

Lambing Flat Community Broadcasting Inc.

2YYY FM 92.3

Policy and Procedures

Amended February 2024

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General Principles

Introduction.

The Committee of Management is responsible for the future and well-being of Lambing Flat Community Broadcasting. The Committee will exercise leadership, enterprise, integrity and judgement in directing the organisation so as to provide assurance of its continuing and lasting prosperity. Lambing Flat Community Broadcasting Inc. Committee members should apply and endeavour to achieve the highest possible standards of corporate governance. In discharging their responsibilities, the Committee, individually and severally, has a duty to act in the best interests of Lambing Flat Community Broadcasting Inc. as a whole, irrespective of personal, professional, commercial or other interests, loyalties or affiliations.

The Role of the Committee

The exercise of corporate leadership through the establishment and monitoring of necessary controls and strategic direction setting so that Lambing Flat Community Broadcasting Incorporated is equipped to respond to the changing circumstances and situations in external and internal environments in order to meet the expectations and demands of members.

In summary the Committee:

1. Provides leadership to Lambing Flat Community Broadcasting Inc. ensuring that it achieves continuing prosperity in the best interests of the Association, its members and its community of interest.
2. Demonstrates the ethos of the Association and models its behaviours to both reflect and promulgate the desired culture.
3. Monitors management and organisation performance
4. Ensures that the Association complies with all internal and externally imposed

compliance requirements.

5. Establishes and maintains an effective interrelationship with members.
6. Ensures that internal processes and procedures are designed to provide effective controls and serve as the basis for security of the Association

Governance is Management

The Committee of Lambing Flat Community Broadcasting Inc. provides and manages governance level policies and strategic direction including the development of the organisation purpose, values and the organisation-wide goals and objectives and manages the day to-day operational processes through its Officers/Managers. The Committee is responsible for determining organisational 'Ends' and 'Means'.

Two Levels of Organisational Policy

(a) Governance-level policies are developed and adopted by the Committee and relate to high-level, organisation-wide matters. These include policies in respect of the Committee's operating processes and duties, and its delegation to Officers/Managers of the Association's day-to-day management. These policies are a reflection of the Association's desire to meet its duty of care under law and its moral responsibility to provide good governance on behalf of all interested parties.

(b) Management-level policies may be developed by Managers and relate to the operational management of their section of the organisation. The Committee is required to approve policies at this level before implementation.

Responsibilities of the Committee

Enacting the Governance Responsibilities

The Committee is responsible for protecting the rights and interests of the Association and is accountable to it for the overall management of the organisation. In discharging its obligations and duties, the Committee should assume responsibility in at least the following areas:

1. Meeting legal requirements

The Committee's first duty is to Lambing Flat Community Broadcasting Incorporated. In meeting this duty, the Committee must ensure that all legal requirements under the relevant Acts are met and that the Association is protected from harmful situations and circumstances in the interests of current and future stakeholders.

The Committee also has a responsibility to its various stakeholders to ensure that the available resources are used to deliver the 'right outcomes' to the 'right people' in the 'right way'.

In particular Committee members have the following obligations:

- a. To act in good faith in the interests of all stakeholders of Lambing Flat Community Broadcasting Inc.
- b. To exercise their powers for a proper purpose
- c. To avoid conflicts of interest
- d. To act honestly
- e. To act with reasonable care and diligence
- f. Not to make improper use of either their position on the Committee or information gained while in that role.

Committee members, either individually or collectively, are potentially liable if they act illegally or negligently.

2. Committee membership

The Committee will:

- a. Assist members of Lambing Flat Community Broadcasting Inc. to elect people with appropriate skills, to the Committee, by ensuring that Association members are fully conversant with the role, responsibilities, work programme and performance of the Committee and its members.
- b. Provide new Committee members with copies of all relevant policy information.

3. Governance philosophy and approach

The Committee will govern Lambing Flat Community Broadcasting Incorporated with an emphasis on:

1. Serving the legitimate collective interests of the members of the Association and accounting to them fully for the performance of the Association and for the Committee's performance;
2. Remaining up to date in terms of members' concerns, needs and aspirations;
3. Developing a future focus rather than being preoccupied with the present or past;
4. Providing leadership in the exploration of strategic issues rather than becoming distracted by administrative detail;
5. Behaving proactively rather than reacting to events and others' initiatives
6. Bringing a diversity of opinions and views to bear on its decisions;
7. The development and expression of a collective responsibility for all aspects of the Committee's performance; and,
8. The continuing improvement in Committee and individual Committee member effectiveness; and the interests of Lambing Flat Community Broadcasting Inc. as a whole.

