

Membership Policy (Code 1.4)

Purpose

This policy is intended to provide 5GTR-FM with clear guidelines for the selection criteria, application process and requirements for new members, including individuals on a concession, full individual members, family membership (2 Adults & ALL Children living with you) and corporate/group members.

The Objectives

The objectives of this policy statement are to:

1. Outline the application process for all members
2. Provide a schedule of fees for each type of membership
3. Provide membership criteria for all new applicants

Policy Statement

In line with **Code 1.2** 5GTR-FM will make sure that:

1. The constitution of 5GTR-FM provides a clear framework for policy and procedures relating to memberships.
2. Applications for membership of 5GTR-FM shall be open to individuals and organisations that:
 - 2.1 Support the vision, mission and purposes of the organisation;
 - 2.3 Agree to abide by the rules, codes and policies of the organisation;
 - 2.4 Have a demonstrated commitment to facilitating access and use of community media; and
 - 2.5 Pay the required joining or membership fee as set at the AGM of 5GTR-FM
3. The application process for all prospective members is as follows:
 - 3.1 Applicants shall complete and lodge the appropriate membership application form;
 - 3.2 A member of staff shall process the membership application along with payment of membership;
 - 3.3 The Secretary of 5GTR-FM will notify the Board of Management of New/Renewing Members;
 - 3.4 The Board of Management will either approve or deny membership as per the constitution
 - 3.5 The Secretary will notify the member of the outcome of approval by the next business day;
 - 3.6 If membership has been deny the applicant will receive full reimbursement of amount paid by close of business the next day

Sponsorship Policy (Code 6.1)

Purpose

This policy is intended to provide 5GTR-FM with clear guidelines to ensure compliance with the Broadcasting Services Act 1992 and the Codes.

The Objectives

The objectives of this policy statement are to ensure:

1. Sponsorship content will be limited to five minutes in any hour
2. Every sponsorship announcement will be clearly 'tagged'

Sponsorship Conditions

In line with **Code 6.1** 5GTR-FM will make sure that:

1. Sponsorship will not be a factor in determining access to broadcasting time,
2. The content and style of individual programs are not influenced by a program or station sponsor, and
3. The content and style of overall station programming is not influenced by program or station sponsors.

Policy Statement

1. All sponsorship announcements will comply with the three key *sponsorship conditions* outlined in the above.
2. All sponsorship arrangements shall be recorded on a standard contract and approved by the station manager or person responsible.
3. Sponsorship will not be accepted from companies that promote tobacco or gambling.
4. Sponsorship from companies promoting alcohol may be accepted, however, the announcements must not;
 - 4.1 Promote the misuse of alcohol.
 - 4.2 or directed towards minors.
5. Sponsorship will not be accepted from individuals or groups whose policies or practices are inconsistent with the general direction of 5GTR-FM
6. Sponsorship announcements will be produced and presented in a style and form consistent with the programme in which they are to be placed.
7. Individual presenters and members are not entitled to seek sponsorship on behalf of 5GTR-FM without written consent of the Station Manager/Board of Management.
8. Under no circumstances can presenters accept gifts, products or services or payments in return for promotion of a product, service or business.
9. 5GTR-FM reserves the right to refuse any paid announcement.
10. The content of announcements should not contravene the guidelines outlined by the Community Broadcasting Codes of Practice in regard to the use of adjectives, prices, jingles and time.

Corporate Governance Policy (Code 1.2)

Purpose

This policy is intended to provide 5GTR-FM with policies and procedures that support management, financial and technical operations to ensure legal compliance.

The Objectives

The objectives of this policy statement are to ensure:

1. 5GTR-FM's Board of Management runs in a manner that is open, transparent and accountable
2. Promote good communication between the 5GTR-FM Board of Management, 5GTR-FM paid staff, volunteers and members, and
3. Compliment 5GTR-FM's constitution.

Policy Statement

In line with **Code 1.2** 5GTR-FM will make sure that:

1. A hard copy of 5GTR-FM's Constitution, Broadcasting Services Licence and Apparatus Licence Specifications are accessible to all members and that electronic copies are available on all computers in the volunteer's meeting room,
2. Conduct regular Board and Committee Meetings in accordance with the constitution
3. Keep minutes of these meetings in an accessible place and are available on request
4. A summary of the minutes to be made available to members within 10 days of the Board of Management meeting being conducted.
5. Hold Annual General Meetings in accordance with 5GTR-FM's constitution and the Incorporated Association Act
6. Documents clearly outline the responsibilities and roles of all board members and committee members
7. The Treasurer will maintain accurate and up-to-date financial records
8. Present current financial statements at Board Meetings
9. Prior to the Annual General Meeting the Treasurer in accordance with 5GTR-FM's Constitution have all books and records audited and the auditor's report will be distributed at the Annual General Meeting.
10. The Technical Committee ensure that 5GTR-FM is compliant with the Licence Specifications
11. Ensure that the on-air studio and production studio are well maintained

Internal Conflict Policy (Code 1.5)

Purpose

This policy is intended to provide 5GTR-FM with clear guidelines for our volunteers and members when faced with an Internal Conflict.

