



Heritage FM Inc. (aka HFM; 6HFM;
107.3HFM)

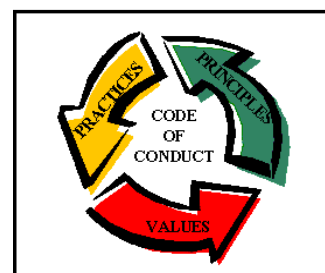
Station Policy Manual

Version 4

2022

ARTICLE 1: THE CODE OF CONDUCT

Policy Name	Article 1 "The Code of Conduct"
Version No & Date	V4 2022
Next Review Date	June 2025
Author (Version 1)	CBAA Template
Author (Version 2)	Cynthia Keith
Author (Version 3)	Lisa Griffiths
Author (This version)	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths (Chairperson)
Presented to	Committee of Management 6HFM
Implementation Date	2022



*This is a Policy that has aspects that meet the requirements of Code 1.2

Purpose: This article concerns the expected conduct and behaviour of all 107.3HFM members and volunteers, as well as visitors to the Radio Station whilst on Station premises. It is designed to ensure the safety and comfort of all occupants as well as the protection and security of Station equipment, property and facilities. It is also designed to promote and preserve harmonious relationships so that the operations of the Station may proceed efficiently, effectively and with enjoyment on the part of all those connected with the Station.

1.1 All Station members, volunteers and visitors are expected to adhere to the following code of conduct whilst on Station premises -

- 1.1.1 Courteous identification is required - Identify yourself to those you don't know when at the station to establish you are a member or volunteer, and also to visitors.
- 1.1.2 The Station has been designated a smoke-free zone.
- 1.1.3 No alcohol or drugs (except those under prescription) are permitted on Station premises at any time.
- 1.1.4 Food or drink may only be consumed in the designated areas, (the common room, balcony and meeting areas), except that medication and plain water as needed are acceptable in studio areas away from the sound desk.
- 1.1.5 Station members, volunteers and visitors must not use language that causes offence to others, whether on grounds of decency (profanity), equity (discriminatory), or any other grounds, neither on-air nor off-air. See Announcer Policy (Article 9) for further clarification.
- 1.1.6 Station members, volunteers and visitors must not bring into the Station any material - written, drawn, photographed, printed, photocopied or audio-visually recorded - which causes offence to others.

Where material is brought into the Station which has specifically been pre-approved for broadcast but which has the potential for causing offence, or which is culturally sensitive for example, adequate notice must be given to enable anyone at risk to vacate Station premises. On air warning should also be given prior to broadcast.

Under these circumstances members, volunteers or visitors may not reasonably refuse to vacate the premises.

- 1.1.7 Station members and volunteers under the age of eighteen must be accompanied at all times by an adult or any person or member of the station eighteen years of age or older, who will take responsibility for the younger person's behaviour and conduct whilst on Station premises.
 - 1.1.8 Station equipment and property must at all times be handled carefully and in accordance with the operating instructions provided and all health, safety and security ordinances must be strictly adhered to.
 - 1.1.9 All members, volunteers and visitors will at all times conduct themselves in accordance with the ACMA Codes of Practice.
 - 1.1.10 Disagreements and personal conflicts must be kept away from working or relaxation areas where they have the potential of disrupting broadcasting operations, endangering safety or security, or disturbing the peace and comfort of other people who may not be involved in the disagreement or conflict. Serious disagreements and personal conflicts should be brought to the attention of the Committee of Management (CoM) as soon as possible and the HFM Grievance Policy may be applied (Article 5).
 - 1.1.11 Financial Members will be permitted to bring a guest into the station provided that the guest is made aware of and agrees to abide by this Code of Conduct. Guests will not be permitted to remain on the premises should the Member leave the station premises.
- 1.2 All instances of serious and willful disregard of this Policy will be subject to report, whether by someone present at the time or subsequently, to the CoM. The Committee will deal with the matter at its absolute discretion and in accordance with relevant Codes and Policies.
 - 1.3 No member of the Association may be denied access to the Station on the grounds of race, gender, sexual preference, marital status, political allegiance, nationality, ethnic origin, socio-economic status, religion, age or physical or mental disability. Denial of access may only be on the grounds of a clear danger to the safety of others or to the security of equipment and property, during a suspension of their membership, or of a serious likelihood of a disturbance of the peace.
 - 1.4 The CoM may from time to time authorise access to the Station by non-members for the purpose of building or broadcasting equipment maintenance. If access is required for maintenance then a member of the CoM or a person authorised by the CoM must be present.

APPENDIX: CONSIDERATIONS FOR SAFETY, SECURITY & HEALTH POLICY (IN FUTURE)

These appendices deal with the obligations of the Association to provide a safe, secure and healthy environment for members of staff and visitors at 107.3HFM, with particular reference to the needs of children, the elderly, those with a temporary or permanent intellectual or physical disability, over and above the more general obligations imposed on it by statute or by law. A stand alone article may be created in the future.



OH&S legislation requires that employers adopt a ‘**systematic**’ approach to managing safety. Heritage FM Inc though their Committee of Management (CoM) should seek to ensure that a similar approach is taken to ensure the safety and health of all community users of the facilities.

In order to become comparable with an employers duty of care to paid staff, HFM should, over time, put the following systems in place:

- Risk management processes
- Incident management processes
- Emergency preparedness
- Induction and safety training
- Monitoring processes, eg. inspections, audits, etc

In addition to this Heritage FM Inc will consider other OH&S obligations as they become relevant within industry context and project work such as managing outside broadcasts.

- Effective, Systematic Management of Occupational Health & Safety
- Role of OHS Consultation, committee and delegates, and determining consultative mechanisms
- The WA OH&S Act and Preparing & Presenting OHS reports
- Setting up consultative arrangements
- Reviewing and improving effective communication skills of all station teams
- Working with and developing good problem solving and conflict resolution techniques
- Workplace audits and Incident Investigation procedures
- Training and seminars on safe work practices for all users for the station
- Legislative framework - Act & Regulations; Codes of practice (including legislative & industry including Safety Codes and Industry Guidelines)
- Other OHS related policies: smoking, substance & alcohol, bullying & harassment in

Regulatory Framework to consider -

OHS Act; OHS Regulation; Codes of Practice legislative and industry; Film Industry Safety Code 1983; Standards; Draft Occupational Risk Management in the Film & Television Industry (2004)

Examples to consider of Nature and management of significant hazards & risk exposures in all aspects of the work carried out by Heritage FM Inc -

- Manual handling, slips/trips/falls, electricity, fire, hazardous substances, working at height, filming on roadways, filming in and around general public and public places; filming with children and animals, film equipment etc
- Duty of care, due diligence and chain of responsibility
- Management commitment & OHS responsibilities

Employment Management Systems

OHS Management Systems

Injury Management Systems

Integrated systems

Certified Quality Management Systems including

AS4801 Safety Management systems

ISO 9000:2001 Quality Management Systems

Claims management

Premium control strategies

Rehabilitation Coordination and return-to-work strategies

Manual tasks-lifting safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting manual tasks.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20manual%20tasks.pdf)

Electricity safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting electricity.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20electricity.pdf)

Evacuation safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting evacuation.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20evacuation.pdf)

New and young workers safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting New and young p.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20New%20and%20young%20p.pdf)

Noise safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting noise.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20noise.pdf)

Slips and trips - safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting slips trips and.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20slips%20trips%20and.pdf)

Working alone safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting working alone.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20working%20alone.pdf)

Manual tasks-lifting safety checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting manual tasks.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20manual%20tasks.pdf)

new workers safety induction checklist

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide to inspecting young people in.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Infokits/Guide%20to%20inspecting%20young%20people%20in.pdf)

ARTICLE 2: PROGRAMMING POLICY

Policy Name	Article 2 "Programming Policy"
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Next Review Date	June 2025
Author (Version 1)	1 CBAA Template
Author Version 2	Cynthia Keith
Author Version 3	Lisa Griffiths
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Presented to	Committee of Management 6HFM
Implementation Date	2022

* This is a Policy that is used to meet the requirements of Code 2.2



Purpose: This article concerns the kind of material, both in content and style that will be produced and presented on 107.3HFM, based on the objects of the Association and the nature of Heritage FM Inc. as a non-profit community radio broadcasting station. It is designed to ensure that in its programming, the Station will strive to maintain an appropriate balance between quality of program, production and presentation, on the one hand, and wide participation by the community of interest in broadcasting and genuine access to air-time, on the other hand. It also seeks to promote the principles of free speech whilst preserving standards of responsible broadcasting, in the context of a free and democratic society.

PROGRAMMING OBJECTIVES:

The principal objective of the Station is to serve the community of people living, working or attending school within its LAP area - the municipalities (within but not restricted to) Armadale and Gosnells.

It will do this by one or more of the following means:

1. 107.3HFM will provide an information service about local events and facilities/services and about the work of local organizations - government and voluntary, commercial (through sponsorships) and non-commercial.
2. 107.3HFM will provide air-time for debating and discussing issues of current and local concern and encourage participation in community affairs.
3. 107.3HFM will provide air-time for local literary, visual and performing artists to have their work presented, promoted, reviewed and discussed and thus assist in the encouragement of local creative and artistic talent.
4. 107.3HFM will provide training and opportunities for interested members of the community, both young and old, and local radio producers, to entertain, inform and instruct other local people through the medium of radio, improving community standards of information and entertainment.

5. 107.3HFM will work with local education institutions and community service groups, in producing and presenting educational programs of interest and assistance to the local community.
6. The Station will endeavour to provide a schedule of broadcast programs which reflects each of these objectives within the limits of its resources of finance and personnel.

PROGRAMMING CRITERIA.