4. Strategic leadership

The Committee will:

- a. Monitor Lambing Flat Community Broadcasting Inc.'s vision, mission and strategic objectives.
- b. Provide input, to the Association, that assists in identifying and understanding emerging trends and issues likely to affect the wellbeing of Lambing Flat Community Broadcasting Inc. and its members.
- c. Review Lambing Flat Community Broadcasting Inc.'s situation and agree the broad framework within which the strategic and business plans will be prepared each year.
- d. Recommend any significant shifts in the broad strategic direction of Lambing Flat Community Broadcasting Inc. to the members.
- e. Ensure that it is continually striving for above average performance after taking into account risk.
- f. Ensuring there are adequate internal controls and ethical standards of behaviour.
- g. Ensure the development of medium-term and annual business plans.
- h. Review Lambing Flat Community Broadcasting Inc.'s financial objectives, plans and actions, including significant capital allocations and expenditures.
- i. Monitor the effectiveness of the governance policies under which it operates and make changes as required.

5. Compliance and integrity

The Committee will:

- a. Ensure ethical behaviour and compliance with the Association's policies, and statutes and regulations, audit and accounting principles and Lambing Flat Community Broadcasting Inc.'s stated values and its governance documents.
- b. Ensure the integrity of Lambing Flat Community Broadcasting Inc.'s internal control and management information systems so that its decision-making capability and the accuracy of its reporting are maintained at a high level at all times.

6. Committee focus

The Committee will:

- a. Ensure that it makes the best possible use of its meetings by dealing only with matters that have significance, by focusing primarily on the future and, within a defined policy framework, by delegating as much as possible to the Officers/Managers.
- b. The Secretary will, in consultation with the President, establish the agenda for each Committee meeting although each Committee member is free to suggest the inclusion of items on the agenda. Non-agendas matters, worthy of the Committee's attention may be raised in General Business when time permits.

7. Committee meetings

As a general rule, the Committee will meet monthly but at least not less than bimonthly.

8. Material transactions

The Committee will review the payment of all ordinary recurring transactions by the Treasurer. All transactions that are not consistent with the ordinary course of business (i.e. of considerable size, of an unusual nature or not previously approved by the Committee) require Committee approval prior to payment.

9. Assurance of accountability

The Committee will:

- a. Serve the legitimate collective interests of Lambing Flat Community Broadcasting Inc. and account to it fully.
- b. Remain up to date in terms of members' concerns, needs and aspirations.
- c. Report to the Association on the performance of all Lambing Flat Community Broadcasting Inc.'s functions and activities.

10. Interaction with the media

In all contact with the media the President shall be the sole spokesperson on all operating matters relating to Lambing Flat Community Broadcasting Inc. The President may delegate aspects of this responsibility as appropriate.

Expectations of Committee members

To execute these governance responsibilities, Committee members should, so far as possible, possess certain characteristics, abilities and understandings:

1. Committee members responsibilities

Committee members must be familiar with Lambing Flat Community Broadcasting Inc's constitutional arrangements at all times. They should be familiar with the best interests of the Association and be aware of, and fulfil, their statutory responsibilities and their trustee

obligations, as a Committee member, regardless of personal position, circumstances or affiliation.

The Code of Ethics and Conflict of Interest sections later in this document provide direction to members and the Committee in addressing key ethical issues. Committee members are expected to be punctual and attend regularly for the full extent of Committee meetings and be willing to contribute between meetings if required. They should come fully prepared for Committee meetings.

2. Strategic orientation

Committee members should be future oriented, and, their focus should be on strategic goals and policy implications. They need to understand and focus on issues that are central to the success of Lambing Flat Community Broadcasting Inc

Operational detail should be carried out by Officers/Managers in a day-to-day fashion and any problems should be brought to the attention of the Committee for decision.

3. Integrity and accountability

Committee members must demonstrate high ethical standards and integrity in their personal and professional dealings, and be willing to act on, and remain collectively accountable for, all Committee decisions even if these are unpopular or if individual members disagree with them. Members must be committed to speaking with one voice on all policy and directional matters.

4. Financial literacy

Because the Committee must monitor financial performance, members should be financially literate. Ideally, they should be able to read and understand financial statements of the Association's performance.