The Objectives

The objectives of this policy statement are to ensure:

1. 5GTR-FM's Station Manager will make every reasonable effort to resolve Internal Conflict regarding our volunteers.

Policy Statement

In line with **Code 1.5** 5GTR-FM will make sure that:

1. Internal Conflicts are to be resolved internally by the parties involved. The Manager should seek to resolve the dispute through discussion with all concerned.
2. If the conflict cannot be resolved with the Manager then a Board Member is to be involved with all parties to meet. Notes are to be taken and this includes a proposed outcome to be distributed to all parties concerned.
3. In the case of the conflict not being resolved with the intervention of both the Manager and a Member of the Board being in attendance the matter will be handled by the Board of Management. Notes are to be taken and this includes a proposed outcome to be distributed to all parties concerned.

Complaints Handling Policy (Code 1.6)

Purpose

This policy is to outline the most appropriate way for 5GTR-FM to respond to complaints, and other comments from members of the public.

The Objectives

The objectives of this policy statement are to ensure:

1. 5GTR-FM will comply with the Codes and the Broadcasting Services Act.

Policy Statement

In line with **Code 1.6** 5GTR-FM will make sure that:

1. 5GTR-FM acknowledges the rights of our listeners, members and volunteers to comment and make complaints in writing concerning non-compliance with both the licence conditions in the Act and the conditions outlined in the Codes.
2. We broadcast at least one on air announcement each week contains information about the Codes and where listeners can get a copy.
3. 5GTR-FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
4. 5GTR-FM will ensure that:
 - 4.1 Complaints will be received by a responsible person in normal business hours and receipt is acknowledged in writing.
 - 4.2 Complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible.
 - 4.3 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).
 - 4.4 Complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - 4.4.1 Formally lodge their complaint with the licensee, and
 - 4.4.2 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.
5. A written response can be a letter, email or fax.
6. 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.
7. The record of complaints and responses will be made available to ACMA on request.

Complaints Handling Policy (Code 1.6) cont...

Reporting and Record Keeping

To ensure 5GTR-FM can make a full response to ACMA if requested, 5GTR-FM will include in the procedure's the following steps:

To keep a record of material relating to complaints, including logging 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

Community Participation Policy (Code 2.1)

Purpose

This policy is intended to provide 5GTR-FM with clear guidelines to being open to all members of the community and encourage diversity and community participation.

The Objectives

The objectives of this policy statement are to ensure:

1. Any member of our community is able to become a valued member and present programming that reflects the diverse cultures, age groups and interests of this region.
2. Community participation is encouraged through messages of becoming an active member.

Policy Statement

In line with **Code 2.1** 5GTR-FM will make sure that:

1. A membership application is to completed and returned with payment of membership.
2. Training will commence with every facet of broadcasting to be explained along with operating all equipment in a safe manner.
3. Once the trainee presenter has become efficient in all operations of the studio he/she will then be able to apply for a time slot that suits them and the style of program to be produced. This is done by completing a program application form.
4. The program application form will be considered by the program committee.
5. All programs will be considered on their own merits and will not be prejudiced by personal or religious beliefs.
6. 5GTR-FM's program grid is based on seasonal programming which requires a commitment of no less than 3 months for example Summer guide December 1st to February 28th.
7. All successful applicants will be required to read, agree and sign an Active Volunteer Agreement.

Programming Policy (Code 2.2)

Purpose

This policy is intended to provide 5GTR-FM with clear guidelines in promoting participation with our community through station management, programming and general operations

The Objectives

The objectives of this policy statement are to ensure:

1. Any member of the community has the ability to nominate for a Board of Management position.
2. Members are able to be involved in numerous aspects of 5GTR-FM.
3. Compliment 5GTR-FM's Constitution.

Policy Statement

In line with **Code 2.2** 5GTR-FM will make sure that:

1. Notice of upcoming Annual General Meeting mentioning those position that will become vacant to be placed in the local newspaper and mentioned on 5GTR-FM through CSA's. These notices will include relevant information about the upcoming Annual General Meeting in accordance with 5GTR-FM's Constitution.
2. Application forms for Board of Management vacancies will be available during business hours and also placed on the notice board.
3. The Programming Committee has a set term of 1 year with applications being accepted in writing and approved by the Board of Management.
4. All financial members of 5GTR-FM have the ability to be a part of many facets of general operations these being numerous committees:
 - 4.1 Fundraising organising events with fellow members to raise funds to purchase equipment.
 - 4.2 Grants to search and help with applying for funding.
 - 4.3 Youth aimed at encourage the development of event or programming that appeals to our younger members.
 - 4.4 Technical setting up of Outside Broadcasting equipment and gaining an understanding of how the equipment is used.
 - 4.5 Training which includes understanding all elements of broadcasting, production and presenter training
5. There are other roles throughout the organisation that help with general operations these being Reception and our Record Library.