All radio programs broadcast by 107.3HFM must meet the following criteria:

1. A program must be of interest to and meet the needs of the LAP area (local Armadale and Gosnells community), or be considered by the Programming/Scheduling Committee (P/S Com) and the CoM to have the potential to do so.
2. All programs and all programming decisions must be submitted to the P/S Com for acceptance / refusal and reported to the CoM for ratification. Furthermore, the P/S Com will carry out regular audits of selected programs and all programs must expect to be reviewed.
3. A program may not necessarily always represent the views of the Association (Heritage FM Inc) and neither the CoM nor the Association will be held accountable for any views expressed by presenters or their guests in the course of a broadcast, as long as they do not breach the code of conduct - to the limit of its statutory liability.
4. A program will not, directly or indirectly, either in content or in style, be determined by any sponsor, unless a specific program sponsorship agreement has been entered into. Sponsorship however, will not be a major factor in deciding questions of scheduling, length of program, frequency or duration of broadcasting, or choice of presenters.
5. A program must not incite hatred, fear, contempt or intolerance of any group or individual on the basis of race, gender, sexual preference, marital status, political allegiance, nationality, ethnic origin, socio-economic status, religion, age or physical or mental disability, either in its content or in its manner of presentation.
6. Program presenters must use bias-free and non-sexist language and avoid the use of expressions which perpetuate stereotypes and discriminatory attitudes, not withstanding those which are already common in our community. Care must be taken to be aware of expressions calculated to offend significant portions of the audience likely to be listening at the time of broadcast.
7. Literary works, both contemporary and traditional, are exempt from the requirements of Clause 6 and may be quoted in their original form, although an attempt should be made to balance the selection of works quoted so as not to unduly perpetuate historical attitudes which may have been appropriate in their time but are no longer so, and on-air warnings given.

8. Program producers must take every care to ensure the accuracy of their facts, the fairness of their representations and the objectivity of their analysis. All producers and presenters will be asked to adhere to the Code of Ethics of the Australian Journalists Association, as amended.
9. Programs must not present as necessary or desirable the use of violence as a means of settling disputes between groups or of resolving personal conflicts and they must avoid the gratuitous portrayal of violence. Similarly they must not present as desirable the abuse of drugs such as alcohol, narcotics and tobacco.
10. Programs which contain material that is possibly not suitable for children (extreme language, violence, fear etc) must include a standard form of warning to alert adult listeners and enable them to protect children from harmful material.

2.1 GENERAL PROGRAMMING POLICY.

- 2.1.1 107.3HFM will not censor material (on grounds other than the incitement of hatred, fear, contempt or intolerance towards groups or individuals). In particular, it will not censor material on religious, political or cultural grounds but will ensure that all religious, political or cultural groups are given an opportunity to be represented in the Station's schedule of programs, and warnings are broadcast where deemed necessary.
- 2.1.2 In the scheduling of specific programs the P/S Com will take account of the demographic of the audience likely to be listening at that time, the cultural context of the program, the degree of explicitness of the material and its propensity to alarm, distress or shock the target audience, and the relevance and importance of the material to the local community.
- 2.1.3 In matters of public controversy or on issues on which the community is deeply divided, Heritage FM Inc. as a public instrumentality, will take care to ensure that all sides in the debate are given a reasonable opportunity to express their point of view on air and will scrupulously refrain from taking sides on such a matter or issue in any editorial capacity.
- 2.1.4 Where practicable the Station will practise and promote equality of access to airtime for all groups and individuals in, but not limited to, the Armadale and Gosnells community, (who have indicated a desire to avail themselves of such access) but it will not as matters of policy allocate prescribed proportions of airtime to groups or individuals, irrespective of the quality of the program. Notwithstanding that certain groups and individuals may be interviewed as guests on existing programs.
- 2.1.5 107.3HFM will, at its discretion, always aim to assist groups or individuals who are currently disadvantaged by the mainstream media in gaining access to air-time. Such disadvantage may result from consistent under or misrepresentation or complete lack of representation in the mainstream media.
- 2.1.6 Any individual or group in the LAP area and community may formally apply to the P/S Com to produce and / or present a radio program, and paid membership

(individual or corporate) of Heritage FM Inc. shall be a condition of producing and / or presenting a program at the Station.

- 2.1.7 The P/S Com make it a condition of acceptance of any proposed program that the applicant undergoes a course of training, based on the background material supplied by the applicant and competency (See Article 9 Announcer Policy for details).
- 2.1.8. All programs must be ratified by the CoM before they can go to air (as per point 2 of 'Programming Criteria' and Article 9 'Announcer Policy').
- 2.1.9 Upon acceptance by the CoM of the proposed program, the applicant will be asked to ensure that they have read and signed Article 9 'Announcer Policy', giving an undertaking that content and presentation will at all times be consistent with Station policies, and provide the signed document for Station records.
- 2.1.10 107.3HFM will not apply any tests of acceptance to programs other than those based on generally accepted technical standards consistent with the non-commercial and volunteer nature of the Station, and as outlined in the Announcer's Policy, except that the Station will be committed to constantly striving to improve its programs.
- 2.1.11 Contravention of the Programming Policy (or Articles 1 or 9) may lead to the temporary suspension of permission to broadcast by the P/S Com duly delegated to act on behalf of the CoM, until a full investigation has been carried out.
- 2.1.12 A suspension from broadcasting activities, once confirmed by the CoM, shall remain effective (as per point 9.4 of the Announcer Policy, 'Suspension and Withdrawal of the Right to Present') from the date of the official notice to the member concerned, but all suspensions will be at the discretion of the CoM, relative to the seriousness of the offence.

2.2 NEWS AND NEWS COMMENTARY POLICY.

- 2.2.1 107.3HFM will give preference in any news or current affairs program to news about issues relevant to the Station's 'community of interest' except where non localised news, including statewide, national and international, is deemed to be of significant importance and interest to the local community.
- 2.2.2 107.3HFM will devote a significant proportion of time to reporting local events and services and the work of local organisations, including the local municipal authorities.
- 2.2.3 107.3HFM will give absolute priority at any time to special messages from local police, fire brigade, ambulance, hospital or any other local emergency organisations and will repeat these messages as frequently as requested or as deemed necessary by the Station itself.
- 2.2.4 The CoM will delegate responsibility for News and News Commentary Programs to the P/S Com and this will ensure that the Station's Policies in regard to News and

News Commentary are followed. This may from time to time be delegated to specific individual(s) or groups as determined by the P/S Com.

- 2.2.5 All News Broadcasts (both Bulletins and Briefs or Flashes) will be clearly distinguishable from other program content and presented in a professional manner.
- 2.2.6 News will be clearly distinguished from News Commentary by means of style of presentation and the identity of news reporters, as distinct from commentators, will be clearly stated in Station Program Announcements and Publicity Material.
- 2.2.7 News Reporters will make themselves thoroughly familiar with the AJA Code of Ethics and will be governed by its precepts.
- 2.2.8 News Commentators will make themselves thoroughly familiar with the laws of libel and defamation and will consult with the P/S Com or their delegate(s) who may seek legal advice when in doubt, so as to protect the Association against legal proceedings.
- 2.2.9 Special care will be taken to respect a local person's right to protection against an unwarranted invasion of their privacy, the more so because of the relative ease with which this may occur in a local community.
- 2.2.10 No identifiable person's recorded words will be broadcast without the express permission of the person concerned, verifiable or in writing before the transmission of the recorded words.

2.3 AUSTRALIAN CONTENT POLICY

- 2.3.1 The P/S Com will monitor all applicable programs to ensure that 107.3HFM meets the Australian Music Policy, as defined by the ACMA. Namely that 25% of music broadcast in any given month will reflect Australian content as defined below.

Australian music defined as “music composed and/or performed by individuals or groups of individuals born and normally resident in Australia”. For the purposes of this clause, “music” includes both instrumental music and vocals, and the definition applies to lyrics as well as instrumental accompaniment.

- 2.3.2 The Australian content policy does not apply to the use of music in sponsorship announcements or Station promotions. Consideration can also be given by the P/S Com to programs specialising in individual artists or cultural styles etc on a case by case basis.

2.4 TRAINING

- 2.4.1 The Station will provide opportunities for education and training in radio production in accordance with the objects of Heritage FM Inc.

- 2.4.2 Preference will be given to applicants to training courses for producing and/or presenting radio programs on 107.3HFM.
- 2.4.3 Trainers, assessors and mentors will be appointed by the P/S Com and will normally be expected to hold a recognised qualification in radio broadcasting and/or a Cert IV TAE Training and Assessment TAE 40110 or equivalent and/or have relevant radio production and presentation experience.
- 2.4.4 Upon successful completion of a certified training course, prospective producers and/or presenters will be issued with a Certificate which will enhance any application to put their approved program to air.
- 2.4.5 Upon completion of in-house training as part of a Program Application, applicants will be approved to go to air (see ‘Announcer Policy’).

N.B. Training will not normally involve payments over and above that for membership but a small charge may need to be made to cover textbook hire, etc.

2.5 PROGRAM EVALUATION POLICY.

- 2.5.1 The purposes of program evaluation are –
 - (i) To provide ongoing quality control over the Station’s on-air programming, acting on behalf of the membership and the listening community.
 - (ii) To demonstrate to the ACMA and any other bodies or agencies to which the Association is accountable, either in terms of its licence conditions, or in terms of a financial obligation incurred because of grants or loans of money or of equipment or facilities, that the Association accepts and acts upon its responsibilities.
 - (iii) To assist presenters and producers to improve the quality of their programs by means of specific and focused assessments of the technical, presentational and content aspects of their programs as part of supported culture of continuous improvement.
- 2.5.2 All programs will be audited as frequently as is possible, as determined by the P/S Com and CoM.
- 2.5.3 The P/S Com (reporting to CoM) will invite suitably qualified and experienced ‘auditors’, outside of the committee wherever possible, on the following conditions:
 - (i) Auditors need not hold any formal qualification in radio broadcasting, though preferred, but they must be able to demonstrate an awareness of and experience with community radio broadcasting in addition to any commercial or national broadcasting experience they may have, if not current financial members of 107.3HFM.