5 Participation

Each Committee member is expected to enhance the Committee's deliberations by actively offering questions and comments that add value to the discussion. Each should strive to be at ease with fellow members participating in a constructive manner that acknowledges and respects the contribution of others at the table. Committee members must be able to accept challenge from others without becoming defensive. In order to foster teamwork and engender trust members should be willing to reconsider or change their positions after hearing statements of others reasoned viewpoints.

Governance Policies

Code of Ethics

The Committee is committed to the adoption of ethical conduct in all areas of its responsibilities and authority.

Committee Members shall:

1. Act honestly and in good faith and at all times in the best interests of Lambing Flat Community Broadcasting Inc. as a whole.
2. Declare all interests that could result in a conflict between personal and organisational priorities.
3. Exercise diligence and care in fulfilling the functions of office.
4. Make reasonable enquiries to ensure that Lambing Flat Community Broadcasting Inc. is operating efficiently, effectively, legally and ethically in the pursuit of its corporate goals and strategies.
5. Maintain sufficient knowledge of Lambing Flat Community Broadcasting Inc.'s business and performance to make informed decisions.
6. Individual Committee members shall not singularly agree to Lambing Flat Community Broadcasting Inc. incurring obligations.

7. Attend Committee meetings and devote sufficient time to preparation for Committee meetings to allow for full and appropriate participation in the Committee's decision making.
8. In matters pertaining to the Committee, put the needs of Lambing Flat Community Broadcasting Inc. before their own needs.
9. Ensure scrupulous avoidance of deception, unethical practice or any other behaviour that is, or might be construed as, less than honourable in the pursuit of Lambing Flat Community Broadcasting Inc.'s business.
10. Not disclose to any other person confidential information other than as agreed by the Committee or as required under law.
11. Act in accordance with their duties as a trustee of the Association, by complying with the spirit as well as the letter of the law, recognising both the legal and moral duties of the role.
12. Abide by Committee decisions once reached notwithstanding a members' right to pursue a review or reversal of a Committee decision.
13. Not to make, comment, issue, authorise, offer or endorse any public criticism or statement having or designed to have an effect prejudicial to the best interests of Lambing Flat Community Broadcasting Inc.
14. Ensure that all Members and volunteers are treated on an equitable basis.
15. Make every reasonable effort to ensure that Lambing Flat Community Broadcasting Inc. does not raise community, supplier or stakeholder expectations that cannot be fulfilled.
16. Meet its responsibility to ensure that all volunteers of Lambing Flat Community Broadcasting Inc. are treated with due respect and are provided with a working environment and working conditions that meet all reasonable standards of employment as defined in relevant workplace legislation.
17. Carry out its meetings in such a manner as to ensure fair and full participation of all members

Strategic direction and planning

An essential element in the Committee's leadership role is its responsibility to overview and where considered necessary to make changes to the strategic direction for Lambing Flat Community Broadcasting Inc. accompanying this is an ongoing responsibility to identify priorities, monitor progress against the strategic goals and objectives and view and approve annual business plans and the annual budget. Accordingly, the committee will annually:

1. Establish and review Lambing Flat Community Broadcasting Inc.'s purpose, vision, corporate strategies and priorities.
2. Review annual business plans to ensure alignment with the strategic direction, priorities and corporate strategies.

Financial governance

The Committee has a core duty to ensure the financial integrity and viability of Lambing Flat Community Broadcasting Inc. This entails oversight of all financial processes and systems, regular review of financial results and, annually, producing the Association's financial plan, budget and financial announcements to the AGM of the Association.

Accordingly, the committee will:

1. Develop, review and monitor the implementation of governance level financial policies of the Association.
2. Provide guidance on budget parameters and priorities and recommend the annual budget and financial plan including capital expenditure to the Association.
3. Consider expenditure outside budget parameters.
4. Review and approve the full year financial statements, reports and outcomes for presentation to the Association.

Conflicts of Interest

The Committee places great importance on making clear any existing or potential conflicts of interest for members.

Conflicts of interest may occur:

a. When a Committee member, or his/her immediate family or business interests, stands to gain financially from any business dealings, programmes or services provided to Lambing Flat Community Broadcasting Inc.

b. When a member offers a professional service to Lambing Flat Community Broadcasting Inc.

c. When a member stands to gain personally or professionally from any insider knowledge used for personal or professional advantage.

1. All conflicts of interest must be declared by the member concerned at the earliest time after the conflict is identified. Normally there will be the opportunity at the commencement of each committee meeting for conflicts of interest to be declared.

2. The Committee shall determine whether or not the conflict is of a material nature and shall advise the individual accordingly.

