



Cairns FM 89.1
Consolidated Policies

Approved by the Cairns Community Broadcasters Inc Management Committee on
14th July 2021

AMENDMENTS

16th December 2020

- Consolidation of previous individual policies into a single policies document.
- General amendments to reflect changes in practice and views of the incoming Management Committee.

14th April 2021

- Sponsorship – clarifications on interviews with subject matter experts.
- Social Media – renamed Digital Services with additional policy statements to reflect strategic direction.

14th July 2021

- Governance –changes relating to FAQs on Management Committee membership, role of Vice President, and information tabled at a Committee meeting.
- Membership – minor changes on membership fee principles.
- Internal Conflicts and Complaints – additional detail on procedures dealing with Codes of Practice related complaints.
- Community Participation – minor clarifications including specific references to volunteers and supporters.
- Programming – additional detail on involvement of Management Committee and programming generally.

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1 INTRODUCTION

- 1.1 The Cairns FM 89.1 policies are approved by the Management Committee and include those required by the CBAA Code of Conduct.
- 1.2 Where we can, we adapt templates such as those available from the CBAA to meet our specific requirements which include taking into account the CCBi Rules.
- 1.3 The policies are reviewed from time to time - the CCBi Secretary manages this process.
- 1.4 Volunteers should be told about our policies as part of their induction.
- 1.5 Electronic copies should be made available to any member, volunteer or member of the public who asks. Printed copies can be provided but may incur a payment to cover the cost of printing.

2 GOVERNANCE

Introduction

- 2.1 Cairns Community Broadcasters Incorporated is the licence holder for Cairns FM 89.1. CCBi is subject to governance requirements set out in the Queensland Associations Incorporation Act, the Community Radio Broadcasting Codes of Practice and the Constitution of CCBi itself.
- 2.2 The Rules are the Constitution and Rules of CCBi registered by the Queensland Office of Fair Trading.

Management Committee

- 2.3 A Management Committee is accountable to the members of CCBi for the running of the station and accountable at law for the activities of the station generally. The doctrine of Collective Responsibility applies. The Committee resolves the trade-offs across its various obligations – particularly the need to be financially viable.
- 2.4 The Management Committee is made up of:
- President
 - Vice President
 - Secretary
 - Treasurer
 - Five Ordinary members
- 2.5 The Station Manager is a permanent invitee to all Committee meetings unless he or she has been elected as a member of the Committee in his or her own right.
- 2.6 Any member of CCBi who would like to attend a Committee meeting will normally be invited to do so. The member should contact the Secretary beforehand. Invitees are not entitled to join in the discussion without the permission of the Committee members. The Committee might also ask invitees to leave the meeting if it has to discuss matters considered personal to any CCBi member or which are commercially sensitive.
- 2.7 The Committee is elected by the CCBi members at the Annual General Meeting. The Rules try and ensure that at least some of the Committee members continue from one year to the next so that projects underway don't lose momentum as the Committee membership changes.
- 2.8 Normally, only the two office bearers and three ordinary Committee members who have been on the Committee the longest will stand down (but may stand for re-election) and the others will continue. These arrangements may be different, though, if Committee members who were not required to stand down do so. Full details of the arrangements are set out in the Rules.
- 2.9 Members who are considering accepting a nomination are recommended to read the FAQs which are available from the Secretary. They need to be prepared to respond to questions from the floor at the Annual General Meeting as to their understanding and / or acceptance of the FAQs.

Sub-committees

- 2.10 The Committee may create sub-committees with delegated authority in specified areas. Sub-committees would be chaired by a Management Committee member and

include the Station Manager. The sub-committee may appoint any other member of CCBI as a member.

- 2.11 Members of CCBI and / or volunteers are free to hold meetings to discuss any issue to do with the Station. Members / volunteers may contact the Secretary and ask that a member of the Management Committee attends such a meeting.

Management Committee Processes

- 2.12 The Management Committee conducts its business in accordance with the CCBI Rules.
- 2.13 So that all Committee members have a say in a forthcoming agenda, following discussions with the President, the Secretary will issue a draft agenda at least one week before the date of each meeting. Committee members will be asked whether they wish any additional item to be included on the agenda. All such requests will be accepted.
- 2.14 Standing agenda items are as follows:
- Welcome
 - Apologies
 - Acceptance of minutes of previous meeting
 - Business arising
 - President's report
 - Vice President's report (where the incumbent Vice President has assumed responsibilities in a particular area such as sponsorship arrangement or volunteer management)
 - Station Manager's report
 - Treasurer's report
 - Secretary's report including new member applications and significant correspondence in or out
 - Sub-committee reports – if any
 - General business in accordance with the meeting notice or as agreed during the meeting.
- 2.15 So that Committee members have adequate time to reflect on, or conduct additional research on, any agenda item and are not taken by surprise by items being placed before the Committee on the day of the meeting:
- The final agenda and any accompanying papers will be sent to all committee members at least 48 hours before the committee is due to meet, and
 - Wherever possible, all material supporting agenda items will be sent to the Secretary in time for the material to be included in the final agenda either as attachments or embedded in the agenda itself.
- 2.16 To maximise discussion time during meetings, all agenda material will be taken as read.
- 2.17 The committee will normally decide matters by unanimous consent – that is a formal motion will only be put if a member so requests.
- 2.18 Minutes will be drafted by the Secretary as soon as practicable and circulated to all committee members.

Policies and Procedures

- 2.19 The station's operations will be underpinned by policies. As a minimum the policies specified by the CBAA Codes of Practice will be maintained and supplemented where the Committee thinks this is necessary.
- 2.20 Policies will be reviewed each year or as necessary by the Committee.
- 2.21 Policies may be supplemented by detailed procedures developed by management although where procedures may be contentious or require particular care – such as dealing with internal conflict - the procedures may be embedded in the policy itself.

Delegations to Management

- 2.22 General authority to manage day to day operations is delegated to the Station Manager who acts in accordance with Station policy. The Station Manager is assisted by Management Committee members when necessary.

3 MEMBERSHIP

Introduction

- 3.1 Cairns FM 89.1 is a volunteer based organization and volunteers are encouraged to become members of CCBI. Members are entitled to attend and vote at general meetings. This includes electing the Management Committee and members may stand for election themselves. Volunteer Presenters are currently required to be members of CCBI. but this may be waived at the discretion of the President, Secretary and Station Manager, acting together, on a case by case basis.