- (ii) They should ideally be independent but can be members of the P/S Com and all efforts will be made to avoid any possible conflict of interest where this is the case.
 - (iii) Auditors must be familiar with, (including but not limited to) the CBAA Code of Practice, the Station's Programming Policy, and the Training Manual of the Station.
 - (iv) Preference will be given to auditors who are more familiar with 107.3HFM's 'area of interest', but residence will not be a qualification.
 - (v) An attempt will be made to select a Panel of Auditors that will be broadly representative of the community, dependant on available personnel.
- 2.5.4 Procedures will be put in place to ensure that the specific programs being evaluated are representative of the usual program presented on air and in particular steps will be taken to ensure that:
- (i) Producers and/or presenters are not told that they are being audited nor who they are being audited by.
 - (ii) Auditing will take place away from the live studio, if conducted in Station premises.
 - (iii) To preserve auditor anonymity, no contact will be made by the auditor with the program presenters or producers until after the submission of the Audit Report.
- 2.5.5 The form of the Audit Report will be left to the discretion of the Auditor but the P/S Com recommends the use of a standardised Program Evaluation form and will expect detailed references to specific aspects of the program and its presentation to justify the evaluations submitted. At the least the following aspects must be covered:
- (i) Technical aspects
 - (ii) Presentation
 - (iii) Content
- 2.5.6 The Audit Report will be delivered to the P/S Com who will FIRST present it to the Program Presenters/Producers and then, as soon as practicable thereafter, the Presenters/Producers may choose to submit a response to the Audit Report if they wish.
- 2.5.7 The P/S Com Chairperson will present a copy of the Audit Report (together with any response) to the CoM at its first meeting following the submission of the Report. The Report and Response will remain confidential to the CoM and to the people directly involved. The CoM may request a copy of the Log Recording of one or more of the Program, and they may be used in evidence in any procedures to suspend or expel a member of the Association. It will be the responsibility of a Scheduler to submit this copy to the CoM.
- 2.5.8 If the Audit Report was requested in response to a formal complaint lodged with the Secretary of the CoM, the recorded copy of the program must be kept in a secure place, with a copy of the Report and Response and of the CoM's response for a period required by any Complaint Policy, or until the matter has been submitted to and dealt with by the ACMA.

ARTICLE 3: MEMBERSHIP POLICY

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* This is a Policy that is used to meet the requirements of Code 1.4 and has relevance to Code 2.3

Purpose: This Policy concerns the rights and responsibilities of members of the Association, based on the Constitution and Rules of the Association. It should be read in conjunction with the Membership Application and Constitution. It is designed to encourage the widest possible participation by the community in the Association, to provide the greatest possible access to air-time and to prevent as far as possible undue influence by any one section of the Association over the management and operations of the Station.

- 3.1 Heritage FM Inc is a voluntary, non-profit organisation whose major objective is to operate a community radio broadcasting station to service people living, working or attending school principally in the LAP area, encompassing Armadale and Gosnells, (but may extend to Serpentine Jarrahdale and Canning), and all members of the Association are expected to share this basic commitment.
- 3.2 It is accepted that members may join the Association for a variety of reasons but that the Association depends for its continued existence on its members. It is therefore incumbent on the Association to ensure (as far as it is able to do so in an equitable and non-discriminatory way) that membership of the Association contributes to the well-being and satisfaction of all members.
- 3.3 Membership is open to any person who wishes to apply, and who supports the objects or purposes of the Association, to the Committee of Management (CoM). On acceptance of the application the person agrees to pay the appropriate membership fee, but such membership is conditional upon acceptance of the Constitution, rules and written policies of the Association and any member who contravenes these may be expelled from the Association.

The onus is on members to keep themselves informed of all rules and policies but the Association shall ensure that due procedure is observed in issuing official statements and that all such statements are properly circulated, or freely made available to all members on request.

- 3.4 All members have the right to participate fully and effectively in the affairs of the Association and the Association has procedures in place to ensure that this right is fully protected against any abuse of power, unacceptable discrimination or pressure based on self-interest or ideological persuasion.

- 3.5 No member is under obligation to participate actively in the management, operation or promotion of the Station, the payment of the prescribed membership fee being regarded as effective support. All members are encouraged however, to become actively involved in the Station and membership shall be construed as entitling the Association to regularly appeal to its members to become thus involved.
- 3.6 Members who wish to become actively involved as an announcer, or in the management, operation and/or promotion of the Station are required to submit a Membership Application, and subsequently nominate to the appropriate committee or sub-committee at the appropriate time (as per the Constitution) relevant to the form(s) of their proposed involvement and its conditions.
- 3.7 Members who volunteer their services to the Station are protected in their status as volunteers by the terms of the Volunteers Policy (Article 4), in addition to any rights they have as members under this Members Policy but in any case of inconsistency between the two, the Members Policy shall take precedence in considering the rights and responsibilities of a member.
- 3.8 All members have the right to apply to present programs on air and to have their application considered on an equal footing with any other application. This right includes the right (directly or indirectly) to have views and opinions they support aired on the Station (with disclosure and within the Code of conduct) and to share information, expertise or experience with other members of the Association or with the wider local community on air, within the limits of available air-time. See Article 9 ‘Announcer Policy’ and Article 2 ‘Programming Policy’ for clarification.
- 3.9 The duties of members includes the duty to promote the objects of the Association in whatever way they can as the opportunity arises, and to try to be effective ambassadors for the Station in other local community organisations to which they belong and in the local community generally.
- 3.10 The duties of members includes the duty to support the policies of the Association as endorsed by the CoM and, if there are policies they disagree with, to work within the constitutional framework of the Association to change such policies, without recourse to outside agencies or influences.
- 3.11 The interests of the Association are synonymous with the interests of the members of the Association but only to the extent that members actively pursue and promote the objects of the Association and support its day-to-day operations.
- 3.12 The Association shall ensure that all members are kept fully informed of their rights and entitlements by publishing statements and circulating such statements to members and by holding public meetings at regular intervals and by ensuring that the Constitutional right of members to inspect records is fully protected by the appropriate procedures, outlined in our Constitution.
- 3.13 Any member who feels aggrieved by an action or lack of action on the part of the CoM or its sub-committees, will have access to grievance procedures which are part of the Heritage FM Inc Constitution, adopted at the 2016 AGM, and to the Grievance policy (Article 5). These

are designed to resolve conflicts, maintain harmonious working relations between and amongst members and volunteers, and ensure that both the Station and all members can pursue their legitimate objectives within the Association.

APPENDIX

- 1.0 The categories of membership shall consist of:
- a. Ordinary Individual Membership
 - b. Concessional Individual Membership
 - c. Corporate Membership
 - d. Associate Membership (including subscribers)
 - e. Volunteers (Non-financial)

The members of the Association, at an Annual General Meeting, will decide the cost of annual membership fees, for each of these categories. All of these forms are available on the website www.hfm.radio

ARTICLE 4: VOLUNTEERS POLICY & INFORMATION

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Next Review Date	2025
Authors (Version 1) (Version 2) (Version 3)	CBAA Template Cynthia Keith Lisa Griffiths
This Version	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths
Presented to	Committee of Management 6HFM
Implementation Date	2022



* This is a Policy that is used to meet the requirements of Code 2.3, and has relevance to Code 1.4.

Background:

Heritage FM Inc is a community radio station, which relies solely on the efforts of our volunteers and Members to maintain operations. This document sets out HFM's policy on the responsible management of our volunteer program, and for the purpose of this document, the term 'volunteer' also encompasses our financial members, as all Members are still volunteers.

Our volunteers come from a wide range of backgrounds and volunteer for different reasons, including:

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

We aim to treat all of our volunteers equally, with respect and trust, and to provide an environment that is safe, enjoyable and fulfilling. We will endeavour to provide an environment that is flexible in order to allow our volunteers to gain the benefits they wish from volunteering.

As such, we expect our volunteers to act professionally and in good faith towards our station at all times. We expect that they hold the interests of the Association and its community in equal regard to their own, to ensure positive outcomes for themselves, our station and the community we serve.

4.1 Purpose:

The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers within our station, and our policy on the responsible management of our volunteer program.

4.2 PRINCIPLES OF VOLUNTEERING

- benefits the community and the volunteer
- is always a matter of choice
- is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium

- is a legitimate way in which citizens can participate in the activities of their community
- is a vehicle for individuals or groups to address human, environmental and social needs
- respects the rights, dignity and culture of others
- promotes human rights and equality

4.2.1 The rights of volunteers at Heritage FM Inc.

You have the right to:

- be treated as a ‘co-worker’, be heard, to feel free to make suggestions and to be given respect for your honest and constructive opinion
- suitable assignment with consideration for personal preference, temperament, abilities, education, training and employment
- know as much about the organisation as possible, its policies, people and programs
- expect clear and open communication from management and other members and volunteers at all times
- be given appropriate orientation, introduction and sound guidance and direction in the volunteering environment
- advance notice (where possible) of changes which may affect your work (such as programming changes)
- undertake your volunteer activity within the Codes of practice, without interruption or interference from management, or other volunteers
- a place complying with statutory requirements in regard to equality, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards
- appropriate insurance cover such as volunteer and public liability insurance
- appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute
- receive written notification and reasons for suspension/release of services, (following verbal notice, depending on circumstances)
- have services appropriately assessed and effectively recognised
- have training provided that will enable participation at the station at a variety of levels

4.2.2 The responsibilities of volunteers at Heritage FM Inc

You have the responsibility to:

- have a professional attitude towards your voluntary work
- be prompt, reliable and productive with regard to commitments and agreements made with Heritage FM Inc.
- notify the appropriate person if unable to meet commitments
- accept and abide by station rules and policies
- understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the *Broadcast Services Act 1992*
- not to represent Heritage FM Inc. publicly or commercially unless prior arrangement has been made, (see Article 11 ‘Social Media Policy’) for some clarification
- not to bring into disrepute the operations, management, staff or other volunteers of HFM
- treat technical equipment with due care and respect and to notify technical staff or Committee of Management (CoM) of faults and problems

- undertake to be a financial member and complete a minimum of the basic level of training offered at the station if you are intending to work in any area of on air programming
- only use station resources and equipment in carrying out work for Heritage FM Inc and not for personal or private purposes
- ensure that the station has your current contact details
- respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and work to ensure that HFM is a safe environment for everyone
- contribute to the achievement of a safe, tolerant and equitable environment by avoiding, and assisting in preventing behaviour which is discriminatory.