3. Where a conflict of interest is identified, and the Committee has declared that it is of material benefit to the individual or material significance to the organisation, the member concerned shall not vote on any resolution relating to that conflict or issue.

4. The member concerned shall only remain in the room during any related discussion with the approval of the Committee.

5. The Committee will determine what records and other documentation relating to the matter will be available to the member.

6. All such occurrences will be minuted.

7. Individual members, aware of a real or potential conflict of interest of another member, have a responsibility to bring this to the notice of the Committee.

8. Where a member has an ongoing material conflict of interest, this member must consider resignation from the Committee. However, resignation should not occur where this will result in serious detriment to the Committee or to Lambing Flat Community Broadcasting Inc.

Risk management

The Committee will identify and evaluate the principal risks faced by Lambing Flat Community Broadcasting Inc. and ensure that appropriate systems are in place to avoid or mitigate these risks including the protection of intellectual capital.

Accordingly, the Committee will:

1. Ensure that the organisation is progressing towards its strategic goals and objectives as established by the Committee.
2. Ensure that suitable internal controls are in place and are enacted and monitored to ensure effective and efficient operation and management of the organisation's resources.
3. Ensure that the organisation is governed and managed in accordance with its constitution and policies.
4. Ensure that proper accounting records are kept.
5. Ensure prompt investigation of any material shortfalls or breaches in compliance or risk management standards.

Committee Committees and Working Parties

The Committee can establish committees and working parties to support it in its own work.

1. Committees and working parties shall have Terms of Reference defining their role, life span, procedures and functions, and the boundaries of their authority, reviewed annually.
2. A decision of a committee or working party exercising delegated authority is a decision of the Committee and should be treated accordingly.
3. Unless explicitly empowered by the Committee, committees or working parties cannot make binding Committee decisions or speak for the Committee. For the most part the function of committees and working parties, in fulfilling their role, is to make recommendations to the Committee.

Committee Meetings

The majority of committee business will be conducted in Committee meetings. In order to

ensure effective meetings the following principles apply:

1. The Committee will make the best possible use of its meetings by dealing only with matters that have significance.
2. The Chairperson/Secretary will establish the agenda for each Committee meeting although each Committee member is free to suggest the inclusion of item(s) on the agenda. The focus of the meeting will be a topic(s) drawn from the work plan. All Committee members have the opportunity to contribute to the agenda.
3. The Committee will normally meet once every month; however, committee meetings may be scheduled at other times or at other frequencies as determined by the Committee.
4. Committee members are expected to be active in providing input into Committee decision-making and dialogue.
5. Committee meetings will be conducted in an open and constructive manner, recognising that genuinely held differences of opinion can bring greater clarity and lead to better decisions.
6. Committee members are expected to arrive on time and remain in the meeting for its duration.
7. Committee members shall disclose any conflicts of interest at the earliest point in the meeting and, as determined, refrain from voting or participating in resolution of the issue under discussion.
8. Others (e.g. association members) may participate in Committee meetings at the President's discretion. Such attendees will respect the Committees' integrity and accountability and will thus accept any constraints imposed by the President on their participation and presence.

Monitoring Operational Performance

The Committee has a duty to oversee and monitor the performance of the operational organisation.

1. The Officers/Managers will report to the Committee on the performance of their sectors at a frequency and to a standard specified by the Committee.
2. All such reporting should be targeted at the Committee's interests and duties rather than a description of management actions.

New Committee Member Induction

The Committee will provide to all new members, a thorough induction into the affairs of both the Committee and Lambing Flat Community Broadcasting Inc. at large.

1. All newly elected Committee members will be provided with all relevant information.

Committee and member professional development

The Committee's value-adding role requires that the Committee as a whole and all Committee members have access to documentation relevant to the role and duties of Committee membership.

1. The Committee will make every reasonable effort to keep members informed of relevant information, for the Committee as a whole to maximise its value-adding contribution to the Association.
2. Committee members will be encouraged to attend conferences relevant to their role as members or conferences related to other aspects of their membership of Lambing Flat Community Broadcasting Inc. The Committee will consider covering all or some of the costs associated with such attendance on a case-by-case basis.

The President's Role

The President provides leadership to the Committee, ensuring that the Committee's processes and actions are consistent with its policies. As appropriate, the President represents the Committee and the Association to outside parties. It is expected that the President will promote collaboration and co-operation, modelling and promulgating behaviours that define sound presidency. In the absence of the President at Committee meetings, the Vice-president or another elected member shall preside.