CCBi Rules

- 3.2 Membership eligibility, application processes, and associated issues are set out in CCBI's Constitution or Rules. Applications are considered by the Management Committee.
- 3.3 There is only one category of membership and all members are equal in terms of voting rights.
- 3.4 As a matter of law, a prospective member need only supply his or her name and residential address although to ensure the Station runs efficiently, email addresses and contact numbers are also requested. The application form incorporates an acknowledgment that if the application is successful, the member will abide by the Rules.
- 3.5 The member's name and address is entered into a statutory register of members which is open to inspection by any other member. Members may request that their addresses not be included in the register available for inspection if they believe that disclosure would put them at risk of harm.
- 3.6 Applications for membership must be accompanied by a membership fee.
- 3.7 Other conditions attaching to membership are set out in the Rules. In particular, prospective members should note that membership does not imply that they have been accepted as a volunteer in any capacity and in particular, as a Volunteer Presenter.

Membership Fees

- 3.8 Membership fees are determined by the Management Committee. Although all members are equal in terms of voting rights and other member entitlements, the Management Committee may determine different levels of fee for members meeting certain criteria including their contribution to the station and their stage in life. These fees are determined shortly before membership fees fall due each on 1 July each year.
- 3.9 At present the Committee recognises the following membership fee categories:
- Ordinary members
 - Presenter members
 - Youth, Senior and Family members
 - Life members
- 3.10 Senior members are those who hold a Queensland Government Seniors Card and pay the fee appropriate for this category of member whether they are presenters or not.

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- 3.11 Life members are those whom the Management Committee deem to be life members by virtue of their contribution to CCBi and the station typically over many years. Life members do not have to pay membership fees whether they are presenters or not but in all other respects have membership privileges including voting rights.
 - 3.12 Individuals who have been awarded life member status are recognised at the AGM.
 - 3.13 The CCBi Rules enable the Committee to levy an additional fee for any member who is unable to provide an email address that can be used to send material as required by the Rules or the Associations Incorporation Act.
 - 3.14 Other matters relating to membership are as set out in the Rules. In particular a member who has not paid a fee that has fallen due becomes a non financial member (and therefore unable to present) and membership ceases completely if the fee is not paid by 30 September in the year a fee has fallen due.

4 INTERNAL CONFLICTS AND COMPLAINTS

Introduction

- 4.1 Cairns FM 89.1 is required to adopt the Community Radio Broadcasting Codes of Practice. The Codes and also the CCBi Rules have something to say about internal conflicts, complaints by listeners, volunteers and members, procedures for the dismissal of volunteers and the suspension or expulsion of members.
- 4.2 Where a conflict and / or complaint asserts bullying or discrimination, this policy should be read in conjunction with the station's anti-bullying and anti-discrimination policy.

Listeners

- 4.3 Listeners have a right to complain that Cairns FM 89.1 is not following the requirements of the Code. And because the Code covers more than what goes to air, and people outside the Cairns region can claim to be listeners via internet streaming, in effect the Code gives anyone at all the right to complain about much of what the station does. That said, the station is not obliged to do much where a 'complaint' is clearly frivolous, without sufficient grounds or clearly not made in good faith.
- 4.4 Volunteers and members will often be genuine listeners and so have all the rights that listeners have.

Volunteers

- 4.5 Volunteers are those individuals whose offer of their time and expertise to assist in the operation of Cairns FM 89.1 has been accepted. Volunteers include presenters. All volunteers are required to accept a written document that sets out their rights and responsibilities.

Members

- 4.6 Individuals can become members of Cairns Community Broadcasters Inc on terms set out in the CCBi Rules. They need to agree to abide by the Rules of CCBi when applying for membership.

Internal Conflict

- 4.7 Internal Conflict between volunteers (who may also be members) arises when different ideas, values, interests, hopes, aspirations and opinions of individuals are questioned.
- 4.8 Where Internal Conflict arises the first step is negotiation between those involved with the aim of bringing about agreement, settlement of the opposing demands or attitudes, or a compromise that is acceptable to all parties who may, in fact, have to agree to differ.
- 4.9 Volunteers have a responsibility to try and achieve this themselves, although they may seek help from the Station Manager and the Station Manager may in turn seek help from somebody else such as a Management Committee member.
- 4.10 if the issue is contentious, the parties have strong personal views, and where agreement is not going to be achieved, one or other (or both) of the parties should formally make a Complaint.

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- 4.11 Differences in ideas, values, interests, hopes, aspirations and opinions should never degenerate into the use of language or adopting behaviours that others would consider abusive, insulting, offensive or threatening. Such instances themselves justify a Complaint irrespective of the underlying differences.

Complaints

- 4.12 Complaints must be made in writing and email is acceptable. If a Listener contacts the station with a potential complaint by telephone or in person, they should be asked to complain in writing and given the station's postal and email addresses.
- 4.13 All complaints should be referred to the Station Manager unless the complaint is about the personal conduct or behavior of the Station Manager him or herself. In such cases the complaint should be referred to the Secretary.
- 4.14 All complaints received should be assessed against the requirements of the Community Radio Codes of Practice and any relevant Codes identified. Where a relevant Code is identified, or the complainant has cited the Codes, the complaint should be treated as 'Code Related'.
- 4.15 Where the complaint is considered to be Code Related and there is no reference to a specific individual:
- a. Receipt of the complaint will be acknowledged in writing,
 - b. The complaint will be investigated by the Station Manager and written report provided to the President together with a proposed response,
 - c. The report should identify those elements of the Codes that are relevant given the complaint, include an assessment of whether the complaint is justified in terms of the Code and include background material such as an audio file and / or transcript of material broadcast,
 - d. Subject to the President's concurrence, the complaint will be responded to in writing (by letter, fax or email) within 60 days of receipt,
 - e. The response will include a copy of the Code, and
 - f. The person complaining will be told that they have the right to refer their complaint to ACMA.
- 4.16 Where the complaint refers to a specific individual, the Station Manager will give the individual concerned a reasonable chance to state their case. The response to the person complaining should not provide details of any action taken by the station against the person being complained about as details may be considered 'personal information' and so subject to privacy considerations. However more general statements such as 'the person concerned has been counselled' would be acceptable.
- 4.17 Where the complaint is not Code Related, steps a, b and d will apply.
- 4.18 The Station Manager may, at his or her discretion, treat any situation as if a written complaint has been received.
- 4.19 Complaints and responses are deemed to be items of significant correspondence and reported to the Management Committee.