4.2.3 The rights of Heritage FM Inc with respect to volunteers

Heritage FM Inc has the right to:

- expect your cooperation in working to uphold and maintain the station's mission statement, Constitution and policies
- expect you to be familiar with the laws relating to broadcasting, station policies and procedures
- expect you to be prompt, reliable and productive with regard to commitments and agreements made with HFM
- have confidential information respected
- make decisions which may affect your volunteer work
- make decisions in accordance with policies and procedures and develop, implement and enforce rules, policies and procedures for all aspects of station operations
- maintain all property and residence of the station
- provide you with feedback to enhance your development
- expect clear and open communication from you at all times
- suspend or dismiss you in accordance with station policies and procedures due to contravention of station rules and policies

4.2.4 Heritage FM Inc has the responsibility to:

- provide you with an environment which embraces the principles of access and equity
- value and acknowledge the importance of your role within the organisation
- place you in an appropriate, suitable position and environment, and give you appropriate tasks in accordance with your strengths, abilities, training and experience
- provide you with training so that you can expand your expertise and abilities
- provide adequate opportunities for formal and informal constructive feedback
- provide you with information regarding any activities or changes at the station which may affect your work
- consult with you (where possible and practicable) on issues that may affect your work
- ensure that all station democratic processes are adhered to and that you are consulted in major decision-making processes
- ensure that you are aware of and involve you in the development, implementation and enforcement of station democratic processes and are encouraged to participate in them

4.3 DISCIPLINARY ACTION & DISMISSAL OF VOLUNTEERS

This part of the policy meets the requirement of Code 2.3(d).

4.3.1 Background

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

We undertake to handle such situations in a professional manner, ensuring communication between our station and the volunteer is clear, fair, objective, understandable to all, and remains within the policy outlined below.

The policy includes the appeals mechanism built in to the grievance procedure in our Constitution, to ensure a 'right of reply' to a volunteer who has been disciplined. Throughout the process our CoM will follow appropriate grievance procedures, as outlined in our Constitution. The following questions may guide this process:

- Have the roles, values and expectations of the organisation been clearly communicated to the volunteer and subsequently reinforced during prior conversations regarding the volunteer's performance?
- Are there any other factors that may be contributing to the volunteer's poor performance e.g. learning difficulties or language barriers?
- Has the volunteer been reminded of expected codes of conduct and consequences for breaches, and been given any warnings, written or verbal with time to respond?
- Has the volunteer received training/mentoring and or coaching to improve performance?

4.3.2 Purpose

This section compliments our policies and procedures for grievances, disciplinary measures and dismissal, outlined in our Constitution, which includes an appeals mechanism to ensure a 'right of reply' to a volunteer who has been disciplined. More detail on expulsion of a Member or volunteer can be found in the Constitution.

a) The procedure for disciplinary action includes (as per part 4) :

- Formal notice in writing at least 28 days prior to the CoM meeting where the matter will be considered
- Appearance at the CoM meeting where a written, or oral, or both submissions may be made by the volunteer for due consideration
- A decision to suspend or dismiss takes immediate effect and formal written notice follows within 7 days
- A suspended or dismissed volunteer may, within 14 days of the decision, write to the Secretary requesting the appointment of a mediator, as per the Constitution

b) For issues that are considered minor a conversation with the volunteer may be appropriate; however this will not be considered part of the formal disciplinary action (although it may be referred to in later action).

c) Written notice will include details of the issue and, where feasible, evidence/grounds, and will come from a CoM member. In a case where the disciplinary measure has been instigated by a complaint, it may be appropriate to include a copy (with identification removed) or extract of this complaint.

d) If immediate suspension of volunteer duties is appropriate, these details will be included with the formal notice in writing that will follow.

e) Every effort will be taken to ensure that notice of a disciplinary measure, whether formal or informal, will be given at an appropriate time, eg not immediately prior to, or during a program.

f) As per our Constitution, volunteers will be provided an appeal against the action, in writing and/or in person. The volunteer may bring a station representative (member) to any such meeting.

g) Should an appeal or mediation result in a change of the disciplinary action, or removal of it, this will be confirmed in writing to the volunteer.

h) Conduct which may lead to disciplinary action includes, but is not limited to:

- Failure to comply with the Heritage FM Inc. Constitution, rules and written protocols of the Association, the Broadcasting Services Act 1992, the Community Broadcasting Codes of Practice 2008 and the Media Alliance Code of Ethics as amended from time to time.
- Poor timekeeping and unreliability
- Intoxication through alcohol or other substances during working hours
- Making any changes to station equipment, programs, including playlists, without expressed and written authority from management (other than that ordinarily required to carry out duties).

i) Some conduct may be tantamount to 'gross misconduct', in this instance a volunteer may be dismissed without prior warning.

j) Conduct which may be classed as gross misconduct may include, but is not limited to:

- Verbal or physical harassment, or attempt to incite or perpetuate hatred, or demean any other volunteer, employee, member or guest of Heritage FM Inc., particularly in respect of ethnicity, nationality, race, gender, sex, sexual preference, age or physical or mental disability, or religion
- Wilful damage to or theft of property belonging to Heritage FM Inc., or other volunteer, member or guest of Heritage FM Inc. Interfering with station equipment or security of the audio systems.
- Falsifications of any of the organisation records for personal gain
- Commercial misrepresentation of Heritage FM Inc.

k) In a case of a volunteer being dismissed without prior warnings the volunteer will be provided an appeal as outlined in point 6.

ARTICLE 5: GRIEVANCE POLICY.

Policy Name	Article 5 "Grievance Policy"
Version No & Date	V4 2022
Next Review Date	June 2025
Author (Version 1)	CBAA Template
Author (Version 2)	Cynthia Keith
Author (Version 3)	Lisa Griffiths
Author (This Version)	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths (Chairperson)
Presented to	Committee of Management 6HFM
Implementation Date	2022



* This is a Policy that is used to meet the requirements of Code 1.5

Purpose:

This article deals with disturbances to the peaceful and harmonious operations of the Station and/or its effectiveness as a means of mass communication serving the community of interest within the LAP area. It sets out the rights of those members (or categories of members) of the Association, who feel they have not been treated fairly by any member of the Association, the Committee of Management (CoM) or any of the sub-committees of the Association in relation to their performance of duties for the Station.

- 5.1 Any member of the Association who feels aggrieved by any willful action or lack of action on the part of a member of the Association, or a body set up by the Association, has a fundamental right to be heard, to have their grievance documented and to have it dealt with to their satisfaction and/or to the satisfaction of an independent observer or mediator acceptable to both parties.
- 5.1.1 The right to be heard includes the right to submit a full written statement of the grievance to all members of the CoM, or meeting called upon to deal with the grievance, and/or the right to address the CoM, or meeting, either personally or through a third party.
- 5.1.2 Documentation shall include, besides the submission of a written or verbal statement as outlined above, the right of reply to any other relevant statements made by other parties and the recording of such statements in written or audio-recorded form, by agreement, so as to be fully accessible to the member and taking into account any physical or mental disabilities on the part of the member.
- 5.1.3 It is the responsibility of the aggrieved party to instigate grievance procedures on the understanding that a sincere attempt has been made to resolve the matter informally and directly but that such attempt has failed (as per our Constitution).
- 5.1.4 The aggrieved party must act within appropriate time frames outlined in the Constitution or show cause why this is not practicable in the given situation.

5.2 The Secretary, acting on instructions from the CoM, shall initiate grievance conflict resolution by acting as conduit, as per the Constitution. The Association, through its CoM, will endeavour to ensure that all parties to any dispute are accorded natural justice and that justice will be both done and appear to be done by its procedures. In the first instance an attempt will be made to resolve a grievance informally, and in a spirit of co-operation with the involvement of the CoM and any nominated support persons.

5.3 The Association, through its CoM, will make every reasonable effort to ensure that all members and employees are treated fairly and without discrimination but with due regard to the particular talents, qualifications and/or experience contributed by the member or employee concerned to the Station - to the benefit of both the individual and the Station as a whole.

5.4 The major grounds for grievance and the major sources of conflict between individuals or groups include, but are not limited to, the following behaviours:

5.4.1 A decision to suspend or to refuse to accept membership/sponsorship/volunteer service/ broadcasting, not in accord with the Constitution of Heritage FM Inc.

5.4.2 Intentional or unintentional disregard of agreed procedures by individual members or employees of the Association, or by bodies set up by the Association, or failure to respond to requests or applications lodged in the agreed manner within the agreed period or within a reasonable time.

5.4.3 Failure to apply, or undue delay in applying, sanctions for any willful breach of the codes, rules and protocols governing the management and day-to-day operations of the Station.

5.4.4 Physical abuse, the use of language, or other form of communication, which appears to be calculated to cause offence to a particular member, or to intimidate or coerce the member or employee.

5.4.5 Capricious and apparently subjective application of rules, policies or procedures with the intention of disadvantaging or advantaging some members at the expense of others.

5.4.6 Inequity in applying policies and procedures to particular individuals in willful disregard of the known and accepted circumstances of the individual(s) concerned.

5.5 Excluded from this policy are grievances not related to Station decisions or processes, grievances which relate to matters such as occupational health or safety, or serious cases of alleged defamation and other matters which can be resolved by due legal process. Excluded also are purely personal/psychological issues, which need to be resolved by a process of counselling for either or both parties and therefore out-side the ambit of the Station's or Association's concern or capacity to deal with. Also excluded are matters relevant to Article 8 (Complaints Policy) which sets out the rights of members of the wider community who feel that their interests are not being adequately served by the station.

5.6 The Association, through its CoM, will endeavour to regard the lodgment of a grievance as an opportunity for the Association and individuals affected to reflect upon and refine the

relevant objectives and policies, and as an opportunity for the growth of the Association and for the improvement of the Station's operations rather than as a failure of operations.

5.8 The Association, through its CoM, shall treat each grievance as a case meriting individual attention and shall therefore institute procedures which are designed to preserve both the dignity of the aggrieved person and the integrity of the Association and its procedures.

5.9 These procedures may entail the employment of a Mediator and for this purpose, the CoM shall make the aggrieved party aware of their Constitutional rights to a Mediator to deal with a dispute involving a grievance.