1. The President will chair Committee meetings ensuring that:
 - a. Meeting discussion content is confined to matters as defined in this Charter.
 - b. All members are treated even-handedly and fairly.
 - c. All members are encouraged and enabled to make a contribution to the Committee's deliberations.
2. The President has no authority to unilaterally change any aspect of Association policy.
3. The President will ensure that the Committee develops, implements and reviews procedures and policies that result in Committee effectiveness including:
 - a. Committee member and office holder succession planning.
 - b. Committee member professional development.
 - c. Committee performance assessment.
 - d. Serving as a mentor to individual members.
 - e. Overseeing the stakeholder interface.
- f. The President will ensure that Committee meetings are properly planned and that the minutes accurately reflect the deliberations and decisions of the Committee.

- g. The President will ensure that all Committee decisions are understood by members and accurately recorded.
- h. The President may delegate aspects of the authority accompanying the position but remains accountable for the overall role.

Public comment

The Association designates the President to speak on behalf of Lambing Flat Community Broadcasting Inc. When individual Committee members are approached by the media for comment the following guidelines apply.

Committee members:

1. Must refrain from disclosing any significant information, documents or other forms of data without prior consent from the Committee or the President.
2. Refrain from performing any activities on behalf of the person or organisation approaching the member without prior consent from the Committee or the President.
3. Must inform the Committee or the President at the earliest convenience of the approach and the request for comment so that, if possible, a Committee agreed position or appropriate action can be determined.

Indemnities and insurance

The organisation will provide Committee members with, and will pay the premiums for, indemnity and insurance cover while acting in their capacities as members, to the fullest extent permitted by the relevant legislation.

Reimbursement of Committee members' expenses

Lambing Flat Community Broadcasting Inc. will consider reimbursement of all reasonable purchases made by Committee members to facilitate the carrying out of their role.

Community Participation

Lambing Flat Community Broadcasting Inc. will encourage community participation by:

1. Frequently inviting and allowing members of the general public to visit the station. One of the primary aims of this event is to develop awareness of opportunities to participate at 2YYY FM 92.3.
2. Promoting opportunities to 'Get Involved' via its website: 2yyradio.com
3. Carrying out formal induction of new volunteers and giving one, on, one training in all aspects of the radio station.
4. Promoting opportunities to participate as a volunteer via frequently played Community service announcements.
5. Running an advertisement in the local newspaper from time to time promoting the radio station and asking for volunteers.
6. Promoting opportunities to become a member of Lambing Flat Community Broadcasting Inc. via frequently played Community service announcements about membership drives.
7. Encouraging Membership by volunteers attending functions/festivals etc. held in the town and promoting the radio station via verbal contact with the community.
8. Encourage Community Participation through public fundraising activities such as raffles etc. and promote membership at these functions making sure there is always a supply of membership application forms available.
9. Encourage the community to make suggestions as to the station programming via frequently played community announcements and verbal announcements at functions.

10. Encourage members to become involved in the running of the station by making sure they have all the relevant information for nomination to management in plenty of time before an Annual General Meeting.

11. Encourage community participation by programming various open request programs and inviting the listeners to make the choice of what music they want to hear.

12. Encourage membership by having member only competitions.

Membership

1. Membership to Lambing Flat Community Broadcasting Inc. will be open to all members of the community regardless of Race, Creed or Religion.

2. Membership to Lambing Flat Community Broadcasting Inc. will be automatic on the receipt of a signed membership form and membership fee at the time of lodging.

3. Membership fees can be varied by The Committee during the year to give a pro rata rate during membership drives and promotions.

3. Membership fees will be set by the Committee of Management each year and will be fair and just. The Committee will make allowances for pensioners, Students and disadvantaged people in the community.

4. Membership will be available to Clubs and Groups for a set rate giving the Club or Group one representative position and one vote at General Meetings.

5. *Membership is encouraged from Volunteers at 2YYY FM 92.3 but is not mandatory and will not jeopardise a volunteer's roll at the station.*

6. Members of Lambing Flat Community Broadcasting Inc. will abide by the Constitution lodged with the Department of Fair Trading and the ACMA.

7. Disputes between members if not settled promptly will be referred to the Community Justice Centre as in Clause 10 of the Constitution.

8. Members that do not comply with or abide by the constitution can be disciplined as in Clause 11 of the Constitution but will have the right of appeal as in Clause 12.

Bullying and Harassment Policy

Our commitment

2YYY Community Radio is committed to providing a safe and healthy workplace free from bullying and harassment.