Disciplinary Action against Volunteers

- 4.20 The results of the Station Manager's investigation may be that disciplinary action against a volunteer is justified. The Station Manager himself or herself may also initiate disciplinary action against a volunteer even if no complaint as such has been received.

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- 4.21 The wording of certain complaints may appear to assert defamation by others or may even appear to be defamatory statements themselves. Whether these situations are so or not is a matter of legal opinion. Within the station no attempt should be made to judge whether one individual has defamed another. If an individual considers that he or she has been defamed, they need to seek their own legal advice as to what they might do about it. Where it seems possible that the Station has been defamed, the matter should be referred to the Secretary.
- 4.22 Grounds for taking disciplinary action against a volunteer include:
- a. Poor timekeeping and unreliability,
 - b. Not following station policies and procedures, including programming policies and program briefs,
 - c. Acts or broadcasts which may breach the Codes,
 - d. Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation laws,
 - e. Inappropriate handling or use of station equipment or other property,
 - f. Rudeness or hostility towards other volunteers or staff members,
 - g. Intoxication through alcohol or other substances during working hours,
 - h. Verbal or physical harassment of any other volunteer, employee, member or guest of Cairns FM 89.1, particularly in respect of race, sex or religion,
 - i. Willful damage to or theft of property belonging to Cairns FM 89.1 or a volunteer, employee, member or guest of Cairns FM 89.1,
 - j. Falsifications of records for personal gain,
 - k. Commercial misrepresentation of Cairns FM 89.1, and
 - l. Publicly bringing Cairns FM 89.1 into disrepute.
- 4.23 Items h. to l. above are examples of grounds for immediate dismissal as a volunteer. More generally, volunteers will not be dismissed until two warnings in writing have been issued.
- 4.24 Written warnings will include details of the issue and, where feasible, evidence. Where the disciplinary measure has been instigated by a complaint, it may be appropriate to include a copy or extract of this complaint with identification removed.
- 4.25 In determining what action to take, which may range from simply a conversation with the volunteer, through suspension of volunteer duties for a period of time, to dismissal as a volunteer, the Station Manager will take into account factors such as:
- Have the roles, values and expectations of Cairns FM 89.1 been clearly communicated to the volunteer and reinforced during prior conversations regarding the volunteer's performance?
 - Are there any other factors that may be contributing to the volunteer's poor performance e.g. learning difficulties or language barriers?
 - Has the volunteer been reminded of expected codes of conduct and consequences for breaches?
 - Has the volunteer received training/mentoring and or coaching to improve performance?
 - Has a verbal and written warning been given to the volunteer explaining that any further noncompliance will result in suspension or termination of the volunteering opportunity?

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- Was the volunteer given an opportunity to respond to prior verbal and written warnings?
- 4.26 Where action is being considered as an outcome of internal conflict, the Station Manager will also consider the extent to which either party involved in the conflict tried to resolve the matter between themselves.

Suspension or Expulsion of Members

- 4.27 Where the volunteer is a member and the Station Manager believes that he or she should be suspended as a member or expelled from CCBI because the member has engaged in conduct considered to be injurious or prejudicial to CCBI's character or interests, the Station Manager will so recommend to the Secretary and state the grounds for his or her conclusion.
- 4.28 Any member is also able to write to or email the Secretary stating that another member should be suspended as a member or expelled from CCBI on these grounds and explaining why this is his or her view. As a practical matter, however, it is recommended that the member discusses the matter informally with the Station Manager or Secretary beforehand.
- 4.29 The Secretary will ensure the matter is placed before the Management Committee as soon as practicable but not sooner than 14 days and not later than 42 days of the Station Manager's recommendation or statement from a member being received.
- 4.30 The Secretary will inform the member whose conduct is being questioned:
- That a recommendation for suspension or expulsion has been received from the Station Manager or that another member has suggested likewise,
 - The grounds on which the recommendation or suggestion has been made,
 - The time and place of the Management Committee meeting,
 - That any written submission the member cares to make will be considered by the Committee, and
 - That the member will also be able to appear at the Committee meeting.
- 4.31 The member must be given at least 7 days to prepare any submission.
- 4.32 The Committee will consider the matter and in doing so consider any written submissions as well as giving each party a reasonable opportunity to state their case.
- 4.33 Have considered the matter, the Committee will, in executive session, discuss further as necessary and determine an outcome by resolution. The Secretary will advise the member whose suspension or expulsion was considered accordingly.

Rights of Appeal

- 4.34 Where a person has been disciplined in their capacity of a volunteer, that person may tell the Secretary that he or she wishes to appeal. The appeal will be then heard by two Management Committee members nominated by the President one of whom may be the President.
- 4.35 The appeal can be in writing and the person concerned with also be able to appeal in person and be accompanied by a representative. Should the appeal result in a change of disciplinary action or its removal, the person appealing will be notified in writing by the Secretary.
- 4.36 Where a person's membership has been suspended or terminated by the Management Committee, the member will have a right of appeal as set out in the

Rules. In summary, this is an appeal to a general meeting of members at which members will vote by secret ballot. Details of the appeal process would be given to the member by the Secretary when the Secretary informs the member of the Management Committee's decision to suspend or terminate membership.

Disputes and Complaints involving the Station Manager

- 4.37 Where a volunteer or a member who is not a volunteer wishes to complain about the actions or behavior of the Station Manager, that volunteer or member should inform the Secretary. The Secretary will ask the volunteer or member to set out details of the complaint in writing. Thereafter the President will be informed and initiate action consistent with the procedures set out above, the CCBi Rules where relevant, and the terms and conditions of any employment contract together with employment related law generally.