5.10 Current members of the CoM shall be barred from being the Mediator, in accordance with the Constitution.

5.11 Acceptance of a particular Mediator shall be by agreement of all concerned parties, as per the Constitution. See Part 4 of the Constitution for a full description of Disciplinary Action, Disputes and Mediation

5.12 Grievances which are not in writing or expressed in language which is abusive, intimidatory or defamatory will not be responded to.

5.13 Each party to a grievance or complaint shall be entitled to nominate a second person to assist them in the presentation of the case, or to act for them, but the nomination must be made and accepted in writing.



5.14 In cases where the person lodging the grievance or the person against whom the grievance is lodged, is him or herself a current member of the CoM, there are provisions outlined in Part 4, section 20 of the Constitution.

ARTICLE 6: SPONSORSHIP POLICY & INFORMATION

Policy Name	Article 6 "Sponsorship Policy & Information"
Version No & Date	V4 2022
Next Review Date	2025
Author (Version 1)	CBAA Template
Author (Version 2)	Cynthia Keith
Author (Version 3)	Lisa Griffiths
Author (this version)	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths
Presented to	Committee of Management 6HFM
Implementation Date	2022



* This is a Policy that is used to meet the requirements of Code 6.1

Background:

Under the *Broadcasting Services Act 1992* (BSA) Community broadcasters are not permitted to broadcast 'advertising'.

Sponsorship, however, is permitted and this is akin to a limited form of advertising. The *Broadcasting Services Act 1992* outlines two key requirements of a sponsorship announcement:

- Sponsorship content will be limited to five minutes in any hour (BSA Sch 2, Part 5 clause 9 (3)).
- Every sponsorship announcement will be clearly "tagged" (BSA Sch 2, Part 1, clause 2 (2)(b). (example *Station Sponsor Hairware*)

In line with Code 6, 107.3HFM will make sure that:

- sponsorship will not be a factor in determining access to broadcasting time
- editorial decisions affecting the content and style of individual programs are not influenced by program or station sponsors, and
- editorial decisions affecting the content and style of overall station programming are not influenced by program or station sponsors

Further information on sponsorship requirements is available ACMA's *Community Broadcasting Sponsorship Guidelines 2008* - .see www.acma.gov.au.

6.1 Purpose:

The purpose of this policy is to ensure compliance with the BSA and the Codes and also to give clear direction on 107.3HFM ethos toward sponsorship.

6.2 Sponsorship Policy

1. All sponsorship announcements will comply with the key sponsorship conditions outlined in the 'Background'.
2. All sponsorship arrangements shall be recorded on a standard contract and approved by the Committee of Management (CoM), sub-committee or the person/s authorised by the CoM.

3. Sponsorship will not be accepted from companies that promote tobacco or illegal drug use, via associated paraphernalia.
4. Sponsorship from companies promoting alcohol or gambling may be accepted, however the announcements must not:
 - a. Promote the misuse of alcohol or gambling or
 - b. Be directed towards minors.
5. Sponsorship will not be accepted from individuals or groups whose policies or practices are inconsistent with the general directions of 107.3HFM.
6. Sponsorship announcements will be produced and presented in a style and form consistent with Station Playlist and general broadcast, and individual program sponsorships in line with the program in which they are to be placed.
7. Individual presenters and members are encouraged to seek sponsorship on behalf of 107.3HFM as long as these guidelines are followed and they obtain no personal gain.
8. Under no circumstances can presenters accept gifts, products or services or payments in return for promotion of a product, service or business.
9. 107.3HFM reserves the right to refuse any paid announcement.
10. Sponsorship announcements will be pre-recorded by station members, or by an outside body at additional cost, to be approved by the sponsor and the Programming Committee.

ARTICLE 7: FINANCE POLICIES



Policy Name	Article 7 "Finance Policies"
Version No & Date	V4 2022
Next Review Date	June 2025
Author (Version 1)	CBAA Template
Author (Version 2)	Cynthia Keith
Author (Version 3)	Lisa Griffiths
Author (this version)	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths
Presented to	Committee of Management 6HFM
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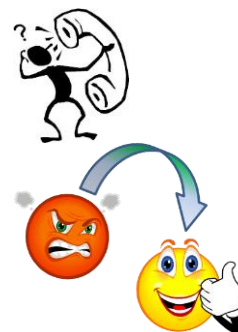
* This is a Policy that addresses aspects of Code 1.2

Purpose: This article concerns the financial management of the Association within the framework of its Constitution and Objectives, and of the Code of Practice of the Community Broadcasting Association of Australia. It is designed to ensure that sponsorship, grants and donations do not influence the management or broadcasting decisions of the Station. It is also designed to ensure that fiscal responsibility is exercised and that proper accounting practices are applied in dealing with the finances of the Association.

- 7.1 As a non-profit, Incorporated Association and not a company limited by guarantee, the Association's primary objective is to provide a community broadcasting service to (but not limited to) the two local government areas of Armadale and Gosnells.
- 7.2 To continue to meet its objects as defined in its Constitution, the Association must remain financially viable and able to meet its financial obligations. All members must contribute to this objective by remaining financial themselves and by encouraging others to become members wherever possible.
- 7.3 The Treasurer has responsibility for ensuring that the financial affairs of the Association are managed prudently on behalf of the membership and that procedures are put in place to facilitate such management. These procedures are binding on all members and any willful disregard of the procedures will result in disciplinary action being taken against the member concerned.
- 7.4 Where an officer or employee of the Association has been given authority to carry out any of the powers listed in Part 7 of the Constitution, he or she will not act on any of these powers without the prior and written approval of the Committee of Management (CoM) if any expenditure of finance in excess of any agreed allowable limit is involved or envisaged to be involved.
- 7.5 Under the terms of the Constitution of the Association, the power to expend finances is vested in the CoM and sub-committees do not have authority to enter into contracts or expend finances, except for the Chairperson of the Business Committee, when that Chairperson is a member of the CoM. All proposed expenditures must have the prior approval of the CoM, except in case of a demonstrable emergency (in which case the expenditure must be ratified at the next following meeting of the CoM).

- 7.6 All moneys and all accounts received (in whatever manner) shall be passed on to the Treasurer without delay for entering in the accounts records. All payments from the Association's accounts shall be made by the Treasurer, (or bookkeeper when in service), upon the receipt of a proper invoice or docket for the goods or services supplied. The Treasurer has power to make payments with one other signatory as passed by the CoM and placed on record at the Bank of whom Heritage FM Inc does business. No other persons can engage in a contract for payment, or otherwise draw on the Association's funds.
- 7.7 In accordance with the Code of Practice, the receipt of moneys, or goods or services in lieu of money, whether by sponsorship, donations or grants, will not be a factor in determining either access to broadcast time by the sponsor, donor or provider of a grant or the content and style of programs during which the receipt of such moneys or goods or services is acknowledged (or any other programs), except that –
- 7.7.1 Sponsors will be entitled to on-air acknowledgements of their sponsorship, according to the Sponsorship Policy and as permitted by the Broadcasting Services Act, at the rate of charge and frequency set by the CoM.
- 7.7.2 Donors and providers of grants will be entitled to acknowledgements of their donation or grant without further charge both on-air and in the Association's publications, and on such other public occasions as the CoM may from time to time determine, at a rate of frequency set by the CoM.
- 7.8 Members of the Association acting in good faith in the promotion of the objects of the Association may claim reimbursement of expenses personally incurred on behalf of the Association, in the manner and on the terms set by the CoM. The Treasurer will issue procedures to ensure that such claims are managed prudently, as in clause 7.3 (above).

ARTICLE 8: COMPLAINTS POLICY



Policy Name	Article 8 "Complaints Policy"
Version No & Date	V4 2022
Next Review Date	June 2025
Author (This Version)	CBAA Template
Author (Version 2)	Cynthia Keith
Author (Version 3)	Lisa Griffiths
Author (this version)	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths
Presented to	Committee of Management 6HFM
Implementation Date	2022

* This is a Policy used to meet the requirements of Code 1.6.

8.1 Purpose:

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

8.1.1 Heritage FM Inc acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:

- a) alleged non-compliance with both the licence conditions in *the Act* and the requirements outlined in the Codes,
- b) program content, and
- c) the general service provided to the community.

8.1.2 We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.

8.1.3 Heritage FM Inc will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

8.1.4 Heritage FM Inc will ensure that:

- a) complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
- b) complaints will be responded to in writing within 60 days of receipt (as required in the Act, and the response will include a copy of the Codes,
- c) complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:

- formally lodged their complaint with the licensee, and
- received a substantive response from the licensee and are dissatisfied with this response or did not receive a response from the licensee within 60 days after making the complaint.

A written complaint or response can be a letter, or email.

8.1.5 A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.

8.1.6 The record of complaints and responses will be made available to ACMA on request.

8.2 REPORTING & RECORDING KEEPING

To ensure stations can make a full response to ACMA if requested, the station is advised to include in their procedures the following steps:

To keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year, including:

1. the date and time the complaint was received
2. the name and address of the complainant
3. the substance of the complaint, and
4. the substance and date of the licensee's response

HERITAGE FM INC (Adapted) Complaints sheet pro-forma, originally developed by the Community Broadcasting Association of Australia is overleaf.

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

Nature of Complaint

A complaint should relate to a Code of Practice.

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

.....
.....
.....
.....

Program associated with complaint:

.....
Date and Time of Program Broadcast:
.....

Contact Details of Complainant

Name of person making the complaint:

.....

Address:

.....
.....

Telephone: (H)..... (M).....

Email:.....

