination of the steps will apply. EG Personal Protective Equipment (step 5) might still be worn in step 2 (Substitute), and so on.

Steps and examples in the *Hierarchy of Hazard Control* are:

1 ELIMINATE

Can the hazard be left out of the equation altogether? In the planning stage, ask if there is any need to use or have the hazard around. An example might be (say) a vacuum cleaner that is going to be used in a high-traffic area. You know the electric lead to it is going to create a trip hazard, so the need for a lead is eliminated by using a battery powered cleaner.

2 SUBSTITUTE

There is a need to paint some stage materials, and the plan has been to use some epoxy paint that happens to emit toxic fumes. Is there a water-based, less-toxic paint available that will do the job?

3 ISOLATE/VENTILATE

Perhaps a noisy drive motor for some gadget or other is able to be isolated by being placed in a less-frequented part of the building, or a sound-proofed cage built around it. Unpleasant smells, contaminated or stale air might be ventilated from an area by use of an exhaust fan.

4 MITIGATE

If there are no other options, perhaps the only way around the problem is to rotate staff who have to work with the hazard, ensuring they are only in contact with the hazard for limited amounts of time. EG Keyboard entry; exposure to heat and cold, and so on. Training also falls into this area of hazard control, and includes appropriate methods of operating plant or 'how to install...' and so on.

5 PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is always the 'last resort' of control. Don't forget, this usually means there is nothing between the hazard and ourselves other than a layer of protective clothing or a mask or glasses. If this layer breaks down, then there is nothing between ourselves and the hazardous situation.

EG Protective gloves to handle chemical cleaning agent.

Note that steps 1,2 and 3 above are ENGINEERING CONTROLS and generally remove the opportunity of human failings to step into a hazardous situation. (EG a machine guard will protect the smartest and the dumbest persons. The old miners' saying, "You are only as safe as the stupidest man in the mine..." may well be recalled here.) Steps 5 and 6 are ADMINISTRATIVE CONTROLS and can breakdown when weaknesses in human behaviour occur. (EG I might forget to take a break from a particularly debilitating task, or from a proximity to a hazardous substance; I might forget to put on a piece of essential personal protective equipment.)

POLICY IMPLEMENTATION AND REVIEW

DISSEMINATION OF POLICY

1. This policy shall be displayed in a prominent position in the workplace/station.
2. All employees, volunteers, contractors and others in the workplace shall have access to all documents that make up the Manning Media and 2BOB OHS Policy and Program and any updates. All new volunteers in any capacity shall be provided with an **OHS Policy Acknowledgement Induction Form**.
3. All employees, volunteers and contractors are required to read, or have read to them, this policy document and sign the OHS Policy Acknowledgement line on the Induction Form to acknowledge having done so.
4. The signed OHS Induction Form shall be stored in the volunteer's personnel file and a copy provided to the volunteer or contractor and visitors that frequent 2BOB.

This policy shall be reviewed on an annual basis or as affected by changes to the OHS Act 2000 and or OHS Regulation 2001.

FORMS

1. Co-operative Membership Application Form
2. Volunteer Registration Form
3. Program Proposal Form
4. Discrimination/harassment Form
5. Program Undertaking Form
6. Event Volunteer Roster Form
7. Event Evaluation Form
8. Listener Complaint Form
9. Workplace Conflict Form

WHS section (to be completed)

10. OHS Policy Acknowledgement Induction Form.
11. Incident Report Form