Record Keeping

- 4.38 The Secretary will ensure that records of the following will be maintained for at least two years from the date of complaint or date that disciplinary action was initiated:
- The date and time the complaint was received or disciplinary initiated,
 - The name and address of the person complaining,
 - The substance of the complaint or basis for proceeding with disciplinary action,
 - The station's response to the complaint
 - Logging tapes or audio copies of broadcast material
 - Relevant written documentation
- 4.39 In addition, where action is taken against a member of CCBi, appropriate records such as agenda and minutes will be maintained as a matter of course.

5 COMMUNITY PARTICIPATION

Introduction

- 5.1 As a community-based, volunteer-run, not-for-profit association, Cairns FM89.1 relies on members of the community for its ongoing operation, administration and on-air programming. As a community broadcaster, Cairns FM 89.1 is also required to adopt the Community Radio Broadcasting Codes of Practice one of which is to meet its Community Interest.
- 5.2 Cairns FM89.1's Community Interest is 'general geographic area'. In meeting its Community Interest, Cairns FM89.1 will do its utmost to ensure its broadcasts reflect the range of community taste and opinion. However, the station relies on the community itself for the supply and quality of material so that an adequate level of community engagement is necessary to meet this objective.
- 5.3 Community engagement is also an activity that requires the active involvement of established volunteers and / or members of the Management Committee who are themselves volunteers with a range of responsibilities. The extent of the station's community participation program needs to reflect these realities.

Policy

- 5.4 Cairns FM 89.1 will:
- Seek to increase its level of community participation in all its operations including the selection and provision of programming.
 - Encourage local community groups, including multicultural groups, individuals and families living in and visiting our listening area to support Cairns FM89.1 and invite them to participate in the station's operations.
 - Commit to an open and non-discriminatory policy regarding voluntary participation and membership. Membership can only be revoked under the most extreme circumstances. If a membership is revoked, all members have the right of appeal as outlined in the grievance measures detailed in Cairns FM89.1's constitution.
- 5.5 Cairns FM89.1 will strive to meet the needs and interests of the local community in the following ways:
- Provide regular on-air announcements encouraging new volunteers.
 - Provide training programs to equip potential volunteers in their involvement in the station.
 - Provide access to information about Cairns FM89.1 through our website, Facebook page, local newspapers and social media.
 - Provide community service announcements about local activities and interviews with local people thereby encouraging regular participation of those in our broadcasting area.
 - Seek opportunities for local youth and older residents to be involved in producing for their peers and the whole community. Note: Those under 18 require supervision by responsible adults when on Cairns FM89.1 premises.
 - Seek to involve and take advice from our Indigenous community in the production of programs focusing on Indigenous Australians and issues.
 - Maintain partnership with the Cairns Campus of TAFE in its role as owner of the premises and site occupied by Cairns FM89.1 and as a key stakeholder in our community interest.

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- Develop and maintain effective working relationships with disaster control agencies in our broadcasting area.
 - Seek opportunities to engage with other local community groups.
 - Seek funding to broaden Cairns FM89.1's scope in delivering services to the communities we serve.
 - Encourage and consider all proposals for potential Cairns FM89.1 volunteers to take part in areas of interest indicated on their applications.

5.6 Cairns FM89.1 will:

- Encourage community members who may have the interest and skills to support the station as Management Committee members to seek election.
- Continue its efforts to maintain and develop relationships with sponsors as tangible recognition of a worthwhile level of community engagement.
- Encourage presenters who use social media to promote their shows to their peers as well as on Cairns FM89.1's website & Facebook page.
- Ensure all its life members, sponsors and donors are acknowledged on the Cairns FM89.1 website.

6 VOLUNTEERS

Introduction

- 6.1 Cairns FM 89.1 is an organization based on volunteers who contribute their time and skills by working on a regular basis without a salary.
- 6.2 Volunteers may also be members of CCBi who therefore have legal rights to a voice in how Cairns FM 89.1 operates.
- 6.3 The CBAA Codes of Practice recognises that community radio stations rely on volunteers and state that community radio stations must have policies and procedures that:
- Encourage community participation,
 - Recognise their reliance on volunteer workers, and
 - Ensure that the rights and responsibilities of volunteers are respected.

Volunteer Roles

- 6.4 Any member of the community may apply to become a volunteer. Whether or not the application is accepted depends on the station's situation at the time as well as the prospective volunteer's skills and experience. Applications are considered by the Cairns FM 89.1 Station Manager.
- 6.5 Roles may be available as presenters (see below), to support the station behind the scenes in the preparation of broadcasts, or in a purely administrative capacity.
- 6.6 A volunteer application form will need to be completed setting out personal information such as email address and telephone number together with details of the applicant's qualifications and experience. A parent or guardian must endorse the application where the prospective volunteer is under age 18.
- 6.7 Volunteer details will be maintained at the station electronically but this information is viewed as personal data and not open to inspection by any person other than those involved in station management or administration.

Volunteer Rights and Responsibilities and the Volunteer Contract

- 6.8 Volunteers have rights and responsibilities and Cairns FM 89.1 also has rights and responsibilities in relation to volunteers. These are set out in a Volunteer Contract. If a volunteer application is successful, the Station Manager will discuss the contract with the volunteer; both parties will sign the contract with a copy retained by each.

Presenter Roles

- 6.9 Volunteers may wish to become presenters. The principles set out above apply to them and as already stated the station's policy is that presenters will also be members.
- 6.10 Where a prospective presenter is proposing a specific program, a program application will also need to be completed.
- 6.11 Potential presenters are required to undertake training before going on air. They have specific responsibilities such as the need to work within their program specification and comply Australian music content and copyright requirements.

Rights and Responsibilities

- 6.12 The respective rights and responsibilities of volunteers and the station will be based on the following principles incorporated into a volunteer contract.

Volunteer Rights	Volunteer Responsibilities
<ul style="list-style-type: none">• An assignment that considers personal preference, temperament and abilities.• Appropriate induction and training.• Freedom to make suggestions and be given respect for constructive opinion.• Advance notice where possible of changes which affect their work.• A place of work complying with statutory requirements.• Appropriate insurance cover such as volunteer and public liability insurance.• Appropriate grievance procedures in the event of a dispute.	<ul style="list-style-type: none">• To be prompt, reliable and productive.• Undertake training as required.• Comply with directions from the Station Manager.• Not to represent Cairns FM 89.1 publicly without prior approval.• Not to bring the Station or its people into disrepute.• Respect confidential information.• Not use station resources and equipment for private purposes.• Respect the racial and religious backgrounds and the sexual preferences of fellow workers.• Refrain from using language or adopting behaviours that other volunteers or employees would consider abusive, insulting, offensive or threatening.• Refrain from spreading misinformation and malicious rumours.