Complaints Process

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

The appropriate person at the station

Name:

Date:

ACTION	Y	N	DATE
Receives the verbal complaint			
NOTES:			
Receives the formal complaint in writing			

<u>NOTES:</u>			
Checks the logged program material (and keeps the log for 60 days from date of complaint)			
<u>NOTES:</u>			
Sends written station response to complainant			
<u>NOTES:</u>			
Organises follow-up with complainant (eg: meeting)			
<u>NOTES:</u>			
Provides contact details for ACMA to complainant *			
<u>NOTES:</u>			
All relevant documents in Complaints File			
<u>NOTES:</u>			

- Contact Details for ACMA are as follows:

Community Broadcasting Group
 Australian Communications and Media Authority
 PO Box Q500, Queen Victoria Building
 Sydney NSW 1230 Fax: (02) 9334 7799 Email: communitybroadcasting@acma.gov.au

Result

The complaint is: ▶ resolved

 ▶ unresolved

Name and Position of station representative:

.....

Signed:

.....

ARTICLE 9: ANNOUNCERS POLICY

Policy Name	Article 9 "Announcers Policy"
Version No & Date	V4 2022
Next Review Date	2025
Authors (Version 1)	CBAA Template Lisa Griffiths
Authors (Version 2) (Version 3) (This version)	Cynthia Keith/Mike Jones Lisa Griffiths Lisa Griffiths
Consultation Panel	Programming/Scheduling Committee and Committee of Management 6HFM
Authorised By	Lisa Griffiths
Presented to	Committee of Management 6HFM
Implementation Date	2022



Purpose: This Policy concerns the rights and responsibilities of on-air and prospective on-air announcers in relation to:

1. Their right to be treated fairly, equitably and respectfully by management and other volunteers
2. On air protocols
3. Their responsibilities and obligations to other members, volunteers and the broader community
4. The application process

It is designed to protect announcers against undue interference with their role (including when on air) because once acquainted with its detail and intent, they are armed with adequate knowledge and skill. They fulfill responsibilities, based on a fundamental ethic of announcing which is parallel to that of any form of broadcast radio.

At the same time it sets out the obligations of announcers towards the Association and the wider community specifically in relation to the "community of interest" as defined in the license conditions of 107.3HFM (Heritage FM Inc).

This policy should be read in conjunction with:

1. The Membership Policy (Article 3)
2. The Program Application
3. Volunteers Policy and Information (Article 4)

- as Announcers have separate rights and obligations as Members* and Volunteers apart from their rights and duties as Announcers.

*Please note: In the case of a conflict of interest, the right and duty of a person as a member will always override their right or duty as either a volunteer or an announcer.

9.1 Obligations and Responsibilities

All members of the community (i.e. “the community of interest”) have the right to apply to present programs on air. Approval, however, will only be given by the Programming/Scheduling Committee (P/S Com) after the applicant demonstrates their ability to successfully meet the on air announcing standards (skills and knowledge), as summarised in the abbreviated attached training assessment checklist.

All applicants will, prior to going ‘live to air’:

- 1. undertake an orientation session**
- 2. be a financial member**
- 3. complete an assessment of current skills and knowledge**

9.1.1 Approval is a two stage process and prospective announcers will initially (stage one) be required to submit a Program Application and a demo* cd or digital recording of the proposed program to the P/S Com for peer review. They may also be required to attend an interview with the P/S com.

*The demo CD (or digital recording) and accompanying run sheet listing songs and times (where relevant) only needs to include 10 to 15 seconds of each proposed song.

9.1.2 Upon approval of the application (stage one) the applicant may enter stage two and either apply for an early assessment of their skills and knowledge (Recognition of Prior Learning) in some or all of the skills and knowledge areas, or undertake HFM announcer training. Unless partial recognition is given this shall consist of training (all skills and knowledge) as outlined in the Training Assessment Form.

The training will include a production training period (of length determined as necessary by the trainer), followed by additional training as required to meet competency. Stage two applicants will be allocated a competent on air announcer to provide mentoring support.

9.1.3 Following successfully demonstrating competency in all essential skills and knowledge (signed off by the trainer/assessor and the P/S Com), and becoming a financial member, the announcer will be provided with a key and access code for the building, as well as up to one hour time slot for the production of the nominated program.

9.1.4 There is a three month probationary period following commencement of the program, which may be extended as determined by the P/S com. The P/S Com will review the production and technical qualities of the program to assist the announcer in his/her production of the program.

9.1.5 The program will then be reviewed by Committee of Management (CoM) appointed reviewers on an intermittent basis, after which an ongoing timeslot / increased hours or termination of the program will be assessed and confirmed in writing.

9.1.6 The approval to present on air may be revoked on disciplinary grounds, on grounds of quality assurance, or on overall programming grounds at any time. Notwithstanding, the rights of announcers and members to appeal will apply as outlined in Part 4 (Disciplinary Action, Disputes and Mediation) of the Associations Incorporations Approved Constitution for Heritage FM Inc, adopted at the 2016 AGM.

9.2 The CoM retains discretion to dispense with compliance with all or part of 9.1 based on the applicant's previous experience and qualifications. (All or part of with the exception of **9.1.1, 9.1.3 & 9.1.4**)

9.3 All Announcers on 107.3HFM have an obligation to:

9.3.1 Abide by the Media Alliance Code of Ethics, as amended from time to time, in as far as this relates to their program and its objectives.

9.3.2 Abide by the Station's Code of Conduct and its Programming Policies, Procedures and Protocols (Notwithstanding the presenter's right to contribute to such policies).

9.3.3 Seek to improve his or her performance through personal and professional development.

9.3.4 Participate in the operation of 107.3HFM in ways additional to announcing, (as indicated by prospective announcers on the Program Application), such as attracting sponsorship, helping with outside broadcasts, membership of sub-committees, station maintenance duties etc.

9.4 Suspension and Withdrawal of the Right to Present

Suspension of, or full withdrawal of an announcer's privileges shall be put into effect (verbally and immediately if necessary by a member of CoM, pending a review by the full CoM) on any, but not limited to the following grounds:

NB – definition of terms are taken as defined in a standard Australian dictionary. Should definition be disputed, final determination will be by majority vote of the CoM.

9.4.1 Failure to comply with the Heritage FM Inc. Constitution, rules and written protocols of the Association, the Broadcasting Services Act 1992, the Community Broadcasting Codes of Practice 2008 and the Media Alliance Code of Ethics as amended from time to time. Announcers shall not criticise any station policies or personnel while on air.

9.4.2 Broadcasting of on-air comments or content which places the station's broadcast licence in jeopardy. This may include profanity, gratuitous presentation of offensive, indecent or obscene material, or presentation of material that encourages the misuse of drugs including alcohol, narcotics or tobacco. Slanderous or defamatory comments or statements are not to be made.

9.4.3 Physical, verbal or mental abuse or bullying of any other station volunteer, member, sponsor or guest. Announcers will show respect for all other volunteers at the station.

9.4.4 Announcers may not broadcast any material that is likely to incite or perpetuate hatred, or attempt to demean any person or group on the basis of ethnicity, nationality, race, gender, sexual preference, religion, age or physical or mental disability.

9.4.5 Making any changes to station equipment, programs, including playlists, without expressed and written authority from management (other than that ordinarily required to present the program). Removal of station property from the premises or grounds without permission.

9.4.6 Failure to air all scheduled sponsorship announcements in full in any hour. This is a breach of contractual obligation to the sponsor.

9.4.7 Announcers will not breach copyright when obtaining music or interviews for broadcast. Similarly, broadcast material may not be placed on any site where downloading is possible without the permission of relevant bodies. Broadcast material may not be live streamed or podcast without confirmation from the CoM that our licence conditions permit it (currently not permitted).

9.4.8 Failure to present your program more than 3 times consecutively without notifying the P/S Committee directly.

9.4.9 A breach of 9.6 or 9.10

9.5 Nevertheless, within the law, no announcer can have his or her on-air privileges withdrawn on any of the following grounds- (Any attempt by a member of the Station Management to withdraw an announcer's privileges on any of these grounds will constitute a ground for grievance by the announcer/presenter, in accordance with the Grievance Policy of Heritage FM Inc):

i) Stating an opinion or a view on a matter of public interest, which is contrary to that held by the Station Management or by the Association, when acknowledgement is made that the stated views are those of the individual, not the Association.

ii) Seeking to report in a program and on a matter of public interest all the relevant facts without fear or favour.

iii) Refusing to divulge the source of information in relation to a program.

iv) Refusing to conduct an interview, obtain material, broadcast material or make comment on an issue, provided good cause in conscience can be shown for not doing so.

v) Insisting on an opportunity to correct misinformation, state a contrary view, disclose further relevant information or obtain broadcast material such as interview material in order to balance a previously broadcast program, or assist another announcer in doing so.

9.6 All announcers have all the rights and duties of members of the Association, as provided for in the Constitution and in the Members Charter, because only financial members of the Association can be on-air announcers. All members volunteering at the station, including announcers have an obligation to make themselves familiar with the Constitution, and rules and written protocols of the Association. As announcers, they have an obligation to make themselves familiar with the Broadcasting Services Act 1992, the Community Radio Broadcasting Codes of Practice 2008, policies and shall abide by the Media Alliance Code of Ethics, as amended from time to time, in as far as this relates to their program and its objectives, procedures and protocols of the Station and

the CBAA Codes of Practice.

Any substantiated transgression of any of the above documents shall be considered a breach and will be dealt with according to 9.4

9.7 Under-age (under 18) announcers will be required to nominate an adult member of the Association to mentor, train and assist them in the defence of their rights. This same nominated person shall also require a ‘Working with children’ card, and accept responsibility for ensuring that the under-age announcer carries out his or her obligations as an announcer, volunteer and member. The CoM or their delegate shall have the right to appoint such a mentor if the under-age announcer is unable or unwilling to nominate one.

9.8 Announcers who are permanently or temporarily incapacitated, although still perfectly able to broadcast, may also request the assistance of a mentor to assist them. The CoM or its delegate may also appoint such a mentor if in its view such an appointment is warranted by the circumstances.

9.9 Announcers who are also members of the CoM or of a sub-committee or Working Party of the Association shall not by virtue of thus being members, have any rights or obligations other than those set out in this policy as being the rights and obligations of announcers. Any substantiated attempt by any member of the CoM or of a sub-committee or Working Party to exert an unfair influence as a member of such, shall constitute grounds for a grievance and the possible suspension of that member from his or her position on the CoM, sub-committee or Working Party.