The Committee of Management will treat reports of workplace bullying or harassment seriously. We will respond promptly, impartially and confidentially.

This policy will be made available to all volunteers and new volunteers will be given a copy of this policy at their induction. The Committee of Management will remind volunteers of the policy from time to time.

Expected workplace behaviours

Under work health and safety laws, volunteers and other people at our workplace must take reasonable care that they do not adversely affect the health and safety of others.

2YYY Community Radio expects people to:

- behave in a responsible and professional manner
- treat others in the organisation with courtesy and respect
- listen and respond appropriately to the views and concerns of others, and

- be fair and honest in their dealings with others.

This policy applies to behaviours that occur:

- in connection with volunteering for the organisation
- during all work activities, for example when dealing with clients
- at work-related events, for example at conferences and work-related social functions, and
- on social media where volunteers interact with colleagues or clients and their actions may affect them either directly or indirectly.

What is workplace bullying?

Bullying includes a range of behaviours such as:

Yelling, screaming or offensive language, excluding or isolating volunteers, psychological harassment, intimidation, deliberately changing work rosters to inconvenience particular volunteers, constant unconstructive criticism and/or nitpicking.

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of volunteers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

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

Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

What is not workplace bullying?

Reasonable management action taken by managers or supervisors to direct and control the way work is carried out is not workplace bullying if the action is carried out in a lawful and reasonable way, taking the particular circumstances into account.

What can you do?

If you feel you are experiencing or witnessing workplace bullying, and are not comfortable dealing with the problem yourself, or your attempts to do so have not been successful, you should raise the issue promptly either with the Secretary or another Committee of Management member.

If you witness unreasonable behaviour, you should bring the matter to the attention of the Secretary or another Committee of Management member as a matter of urgency.

How we will respond.

If workplace bullying or unreasonable behaviour is reported or observed we will take the following steps:

- The Secretary or another appointed Committee of Management member will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
- If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an impartial person will be appointed to investigate. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
- All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
- There will be no victimisation of the person making the report or helping to resolve it. Complaints made maliciously or in bad faith may result in disciplinary action.

Consequences of breaching this policy

Appropriate disciplinary action may be taken against a person who is found to have breached this policy. The action taken will depend on the nature and circumstance of each breach and could include:

- a verbal or written apology
- one or more parties agreeing to participate in counselling or training
- a verbal or written reprimand, or dismissal of the person engaging in the bullying behaviour.

If workplace bullying has not been substantiated.

- If an investigation finds workplace bullying has not occurred or cannot be substantiated, the Committee of Management may still take appropriate action to address any workplace issues leading to the bullying.

Conflict Resolution

1. What is conflict?

Conflict arises when the different ideas, values, interests, hopes, aspirations and opinions of individuals are questioned. Questioning can have positive or negative results and it depends on how it is handled that makes the difference.

Handled positively, questions can be seen as challenging opportunities for creative solutions to new and existing areas of difficulty.

Handled negatively, conflict arises which presents obstacles, reminding us of the history between the parties and causing us to focus on personality rather than the issue(s).

2. What is conflict resolution?

Conflict resolution is how we consider ways of understanding differences and using that understanding to build agreed ways to go forward. This usually involves compromise or “meeting in the middle”, and focuses on the issues to be resolved not the personalities or other matters. It requires good will from all parties and a focus on the core priorities.

3. Policy

When disputes or conflict occur within the Association between members/volunteers, the first step is negotiation between the disputants with the aim of bringing about agreement, settlement of the opposing demands or attitudes, or a compromise that is acceptable to all parties.

In the first instance, it is the responsibility of members/volunteers to seek to achieve this themselves, and exhaust all reasonable options before seeking intervention.

However, if the issue is very contentious and parties have strong personal views, where agreement is not going to be achieved, it is then their responsibility to seek assistance to mediate the matter.

Persons involved in any dispute resolution process need to be prepared to:

1. Remember that the interests of the Association and quality of on-air presentation to our community are the paramount concerns;
2. Deal with issues promptly, fairly and honestly;

3. Listen to others' views objectively and keep an open mind;
4. Avoid assumptions about motives and attitudes;
5. Develop options that everyone can own and agree will work;
6. Ensure everyone is committed to agreements reached.