- 6.13 The Stations' rights and responsibilities mirror those of the volunteer but in addition the station has the right to terminate any volunteer engagement where:
- The volunteer has failed to meet his or her responsibilities,
 - The work undertaken by a volunteer is no longer required or capable of being supervised effectively, or where
 - Consistent with its obligation to maximise the number of community members involved with broadcasting activities, the station wishes to give another volunteer an opportunity.

7 CHILD PROTECTION

Introduction

- 7.1 Station activities may involve children being persons below age 18 and Cairns FM 89.1 is committed to protecting their interests and safety. The station has no tolerance for child abuse.
- 7.2 Any proposed activity involving children will need to be referred to the Management Committee for approval.

Cairns FM 89.1 Guidelines for Working with Children

- 7.3 Where approval is granted for an activity involving children the following guidelines will be followed:
- All staff / volunteers / contractors directly working with children must hold a current Blue Card.
 - Any staff member / volunteer / contractor working with children must at all times be accompanied by another adult when working in the presence of children.
 - Children must not be left without supervision at any time, be it at the station or off-site, when engaging in a station activity.
 - Written parental authorization must be obtained for any photographs and/or videos of the children to be taken and to be published on the station's website, newsletter or social media.
 - Written parental authorization must be obtained when children need to be taken off-site when engaging in a station activity whether that activity is organised by the station or someone else.
 - Children must be driven to and from outside events by their parents; under no circumstance must a volunteer/staff/contractor of Cairns FM89.1 drive children in their own vehicle, unless written parental approval has been obtained.
 - Any accompanying adult/ volunteer/contractor must avoid actions or behaviour that could be construed as poor practice or potentially abusive. For example, they should never: use language, make suggestions, or offer advice, which is inappropriate, offensive, or abusive.

8 WORKPLACE HEALTH AND SAFETY

Introduction

- 8.1 Cairns FM 89.1 is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of the working environment for its staff, volunteers, contractors and visitors to its premises.
- 8.2 'Workplace' includes working on site or off-site, attendance at a work-related conference or function, and attendance at a work-related event, including outside broadcasts, events intended to increase the Station's profile in the community together with social events involving Cairns FM 89.1 people and supported and / or encouraged by the Station.

Policy

- 8.3 Cairns FM 89.1 acknowledges that everyone has the right to work in an environment that is, so far as is reasonably practicable, safe and without risks to health.
- 8.4 The Cairns FM 89.1 Station Manager is responsible for coordinating Cairns FM 89.1 Work Health and Safety measures. Cairns FM 89.1 members and volunteers are welcome to assist in the development of management systems and procedures designed, so far as is reasonably practicable, to:
- Identify, assess and control workplace hazards,
 - Reduce the incidence and cost of occupational injury and illness, and
 - Provide a rehabilitation system for those affected by occupational injury or illness.
- 8.5 Any employee or volunteer can raise matters of concern regarding Work Health and Safety issues directly with the Station Manager or failing that with any member of the Management Committee.
- 8.6 Work Health and Safety matters triggering disputes or complaints may also be addressed in terms of the Station's Internal Conflicts and Complaints Policy.

Bullying and Discrimination

- 8.7 Bullying and Discrimination are particular workplace health and safety issues and are addressed by a specific Anti-bullying and Anti-discrimination Policy.

Breach of this Policy

- 8.8 Any breach of this policy may result in counselling and/or disciplinary action, which, in the case of employees, may lead to dismissal, or, in the case of volunteers, to the cessation of their engagement.
- 8.9 Any breach of this policy by a contractor may result in cancellation by Cairns FM 89.1 of the services provided by that contractor.

9 ANTI-BULLYING AND ANTI-DISCRIMINATION

Introduction

- 9.1 Cairns FM89.1 believes that all people should work in an environment free from bullying and discrimination.
- 9.2 Accordingly, Cairns FM89.1 is committed to eliminating, so far as is reasonably practicable, all forms of workplace bullying and discrimination by maintaining a culture of openness, support, respect and accountability.

Bullying

- 9.3 At Cairns FM 89.1 bullying is considered to be repeated and unreasonable behavior that creates a risk to health and safety including behavior that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.
- 9.4 Examples of bullying include:
- Abusive, insulting or offensive language or comments,
 - Unjustified criticism or complaints,
 - Deliberately excluding someone from workplace activities,
 - Withholding information that is vital for effective work performance,
 - Setting unreasonable timelines or constantly changing deadlines,
 - Setting tasks that are unreasonably below or beyond a person's skill level,
 - Denying access to information, supervision, consultation or resources to the detriment of the worker,
 - Spreading misinformation or malicious rumours, and
 - Changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Discrimination

- 9.5 At Cairns FM 89.1 discrimination is considered to be adverse action against a person because of the following attributes of the person:
- Race
 - Colour
 - Sex
 - Sexual preference
 - Age
 - Physical or mental disability
 - Marital status
 - Family or carer's responsibilities
 - Pregnancy
 - Religion
 - Political opinion
 - National extraction or social origin

Within the Station

- 9.6 Bullying and/or discrimination can be carried out in a variety of ways including through email, text or social media channels.
- 9.7 Bullying and/or discrimination can occur between workers, from supervisors to workers, or workers to supervisors.

Management Action

- 9.8 Cairns FM 89.1 does not consider that management action amounts to bullying or discrimination if it is carried out in a manner that reflects the needs of a broadcaster in the circumstances such as:
- Setting reasonable performance goals, standards and deadlines,
 - Informing a worker about unsatisfactory work performance in an honest, fair and constructive way, or
 - Taking disciplinary action, including suspension or terminating voluntary engagement or employment.
- 9.9 Differences of opinion and disagreements are generally not considered to be workplace bullying or discrimination.
- 9.10 Bullying and/or discrimination that directly inflict physical pain, harm, or humiliation amount to assault and should be dealt with as a police matter (see below).