9.10 As announcers are issued with keys and security codes to the station, they automatically have all of the responsibility for ensuring that the station is securely locked upon completion of their program, or at any time they access the building. Announcers must be available 1 hour after completion of their program to return to the station if contacted for failure to set the alarm or secure the premises properly. Failure to do so constitutes a serious breach of their on-air privileges and will incur the payment of any subsequent fees associated with the incident. (Security call out fees / insurance claim co-payment etc). It can also constitute grounds for suspension and / or withdrawal of on-air privileges.

Undertaking

I have read and understood all paragraphs of the Announcer Policy and agree to abide by them. I acknowledge my responsibilities outlined in this document, and any documents, appendices, legislation or rules referred to in this document. I realise that a breach of any of these undertakings may restrict on-air or studio access, or suspension of my on air privileges.

Signed (Announcer): _____

Date: _____

Appendix 1. Reporting suicide and mental illness responsibly - resources available

This appendix is for guidance only and does not form part of the Community Radio Codes of Practice 2008

Reporting suicide and mental illness responsibly - resources available

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

Some important facts about suicide are:

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

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

Issues to consider when reporting

- Should I run the story?
- Be careful with the language you use
- Don't be explicit about the method or location of suicide
- Discussion of celebrity suicide can glamourise suicide
- Consider the angle (or positioning) of the story
- Should you interview the bereaved? Is it necessary?
- Place the story in context
- Include helpline contacts in your story.

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

APPENDIX 2: Example of Training Record

NAME: _____ **TRAINER:** _____ **ASSESSOR:** _____
DATE: _____

Elements and Performance Criteria: Assessment Session

ELEMENT	PERFORMANCE CRITERIA	COMMENTS
Prepare for broadcasts	<ol style="list-style-type: none"> 1. Organise presentation material so that it can be accessed easily during on-air sessions 2. Confirm that pre-recorded material is available for broadcast prior to commencement of broadcasts 3. Check with outgoing presenter that equipment is fully operational and refer faults or problems to relevant personnel 4. Cooperate with outgoing presenter as required to ensure a smooth transition between programs 	
Mix audio inputs	<ol style="list-style-type: none"> 6. Mix audio inputs through the studio panel to produce required level and tonal balances 7. Prevent extraneous sounds not intended for broadcast from going to air 8. Cue and play presentation material according to program running sheets 9. Deal with equipment operational problems promptly and effectively throughout on-air sessions 10. Brief and cue studio guests as required 	
Present programs	<ol style="list-style-type: none"> 11. Ensure presentation style is consistent with station requirements (clear and pleasant tone; appropriate, smooth flow, time and weather checks etc) 12. Present material and interact with studio guests in a way that engages listeners 13. Play all sponsorships, stings, sweeps as required 14. Respond to studio direction as required (read 2 x CSA's each hour, answer phone) 	
Wrap up broadcast session	<ol style="list-style-type: none"> 15. Time presentation material to allow smooth transition to the following program in consultation with the next presenter 16. Save relevant material for archiving and Complete relevant documentation according to station procedures (Aus music log/Amrap log) 17. Leave studio in an orderly state for the next presenter 18. Reflect on own performance during broadcasts and identify areas for improvement 	

RECOMMENDATION:

NAME: _____ **TRAINER:** _____ **ASSESSOR:** _____
DATE: _____

Operation of Equipment: Assessment Session

ELEMENT	COMPETENCE DEMONSTRATED IN:	COMMENTS
CONSOLE		
Microphones	<ol style="list-style-type: none"> 1. Start; Stop; Which fader for which microphone; On/Off buttons on mic's checked. 2. Correctly identified and used. 	
CD/Turntable Faders	<ol style="list-style-type: none"> 3. Start; Stop; Correct level 	
Playlist Fader	<ol style="list-style-type: none"> 4. Locate correct jacks; adjust volume for announcer and guest 	
Headphones	<ol style="list-style-type: none"> 5. Know correct levels and adjust desk accordingly 	
Vu Meters etc	<ol style="list-style-type: none"> 6. Automatic cut out when mic's open; volume adjustment 	
Studio speaker vol.	<ol style="list-style-type: none"> 7. Successfully demonstrated 	
	<i>Cont. over page</i>	

ELEMENT	COMPETENCE DEMONSTRATED IN:	COMMENTS
Studio1-studio 2 switch over		
<u>PERIPHERAL EQUIPMENT</u> Microphones CD Players USB/Laptop input Station Playlist Computer Telephone	<ol style="list-style-type: none"> 1. Technique; Distance from sock etc 2. On/Off; Cue track; Start; stop; Pause etc 3. Able to locate and properly broadcast from these devices 4. Able to switch from Automate to Live; Selection of sweeps and stings, sponsorships, etc 5. Take a call; place on hold; switch over/divert 	

RECOMMENDATION:

ARTICLE 10: SOCIAL/ONLINE MEDIA POLICY

Policy Name	Article 10 "Social/Online Media Policy"
Version No & Date	V3 2022
Next Review Date	2025
Author (Version 1)	CBAA template
Author (Version 2)	Lisa Griffiths
Author (This version)	Lisa Griffiths
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths (Chairperson)
Presented to	Committee of Management 6HFM
Implementation Date	2022

Purpose:

This policy governs the publication of and commentary on social media by all members of Heritage FM Inc, also formerly/known as Heritage FM, 107.3 Heritage FM, HFM, 107.3HFM, and 6HFM. This policy replaces all other policies and complements any future policies regarding the use of technology, computers, social media, e-mail and the internet.

HFM members are free to publish or comment via social media in accordance with this policy. HFM members are subject to this policy to the extent they identify themselves as a HFM member, or representative of Heritage FM Inc.

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. All users of social media must follow the same ethical standards that Heritage FM Inc members must otherwise follow, such as those outlined in the Code of Conduct and Constitution for example.

1. Definitions

For the purposes of this policy, '*social/online media*' means any facility for online publication and commentary, including but not limited to: blogs, wiki's, social networking sites such as Facebook, Instagram, LinkedIn, Snapchat, Twitter, Flickr, My Space, Bebo, Friendster, XING, Wordpress, Instant messaging services, podcasts, and YouTube.

'*Person*' includes any natural person, company, partnership, association, trust, business, or other organisation or entity of any description and a person's legal personal representative(s), successors, assigns or substitutes.

'*Computer*' includes all laptop computers and desktop computers.

'*Hand held device*' includes all such devices which are used by Heritage FM Inc members and volunteers, inside and outside of on air commitments, in the premises of Heritage FM Inc or elsewhere. Such devices include, but are not limited to mobile phones, Blackberry's, Palm Pilots, PDA's, iPhones, tablets, iPads, other handheld electronic devices, smart phones and similar products.

2. Setting up Social Media

Social media identities, logon ID's and user names may not use Heritage FM Inc's name and any identifying logo's, without prior approval from the Committee of Management (CoM). Only the following Heritage FM Inc members and volunteers are authorised to speak on behalf of the Association on social media platforms – the Chair; other nominated members of the CoM; other

nominated members. **Members of the CoM, amongst others, must have administrative rights to any social media page or instrument representing Heritage FM Inc.**

Your profile on social media sites must be consistent with your profile on the Heritage FM Inc website or other Heritage FM Inc publications. Profile information may be obtained to establish this by the station management.

Unless authorised by Heritage FM Inc, any comments made by members and volunteers pertaining to the Association on their personal pages must contain a disclaimer that they are not representing HFM and do not have authority to speak on behalf of Heritage FM Inc, and the views of the HFM members and volunteers do not necessarily represent the views of Heritage FM Inc.

3. Guidelines

3.1 Don't Tell 'Secrets'

It's perfectly acceptable to talk about your program and have a dialog with the community, but it's not okay to publish confidential information. Confidential information includes things such as unpublished details about our software, details of current projects, financial information, research, and trade secrets. We must respect the wishes of our sponsors and corporate members also. We must also be mindful of the competitiveness of our industry.

3.2 Protect your own privacy

Privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the Heritage FM Inc website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that you would not want the public to see.

3.3 Be Honest

Do not blog anonymously, using pseudonyms or false screen names. We believe in transparency and honesty. Use your real name, be clear who you are, and identify that you are a member of Heritage FM Inc. Nothing gains you notice in social media more than honesty - or dishonesty. Do not say anything that is dishonest, untrue, or misleading. If you have a vested interest in something you are discussing, point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details. Observe the current and relevant privacy, defamation, discrimination and copyright laws.

3.4 Respect copyright laws

It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including Heritage FM Inc's own copyrights and brands. You should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it. Local Government Authorities for example, do not permit the 'cutting and pasting' of their material on the Heritage FM Inc website or social media sites, but only permits a link to their own site.

3.5 Respect your audience, Heritage FM Inc, and your fellow members and volunteers

The public in general, and HFM 's members and customers, reflect a diverse set of customs, values

and points of view. Don't say anything contradictory or in conflict with the HFM website. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Heritage FM Inc.

3.6 Protect Heritage FM Inc customers, business partners, sponsors and corporate members

Customers, partners or sponsors should not be cited or obviously referenced without their approval. Never identify a customer, partner or sponsor by name without permission and never discuss confidential details of a customer engagement. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for a customer (e.g., Customer 123) so long as the information provided does not violate any non-disclosure agreements that may be in place with the customer or make it easy for someone to identify the customer. Your site or page is not the place to "conduct business" with a customer.

3.7 Controversial Issues

If you see misrepresentations made about Heritage FM Inc in the media, you may point that out. Always do so with respect and with the facts. If you speak about others, make sure what you say is factual and that it does not disparage that party. Avoid arguments. Brawls may earn traffic, but nobody wins in the end. Don't try to settle scores or goad competitors or others into inflammatory debates. Make sure what you are saying is factually correct.

3.8 Be the first to respond to your own mistakes

If you make an error, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.

3.9 Think About Consequences

For example, consider what might happen if a Heritage FM Inc member is in a meeting with a customer or prospect, and someone on the customer's side pulls out a print-out of your blog and says "This person at Heritage FM Inc says that product sucks."

Once again, it's all about judgment: using your blog to trash or embarrass Heritage FM Inc, our customers, or your fellow members, is dangerous and ill-advised. It can also show that you do not support the objectives of Heritage FM Inc, as outlined in the Constitution.