Volunteering Policy (Code 2.3)

In line with **Code 2.3** 5GTR-FM will ensure:

5GTR-FM is a community radio station, which relies largely on the efforts of our volunteers to maintain operations. Volunteers come from a wide range of backgrounds and volunteer for different reasons, including:

1. To contribute something to the community,
2. To develop professional skills,
3. To maintain existing skills,
4. To enjoy the social nature of the organisation,
5. To facilitate personal growth.

At 5GTR-FM we aim to treat all of our volunteers equally, with respect and trust, and to provide a workplace that is safe, enjoyable and fulfilling. We will endeavour to provide a working environment that is flexible in order to allow our volunteers to gain the benefits they wish from volunteering.

Conversely, 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 our station and its community in equal regard to their own to ensure positive outcomes for themselves, our station and the community we serve.

Purpose

This document sets out 5GTR-FM policy on the responsible management of our volunteer program.

The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers and our station.

Principles of Volunteering

Volunteering:

1. Benefits the community and the volunteer,
2. Always a matter of choice,
3. An activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium,
4. Is a legitimate way in which citizens can participate in the activities of their community,
5. Is a vehicle for individuals or groups to address human, environmental and social needs,
6. Does not replace paid workers nor constitute a threat to the job security of paid workers,
7. Respects the rights, dignity and culture of others,
8. Promotes human rights and equality.

The Rights and Responsibilities of Volunteers

The right of volunteer's at 5GTR-FM. You have the right to:

1. Be treated as a co-worker,
2. Suitable assignment with consideration for personal preference, temperament, abilities, education, training and employment,
3. Know as much about the organisation as possible, its policies, people and programs
4. Expect clear and open communication from management and staff at all times
5. Be given appropriate orientation, introduction and provision of information about new developments,
6. Sound guidance and direction in the workplace
7. Advance notice (where possible) of changes which may affect your work (such as programming changes),
8. Undertake your volunteer activity without interruption of interference from management, staff or other volunteers,
9. A place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards,
10. Be heard, to feel free to make suggestions and to be given respect for your honest and constructive opinion,
11. Appropriate insurance cover such as volunteer and public liability insurance,
12. Appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving dispute,
13. Receive written notification and reasons for suspension/release of services,
14. Have services appropriately assessed and effectively recognised,
15. Have training provided that will enable participation at the station at a variety of levels.

The Responsibilities of Volunteers

The rights of volunteers at 5GTR-FM

1. Maintain a professional attitude towards your voluntary work,
2. Be prompt, reliable and productive with regard to commitments and agreements made with 5GTR-FM,
3. Notify the appropriate person if unable to meet commitments,
4. Accept and abide by all station rules,
5. Understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992,
6. Not to represent 5GTR-FM publicly or commercially unless prior arrangement has been made,
7. Not to bring into disrepute the operations, management, staff or other volunteers of 5GTR-FM,
8. Treat technical equipment with due care and respect and to notify technical staff of faults and problems,
9. Undertake to complete a minimum of basic level of training offered at the station if you are intending to work in any area of programming,
10. Only use station resources and equipment in carrying out work for 5GTR-FM and not for personal or private purposes,
11. Ensure that the station has your current contact details,
12. Respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and work to ensure that 5GTR-FM is a safe work place for everyone,
13. Contribute to the achievement of a safe, tolerant and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory.

The Rights and Responsibilities of 5GTR-FM towards Volunteers

5GTR-FM has the right to:

1. Expect your cooperation in working to uphold and maintain the station's mission statement, the station charter and program policies,
2. Expect you to be familiar with the laws relating to broadcasting, station policies and procedures,
3. Expect you to be prompt, reliable and productive with regards to commitments and agreements made with 5GTR-FM,
4. Have confidential information respected,
5. Make a decision, in consultation with you, as to where your services and skills would best be utilized,
6. Make decisions which may affect your work,
7. Make programming decisions in accordance with programming policies and procedures,
8. Develop, implement and enforce rules, policies and procedures for all aspects of station operation,
9. Develop and maintain all property and residence of the station,
10. Provide you with feedback to enhance your programming and broadcasting development,
11. Expect clear and open communication from you at all times,
12. Suspend or dismiss volunteers in accordance with station policies and procedures in the event of station rules being contravened.

5GTR-FM has the responsibility to:

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