Complaints

- 9.11 Any reported allegations of bullying or discrimination will be investigated in accordance with the station's Internal Conflicts and Complaints policy. This process ensures that:
- Complaints will be handled in a confidential and procedurally fair manner (where confidentiality cannot be guaranteed this will be communicated to the relevant parties),
 - All parties will be treated with respect, and
 - The person against whom the allegation/s are made has the right to natural justice (the right to know what is alleged against them, the right to put their case in reply and the right for any decision to be made by an impartial decision-maker).

Procedures for Dealing with Criminal Conduct

- 9.12 Some forms of bullying and/or discrimination (eg physical attack, or obscene phone calls) may constitute criminal conduct. Such complaints should be treated by the criminal justice system.
- 9.13 Complainants should be advised of the option of police support or intervention. The station is not obliged to report such matters to the police on behalf of the complainant.

10 STATION OPERATIONS AND PRESENTER'S RESPONSIBILITY AND CONDUCT

Introduction

- 10.1 As a Community Broadcaster Cairns FM 89.1 has a mandate to provide community members with opportunities to participate in broadcasting especially by presenting programs. But we also have an obligation to our listening audience and sponsors to ensure that what goes to air meets quality standards, and we receive public funds.

Induction and Training

- 10.2 All potential presenters are required to be formally inducted into Cairns FM 89.1 and undergo appropriate training.
- 10.3 Our Volunteer Presenters have differing levels of practical experience extending in some cases to many years' experience in community or commercial broadcasting in Australia or overseas including the ABC.
- 10.4 A one-size-fits-all induction and training process will not be appropriate. However, no volunteer is to be permitted to broadcast unless he or she is adequately prepared having regard to the principles set out below.
- 10.5 The induction / training package is to consist of the following elements:
- About Community Radio
 - Station Procedures including the use of the studio panel and playout software
 - Station Presentation Guidelines
 - Announcing Techniques
 - Radio Interviewing
 - Broadcasting Law and Codes of Practice
 - Sponsorship
- 10.6 Guidance on each of these areas is contained in the Station's Presenter Manual.

Presenter Agreement

- 10.7 Before being allowed to broadcast, the presenter must sign a prescribed Presenter Agreement together with an acknowledgement by a parent or guardian where the presenter is under age 18.

11 PROGRAMMING

Introduction

- 11.1 As a community broadcaster, Cairns FM 89.1 is required to adopt the Community Radio Broadcasting Codes of Practice one of which is to meet its Community Interest.
- 11.2 Cairns FM89.1's Community Interest is 'general geographic area'. In meeting its Community Interest, Cairns FM89.1 will do its utmost to ensure its programs reflect the range of community taste and opinion whilst recognizing that the station relies on the community itself for the supply and quality of material.
- 11.3 Within Cairns FM 89.1, development of the program schedule is delegated to the Station Manager who will co-opt the assistance of Management Committee members and volunteers. Changes will be ratified by the Management Committee unless the Station Manager or any of the Management Committee co-opted believes it would be prudent to refer proposed changes to the Management Committee beforehand or seek the Committee's concurrence via the Flying Minute procedure.
- 11.4 The program schedule is required to reflect Cairns FM 89.1 policy on programming.

Guiding Principles – Codes of Practice

- 11.5 The Community Radio Codes of Practice applies to programs and program-related material produced, commissioned, acquired or otherwise broadcast by Cairns FM 89.1 and content published on Cairns FM 89.1's digital platforms.
- 11.6 Programming needs to follow six guiding principles set out in the CBAA Codes of Conduct:
- a. Promote harmony and diversity and contribute to an inclusive, cohesive and culturally-diverse Australian community.
 - b. Pursue the principles of democracy, access and equity, especially for people and issues not adequately represented in other media.
 - c. Enhance the diversity of programming choices available to the public and present programs that expand the variety of viewpoints broadcast in Australia.
 - d. Demonstrate independence in programming as well as in editorial and management decisions.
 - e. Support and develop local arts and music.
 - f. Increase community involvement in broadcasting.
- 11.7 An important consideration in the application of the Codes of Practice is context. What is unacceptable in one context may be appropriate and acceptable in another. In particular, Cairns FM 89.1 considers that the Codes do not prevent the presentation of genuinely held opinion or material that is factual or presented in the context of a humorous, satirical, artistic or dramatic work. Satire is a long-established mode of expression and Cairns FM 89.1 may broadcast or publish content that adopts a humorous or satirical approach.
- 11.8 Cairns FM 89.1 exists to provide broadcasting opportunities to community members whose views may be controversial and provocative and may sometimes be distasteful or offensive to some. Not all viewpoints presented will be shared by all audience members.
- 11.9 Some subject matter broadcast by Cairns FM 89.1 may be considered controversial but as a matter of practicality it may not be possible to present every viewpoint or all

available material relating to a particular issue or allocate equal time to different viewpoints.

- 11.10 That said, Cairns FM 89.1 will avoid content which clearly condones, tolerates, or encourages discrimination race, colour, ethnicity, nationality, sex, age, sexual preference, gender identity, religion, disability, mental illness, or marital, parental or occupational status, taking into account the context in which the material is presented and the impression created by the schedule over time.
- 11.11 However, Cairns FM 89.1 understands that different cultural groups have different perceptions and values and acknowledges that it may broadcast or publish content which directly challenges accepted views within certain cultural groups.

Guiding Principles – Specific to Cairns FM 89.1

- 11.12 In addition to the principles derived from the Code of Conduct, for Cairns FM 89.1:
- Local artists, activities and events should be promoted and covered wherever possible and practical.
 - Religious comment or spiritual music should be restricted to religious programs.
 - Political comment is prohibited, unless approved by the Management Committee.
 - Programming overall needs to be sufficiently attractive to sponsors given that the station is not viable without a minimum level of sponsorship income.

Ownership of Slots and Formats

- 11.13 Community Broadcasting is required to provide opportunities for members of the community to become involved in broadcasting. Individual presenters do not own a particular broadcasting slot and / or program format.
- 11.14 The fact that an individual is a long-standing presenter says something about their reliability but this needs to be balanced against the preferred character of programs and the overall mix of programs together with the obligation to other community members to be given a fair go.