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

If the issue that has caused the conflict is one of behaviour and is of a relatively minor nature or could be considered accidental, a "three warnings" approach may be taken. However, if a volunteer has seriously breached the *Broadcast Services Act*, the Community Radio Broadcasting Codes of Practice, or a policy set out in the Association's Policies and Procedures Manual, immediate suspension from broadcast activities may be pursued (if this is the situation for that volunteer). Any suspension action will be followed up with a letter stating the seriousness of the breach and the processes for appeal set out in Lambing Flat Community Broadcasting Inc. Policy and Procedure page 11, The appeal should be held as soon as practicable. In the case where, having followed conflict resolution and grievance procedures, the Grievances Committee and the Committee of Management believes that membership termination be pursued, action will occur by way of a letter to the Person/persons involved.

4. Internal Conflict Procedures

Every reasonable effort will be made to resolve disputes that arise within 2YYY conscientiously and as soon as practicable. Disputes are to be notified by the parties concerned (if they cannot reach agreement) to the Station Manager and/or President, who will invite the disputants to discuss their differences openly between themselves.

If appropriate, the Station Manager and/or President may meet with parties separately or together, and may engage the use of a mediation group (to be formed for the purpose of addressing the immediate dispute at the discretion of the Station Manager and/or President) or mediation organisation for assistance, as judged required.

In this case, the disputants are to agree prior to the mediation to abide by the decision of the appointed mediator. If the dispute still remains unresolved, the issue will be discussed by the Committee of Management and a solution proposed. LFCB will keep a record of the matter and the outcome in a register which will be maintained by the responsible officer for a minimum period of 2 years and ensuring its availability to ACMA if requested.

5. External Conflict Procedures

In line with the CBAA Code of Practice 7 requirements for the handling of complaints, LFCB will ensure that complaints or advice of a conflict between an individual/organisation in the community and a member of the Association will be received by the responsible person (usually the Station Manager and/or President).

Complaints or advice of a conflict will be requested to be provided in writing (by letter, fax or e-mail) as Code 7 requires. The matters will be considered, investigated (if

necessary) and responded to within 60 days of receipt, as required. If appropriate, the Station Manager and/or President may meet with parties separately or together, and may engage the use of a mediation group (to be formed on the basis of addressing the immediate dispute at the discretion of the Station Manager or President) or mediation organisation for assistance, as judged required. In this case, the disputants are to agree prior to the mediation to abide by the decision of the appointed mediator.

The external parties to the issue will be responded to in writing, to which a copy of the Community Radio Broadcasting Codes of Practice will be attached. They will be advised in writing that they have the right to refer their complaint to the ACMA provided they have received a substantive response with which they are still dissatisfied.

Again, LFCB will keep a record of the matter and the outcome in a register which will be maintained by the responsible officer for a minimum period of 2 years and ensuring its availability to ACMA if requested.

Programming

1. Programming sub-committee

The Committee of Management will set up a programming committee to oversee and discuss programming at the station.

The members of the Association who wish to be on the Programming Committee must apply in writing to the Committee of Directors using the relevant application form.

The sub-committee will consist of a Programme Manager and three 3 other members of the Association but not current Committee Members.

The Committee of Management will initially review the applications of all the members who wish to join the sub-committee. This includes the Programme Manager who will initially be decided by the Committee at the meeting that the formation of the sub-committee is determined.

Members of the sub-committee can be replaced during the year by the Committee if they leave the sub-committee for any reason. The Committee of Management can decide on a replacement including the Programme Manager until a full review of the sub-committee is done as per the next section.

The Committee of Directors will review the members of the sub-committee yearly. This will be done the Committee Meeting directly after the Annual General Meeting but not the Committee Meeting directly after formation of the Programming Committee.

The Programming sub – committee will meet at least once a month preferably at least a week before monthly Association Committee meetings.

The Programme Manager should prepare a monthly report for the Committee to be presented at Committee Meetings.

The Committee of Management shall review the report from the Programme Manager at each Committee Meeting and determine action to be taken if required.

2. Programming policies

The agenda of the Programming Committee to make sure the station has a wide variety of programmes that appeases our listening audience. They should also bring up ideas on all areas of programming not just music.

The Committee of Management shall review the programming content of the station regularly and ensure that the station adheres particularly to Section 3 of the Community Broadcasting Codes of Practice. The Committee shall also ensure the station complies to Section 5.2 of the Community Broadcasting Codes of Practice that states the station must broadcast at least 25 per cent of Australian music. Australian music played is calculated as a percentage of all music played over a calendar month.

Volunteering

1. Volunteering Policies

Lambing Flat Community Broadcasting Inc. will endeavour at all times to invite members of the public to get involved in activities at the station. This is spelt out in the Section relating to Community Participation in our Procedures and Policies. We will endeavour in this section particularly to entice new volunteers to assist in affairs at the station.