3.11 Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble - it may not have much legal effect.

Wherever practical, you must use a disclaimer saying that while you belong to Heritage FM Inc, anything you publish is your personal opinion, and not necessarily the opinions of Heritage FM Inc.

3.12 Social Media Tips

The following tips are not mandatory, but will contribute to successful use of social media. ^{[L][L][L]}_{[SEP][SEP]}The best way to be interesting, stay out of trouble, and have fun is to write about what you know. There is a good chance of being embarrassed by a real expert, or of being boring if you write about topics

you are not knowledgeable about. Quality matters. Use a spell-checker. If you're not design-oriented, ask someone who is whether your page looks decent, and take their advice on how to improve it.^[1] The speed of being able to publish your thoughts is both a great feature and a great downfall of social media. The time to edit or reflect must be self-imposed. If in doubt over a post, or if something does not feel right, either let it sit and look at it again before publishing it, or ask someone else to look at it first.

3.13 Enforcement

Policy violations will be subject to disciplinary action, up to and including termination for cause, as per the current constitution.

4. In Summary

Social media can be fun, as well as being a powerful communication tool. Remember that as a member or volunteer we are ambassadors for the brand that is 107.3HFM. If we take a positive view in promoting the brand on social media, then it will help to build this great community asset. Please be respectful, positive, and sensible in your social media use at all times.

ARTICLE 11 COMMUNITY PARTICIPATION POLICY

Policy Name	Article 11 "Community Participation Policy"
Version No & Date	V3 2022
Next Review Date	2025
Author (Version 1)	Unknown 1999
Author (Version 2)	Lisa Griffiths/Ivan Miles/John Bouwman
Author (This version)	Lisa Griffiths/Ivan Miles/John Bouwman
Consultation Panel	Committee of Management 6HFM
Authorised By	Lisa Griffiths (Chairperson)
Presented to	Committee of Management 6HFM
Implementation Date	2022

*This is a Policy that is used to meet the requirements of Code 2.1

Background:

In order to remain relevant to its broadcast community 6HFM must be an active participant in the community it serves. Since its formation 6HFM has considered this to be the foundation concept upon which it has to form its policies and upon which to base its decision making.

The main purpose of 6HFM is to provide a service to the community, not only through providing entertainment, education and emergency information but also to build community spirit through the on-air promotion of community organisations and their activities. 6HFM is always open to participation by members of the community both as individuals and as representatives of community organisations.

6HFM is required under its broadcasting licence and through its adherence to the Community Broadcasting Codes of Practice to ensure that the organisation meets or exceeds its requirements to:

- Encourage members of the community it serves to participate in the operations of the licensee in providing the service and the selection of and provision of programmes under the licence (Community Participation requirement) and
- Continue to represent the community interest they represented at the time their licence was allocated or last renewed (Community Representation requirement)

Purpose:

The purpose of this policy is to ensure that 6HFM has mechanisms to encourage and enable active participation by our community of interest in station management, programming and general operations.

It is also to ensure that the framework is in place whereby 6HFM is able to establish meaningful and sustainable relationships with a wide range of organisations, community bodies and persons within its broadcast community.

Schedules 1 and 2 to this policy set out the Community Consultation Strategy (CCS) and the Structured Engagement Program (SEP) respectively. These are the tools by which the community participation policy will be put into practice.

Policy:

As a community based, not for profit Incorporated Association, 6HFM relies on members of the community for its ongoing operation, administration and on-air programming.

By way of transparent governance and at all times with the Community Radio Broadcasting Codes of Practice in mind, 6HFM will strive:

1. To maintain a community broadcasting licence and any other telecommunications licences.
2. To operate a community broadcasting station and to erect, furnish and equip audio studios and production facilities of broadcast standard for use by the community.
3. To operate the association as a not for profit community institution and to undertake all measures necessary to provide a radio broadcasting service to encourage, enable and facilitate communication within the community. This is done primarily by operating and developing community media activities serving the local government areas of Armadale, Gosnells, Serpentine - Jarrahdale and Canning in Western Australia and in particular:
 - (a) to enable and facilitate communication within the community by broadcasting programs dealing with local issues, events, culture and activities.
 - (b) to promote the work of local and interstate Australian musicians and performers and regularly play throughout the day, new material and music of upcoming Australian bands and performers or those not recorded or distributed by major record companies and to this end to provide broadcasting and recording facilities to encourage Australian music talent.
 - (c) to consistently exceed the minimum Australian content provisions outlined in the Community Broadcasting Code of Practice.
 - (d) to provide the opportunity for community groups and related associations, organisations and individuals to be involved in the production and presentation of original programs.
 - (e) to encourage all local community groups (including but not limited to sporting, age-related, arts and local interests) to become members of 6HFM and invite them to fully participate in all aspects of the station's operation and broadcast.
4. In accordance with the previous point, and as the Association determines, to provide programming of a type not adequately covered by existing broadcasters, and in particular:
 - (a) to encourage and develop uses of radio for community and public affairs, education, culture, information, entertainment and recreation by, for and directed to the local community,
 - (b) to become a "town crier" of cultural and community information by compiling community resource data and information with respect to local activities, events and developments affecting the community,
 - (c) to promote and encourage innovative and experimental uses of radio,
 - (d) to commission musical, dramatic and literary works for use relating to the objects of the Association.
5. To teach, train, instruct, prepare and assist members to produce material for transmission and to provide facilities for members to learn and practice the technical and aesthetic aspects of radio broadcasting and production.
6. To foster the development and ideals of community broadcasting in such ways as the Association may determine, and maintain membership of the Community Broadcasting Association of Australia and to subscribe to the Community Broadcasting Code of Practice, and in particular:
 - (a) to seek all possible participation of members in all aspects of the Association including management, operations, programming and program production;
 - (b) to actively discourage the broadcast of material which is discriminatory as defined in the CBAA Code of Practice.
7. To conduct, either solely or jointly with others, entertainments, promotions, concerts, cultural activities, meetings, conferences, community information resource centres, lectures, seminars,

courses, on matters of interest relating to the objects of the Association, (and to broadcast the same as are relevant) and to publish either solely or jointly with others, program and other material relating to the objects of the Association.

8. To carry out research into radio and other media including all technical, economic, social and marketing aspects specifically related to the use of these means towards the objects of the Association.
9. To produce either solely or jointly with others publications and other products for sale, loan, or hire including recorded programs suitable for dissemination through access arrangements with other community broadcasters and programmers and other outlets.
10. To inform members and other interested individuals about the aims and operations of the Association, about community broadcasting, Australian and alternative music, and about the aims and activities of participating groups and individuals, through station programming and the establishment of a newsletter or programming guide.
11. To support and to co-operate with any legal kindred body.
12. To do or cease to do from time to time any other such things as may be determined to be in keeping with the general aims of the association.
13. In addition to the above points and in furtherance of some already made 6HFM undertakes:
 - a) To regularly increase its level of community participation in all operations.
 - b) To articulate and develop the strategies it uses to encourage community participation in the station's operations and in the selection and provision of programming
 - c) To provide regular on-air announcements seeking and encouraging new members
 - d) To provide adequate training to equip potential volunteers in their involvement in the station
 - e) To provide access to information about 6HFM through its website, social media platforms and through the Examiner Newspaper (a weekly community newspaper) to raise awareness of 6HFM in the community
 - f) To provide community service announcements about local activities and interviews with local people to encourage regular participation of those in our broadcast area
 - g) To provide opportunities for local youth, older residents and members of local ethnic communities to be involved in producing quality programmes for their peers and the whole community.
 - h) To maintain partnerships with the 3(three) principal local government authorities within our broadcast area (Cities of Gosnells, Armadale and the Shire of Serpentine-Jarrahdale) by way of mutually beneficial service agreements.
 - i) To seek opportunities to engage with other local community groups
 - j) To seek funding to broaden 6HFM's scope in maintaining and improving its service delivery
 - k) To provide opportunities for 6HFM members to take part in areas of interest indicated on their application for membership
 - l) To conduct outside broadcasts so as to directly engage with the community wherever possible.
14. To have a Committee of Management that has the expertise to adequately and competently manage the affairs of the Association.
15. To continue its efforts to maintain existing sponsors and develop new sponsors

16. To encourage the membership to seek nomination for the Committee of Management and sub-committees.

17. To ensure all sponsors and donors are acknowledged on the 6HFM website.

18. To be committed to a totally open and non-discriminatory policy in regard to membership and participation. Membership can only be refused, suspended or revoked with due cause and only as a result of an open and transparent process. Affected persons will have the right of appeal (see Constitution).

Related Documents

- Constitution
- Membership Policy (Article 3)
- Volunteer Policy (Article 4)
- Programming Policy (Article 2)

References:

- Code of Conduct image: <http://www.coaching-kids-sports.com/codeofconduct.html>
- Membership image: <http://soul.o6u.edu.eg/dpages.aspx?id=204>
- Volunteers image:
<http://www.atlantaworkforce.org/About/VolunteerWithAWDA.aspx>
- Mediation image: <http://billrichardsonblog.com/mediator-tactics-discoveries-about-conflict-mediation/>
- Sponsorship image: <http://www.motherfitness.com/so-you-want-to-be-a-sponsored-competitor/>
- Finance image: <http://www.business-news.com.au/finance/>
- Complaints images: <http://sshakeel.blogspot.com.au/2012/05/complaints-handling.html>
- <http://www.sasinc.com.au/complaints>
- Announcers images: <http://www.distancelearningplan.com/announcers.html>
- OHS image: http://www.alpineohs.com.au/ohs_services.htm
- Original policy document templates Article 1-9
- http://www.cbaa.org.au/Info_For_Stations/Codes-of-Practice-Info-for-Stations
- Article 1 Appendix - OHS policy document background
- <http://www.safetyline.wa.gov.au/index.html>
- http://www.commerce.wa.gov.au/worksafe/content/About_Us/Legislation/Regulations.html
- Article 10 Social Media Policy template
- <http://socialmedia.policytool.net/welcome/viewpolicy>