Content not Locally Produced

- 11.15 Our policy is to give members of our community opportunities to participate in Community Radio by presenting programs. However, our listening community, including sponsors, will have expectations of broadcasting proficiency and relevance of content. So, whilst we will try our best to give opportunities to our community members, we will use content produced by other organisations such as the Community Radio Network and International Broadcasters whose quality can be taken for granted.

Indigenous, Ethnic, and Multicultural Programs

- 11.16 There are no specific time of day constraints on specialised programs whether they are CBF compliant or not. Scheduling decisions taken against the preferences of a particular group are to be based on broadcasting merit and overall programming considerations.

Australian Music

- 11.17 The Codes prescribe a level of Australian music content. As Cairns FM 89.1 is not an ethnic or classical music station, the requirement is that 25% of music played over a calendar month is required to be Australian music. Music played includes music played by ethnic and specialized programs including jazz, reggae and classical.
- 11.18 The Station recognizes that the 25% Australian content requirement may not be practicable for ethnic and specialized programs and will allow leeway to presenters accordingly although presenters of all programs should do their utmost to support Australian performers. However, in order to comply with the overall 25% requirement, non ethnic presenters and presenters of 'mainstream' music programs will be asked to increase their content to over 25%.

12 SPECIALISED PROGRAMS

Introduction

- 12.1 Certain programs may be considered to be Indigenous, Ethnic or Multicultural programs – referred to as Specialised Programs. Cairns FM 89.1 supports such programs as they exemplify Community Broadcasting and the Codes of Practice.

Grants

- 12.2 Specialised Programs may be eligible for grants from the Community Broadcasting Foundation to fund the cost of producing specialised content.
- 12.3 Grants are subject to strict criteria which may:
- Constrain the structure of the content,
 - Constrain the background of the presenters,
 - Prescribe administrative arrangements such as:
 - The need to hold formal meetings between representatives of the station and the presenters and program contributors concerned,
 - Keep written minutes and contact details of all participants.
- 12.4 Given these obligations, those involved in producing a specialised program may decide that the complications and effort involved in complying with the CBF requirements are not worthwhile, particularly if they have adequate access to content appropriate to their planned program.

13 NATURAL DISASTERS

Introduction

- 13.1 Cairns FM 89.1 will do as much as it can to support the community in the event of a natural disaster but we recognize:
- The safety of our volunteers and employees together with their obligations to their families are not to be compromised, and
 - Our dependency on volunteers and limited funds available to fund infrastructure (eg stand by generators and a hardening of our premises) required to continue broadcasting in a disaster situation.
- 13.2 Procedures will be developed consistent with guidance from the Cairns Regional Council and other authorities and may vary over time. However, the guidance below is given as an immediate reference and applies regardless of the disaster type.

Station Alerts

- 13.3 On weekdays from 9am-5pm, alerts will normally be received through an e-mail or phone call from the Cairns local disaster coordination centre, the Bureau of Meteorology or the Queensland Police. Such alerts should be referred immediately to the Station Manager.
- 13.4 At other times, or if the Station Manager is absent, the alert should be referred to a nominated emergency contact. The Station Manager, in consultation with such Management Committee members who can be contacted will decide whether and for how long it is safe to continue broadcasting from the premises.

Station Response

- 13.5 Presenters will be advised to either go home, stay home or seek a safer location of their own by the Station Manager. If emergency broadcasting can continue from the station, the Station Manager must ensure the security and safety of the premises, staff and volunteers during this time (e.g. tape windows, provide emergency food/water/supplies, advise staff and volunteers not to go outside).
- 13.6 The situation will depend entirely on the circumstances, disaster event, timeframes and information from Cairns emergency authorities. The Station Manager will liaise with these authorities if necessary, for example to seek advice should further information be required.
- 13.7 If it is deemed safe to continue broadcasting from the station, presenters due over coming days will be contacted directly and advised of the situation.
- 13.8 Ideally, presenters will carry out their usual commitments but these are likely to be modified due to the disaster. If it is unsafe for them to leave their own location and/or to travel, they will be advised to stay home. If a decision is made to close the station for live operations, the Station Manager will initiate and complete the relevant procedures.

Cairns Local Disaster Coordination Centre.

- 13.9 The station may be able to broadcast remotely from the Cairns Local Disaster Coordination Centre at 61-79 Windarra St, Woree.
- 13.10 The Station Manager will initiate this shift as appropriate and draw up a roster of suitable broadcasters. For those able to assist, transport will be arranged through the local disaster coordination centre. Any staff and volunteers at the centre will report to the Cairns Regional Council's media and community support teams. Note that in certain circumstances, staff and volunteers may need to overnight at the centre. Only clothing and personal toiletry items are required.

On Air Presenter Response

- 13.11 Presenters should take notice ONLY of information coming from the Station Manager or the nominated emergency contact. Other information cannot be relied on, including from friends sending through messages, hearing an item on another radio station or the news, something someone else said they heard, coming to their own conclusions from looking at the internet etc.
- 13.12 The ONLY exception is if a presenter has received an alert on their own landline or mobile phone from the Emergency Alert system (from the number 0444444444) or from the Cairns Alert system. If this is the case, the presenter should immediately contact the Station Manager, office manager or nominated emergency contact to check they are aware of the situation and await instructions.
- 13.13 The on-air presenter at the time, must read the emergency information as it is given and as soon as possible. **The presenter must not provide comments, add information of their own or leave information out.**
- 13.14 If the presenter is presenting a program at the time and confident in translating from English to their own language/s, both the English and the translated version may go to air. Remember that the safety of many others relies on the information being provided accurately and early.
- 13.15 The presenter must follow any other instructions provided in the advice/information. These may include how often the message is to be read, whether the Standard Emergency Warning Signal (see below) is to be used or other steps which must be taken. If the presenter is unsure, he or she should immediately contact the Station Manager or other emergency contact for advice.
- 13.16 The presenter should refer listeners to the Cairns Regional Council website for further information or advise them to call 040 443 377. If the power has gone out, urge listeners to turn on a battery operated radio and keep listening.
- 13.17 Follow any further information requests or instructions from the station manager or the designated emergency contact/s.