The enticement of volunteers to come to 2YYY will be ongoing in the forms spelt out in the Community Participation section that also involves attraction of members.

All volunteers who come to the station are asked to fill out a volunteer's agreement form that stipulates the rules of Lambing Flat Community Broadcasting that they are required to follow. As well as this the Committee must ensure that volunteers are aware of the section on Conflict Resolution in the Policies and Procedures of the station.

The Committee of Directors also at all times will ensure that volunteers adhere to the recommended Codes of Practice of Community Broadcasting. They must advise all new volunteers that the Code of Practice documentation is available at the station.

The Committee of Directors will appoint a Volunteer Co-Ordinator. The co-ordinator can be any member of the Association but must be financial at the time of appointment. They must also report on a monthly basis to the Committee of Directors.

The Volunteer Co-ordinator's functions will be varied but basically to liaise with all volunteers and organise jobs and times within the station. The Committee of Directors will oversee these operations.

In the absence of our Volunteer Co-Ordinator the Committee of Directors looks after this matter.

2. Volunteering Procedure

All prospective volunteers have to fill out a Volunteer Application /Volunteers Agreement form.

Before they can work at the station the forms must be presented to the Committee of Directors at a Committee Meetings and approved.

As mentioned in the previous section the Volunteers Agreement that stipulates what is expected as a volunteer at the station.

Volunteer jobs including both on air and office are allocated by our Volunteer Co-Ordinator. In the absence of our Volunteer Co-Ordinator the Committee of Directors looks after this matter.

Any volunteers who have left must re-apply as if a new volunteer above.

The applicant must be approved by the Committee of Directors and at their discretion may be required to meet with them at a designated meeting.

3. Volunteer Workplace Health and Safety

All volunteers and visitors are bound by 2YYY 92.3FM Policy and Procedures in taking reasonable care for their own health and safety. The Committee of Management will take all due care to provide a safe working space by;

1. Acknowledging the concept of dignity of risk ie: Volunteers attending station premises by their own choice.
2. Take reasonable care of the health and safety of others.
3. Requiring volunteers to follow any reasonable instructions or procedures given by the Committee of Management.
4. Any incident relating to physical injury or physical station property, facilities or equipment must be reported to the Volunteer Co-ordinator in the first incidence.
5. In the event of any injury involving a volunteer an incident and injury report must be completed as soon as possible and forwarded to the Secretary for tabling at a Committee of Management meeting.
6. In the event of any damage occurring to station property, facilities or equipment a damage incident report must be completed forwarded to the Secretary for tabling at a Committee of Management meeting.
7. If a volunteer is deemed to require a carer or responsible adult with them as part of their signed volunteer agreement, or if the Committee of Management deems it necessary, they shall not proceed to be in the premises alone while broadcasting their allocated time slot.

Sponsorships

1.Sponsorship Policies

The Committee of Directors of Lambing Flat Community Broadcasting Inc. will adhere strictly to all levels of sponsorship that is required by both the Broadcasting Act (1992) and Community Broadcasting Code of Practice Code 6.

The Committee of Directors must strictly adhere to Code 6 of the Codes of Practice regarding Sponsorships. Besides following the code in full the station must adhere to the licence by complying particularly to:

- (a) broadcasting no more than five minutes of sponsorship announcements in one hour, and
- (b) tagging each announcement to acknowledge the financial and/or in-kind support of the sponsor.

The Committee of Directors will appoint a Sponsorship Manager who will be responsible for all areas of sponsorship who will be made aware of his/her requirements as mentioned above.

The Sponsorship Manager should be a member of the Association if possible and will report to the Committee of Directors of his/her activities.

The Sponsorship Manager may be recompensed for sponsorship sold and this is to be controlled by the Committee of Directors. The Sponsorship Manager will not be on a salary as such but may be paid a commission only for his/her services.

2. Sponsorship procedures

Prospective organisations who wish to advertise are presented with forms that inform them about 2YYY and also the sponsorship packages that are available.

These are presented to prospective sponsor by our Sponsorship Manager.

The Manager will organise the contracts to be signed by the sponsor.

The Sponsorship Manager will also liaise with the Volunteer Co-Ordinator to organise the recording of these sponsorships. As well as this they will organise the on-air playing times for these items.

The Sponsorship Manager will also ensure that the sponsorships played are within the timing limits allowed as per above Section 16 (1).

Copies of the agreements must go to our Treasurer who will organise our daily run sheets and charge out to the customers.