Emergency or Cairns Alert

- 13.18 If a presenter receives an Emergency Alert or Cairns Alert warning, the presenter should contact the Station Manager or nominated emergency contact/s and let them know that they need to leave their programme to return home. Presenters should make every effort to advise the station manager they have reached home or an alternate safe location.
- 13.19 An experienced presenter and/or a presenter with a high degree of competence in another language, may be asked to provide additional services for the station either

at the station or the local disaster coordination centre. Transport will be arranged. This is completely voluntary and will depend on such factors as the safety of the presenter's home and family, their ability to get to the station or coordination centre, the status of the disaster event etc.

Standard Emergency Warning Signal (SEWS)

- 13.20 The Standard Emergency Warning Signal (SEWS) is used to alert people in the affected area that a serious event is happening or will happen soon. This event may be any natural disaster could relate to an event such as a terrorist attack. The SEWS can only be played if the information provided requests it specifically.
- 13.21 The SEWS is kept on a clearly marked Instant Player. ONLY presenters, employees or management committee members identified by the management committee are authorised to play the SEWS. Any presenter playing the SEWS without prior authorisation by the Station Manager or nominated emergency contact will face instant dismissal.

Presenter and Station Preparation

- 13.22 In common with all who live in the Cairns region, volunteers and presenters should prepare themselves for natural disasters. The Cairns Regional Council has extensive guidance on its website - <http://www.cairns.qld.gov.au> – including information about specific hazards and emergency kits.

14 Music

Introduction

- 14.1 Community broadcasters support new, local, independent and particularly, Australian music.
- 14.2 Cairns FM 89.1 policy is to:
- Play a diverse range of music throughout all of its programming,
 - Support local musicians, and
 - Comply with the 25% Australian music requirement of the community radio Codes of Practice.

Programming

- 14.3 Presenters are encouraged to provide a wide range of music and to promote events where local musicians are featured.
- 14.4 All programs will ensure that of the total music played throughout a program, at least 30% is Australian unless this requirement has been modified or the program exempted.
- 14.5 The factors taken into account when considering whether to modify or grant an exemption, are:
- The program focus is music or culture other than Australian, and
 - The musical style of a program does not have a high instance of Australian recordings.
- 14.6 An audit of Australian music content will be conducted monthly.
- 14.7 Cairns FM 89.1 will not accept any form of payment in cash or in-kind, in return for providing airplay or promotion of music, except under standard sponsorship arrangements.
- 14.8 Music that is broadcast is to reflect the diversity of the listening audience and is not to contain lyrical content that would cause offence to either the entire community or groups within the community.

Copyright

- 14.9 Copyright arises when new work is created. In simple terms whoever creates the work 'owns' it and nobody else is allowed to use it without the owner's permission, typically given in exchange for compensation. 'Using' includes playing the music on air and copying music without permission, even for private use, is illegal.
- 14.10 The Station respects copyright and obtains the licences necessary to enable presenters to play recorded music on-air. The licence fees cover copyright payments to the writers, performers and record companies.
- 14.11 To meet these requirements, the Station needs to be able to provide details of music it has broadcast. It is not practicable to do this unless the relevant information can be extracted from the system generated logs of material that has gone to air in conjunction with details of the specific tracks which is embedded in music files.
- 14.12 Cairns FM 89.1 policy is that all music material to be broadcast will be uploaded into the Station's music library and broadcast using the playout software. If music has been legally acquired, the music files will contain the necessary embedded data.

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- 14.13 The Station will not pay any copyright fee to volunteer members for material it transmits. However, if the Station wishes to sell the material to another organisation, or make copies of it for distribution, the question of copyright will be discussed with the volunteers concerned and resolved to mutual satisfaction.
- 14.14 Individuals may make off-air copies of transmissions for their private use, provided that copy does not include any music.
- 14.15 None of the above means that Cairns FM 89.1 cannot use music recordings as part of the pre-recording of a program. But all copies of such recordings must be destroyed within twelve months, and only we can broadcast the recording.

Internal Conflicts

- 14.16 The Station Manager makes sure the Cairns FM 89.1 music policy is applied on a day to day basis and helps presenters work their way through any issues. But the Manager is also authorised to take action against any presenter who fails to comply. The Management Committee acknowledges that this is a potentially sensitive matter with legitimate differences of opinion.
- 14.17 The Cairns FM 89.1 Internal Conflicts and Complaints Policy sets out how such matters should be addressed in a fair and reasonable manner. It also sets out the rights that volunteers have if they believe action by the Station Manager or anyone else is unreasonable.

15 PRESENTER REMEDIAL ASSISTANCE

Introduction and Purpose

- 15.1 Cairns FM 89.1 Programming Policy is committed to quality – both content and on-air proficiency. There are times when presenter remedial assistance may be required.
- 15.2 The Management Committee acknowledges that such situations may result in internal conflict. The procedures below provide the Station Manager with an approved basis for action.

Station Manager responsibilities

- 15.3 The Station Manager has an ongoing responsibility of ensuring that the station's programming policy is being implemented. This includes ensuring that presenters' on-air techniques conform to generally accepted standards and also that presenters are conforming with use of technology and copyright related requirements.

Failure to meet standards

- 15.4 Where a presenter is considered to be failing to meet standards relating to content, panelling or on air presentation technique, and has not responded effectively to counselling by the Station Manager:
- The presenter will be given an audio CD of a recent program, and opportunities for improvement discussed,
 - A mentor may be appointed to assist the presenter, and appropriate training suggested, and
 - The presenter will be given a reasonable period to address any issues and performance will be monitored during this time.
- 15.5 If there is no improvement the presenter will no longer present live on air but will be given an opportunity to pre-record their program which may, following editing and if resources permit, be scheduled for transmission. Whenever the Station Manager decides that a presenter should no longer present live on air, details will be provided to the Secretary who will inform the Management Committee.

Right of Appeal

- 15.6 If the presenter believes they have been treated unreasonably they make take action as set out in the station's Internal Conflict and Complaints Policy.

16 SPONSORSHIP

Introduction

- 16.1 Cairns FM 89.1 needs to be supported by financial arrangements which include support from sponsors.
- 16.2 Although sponsorships are similar to advertising, under the Broadcasting Services Act 1992 (BSA) community broadcasters are not permitted to broadcast 'advertising'. Sponsorships are, however permitted but there are two key requirements:
- Sponsorship content will be limited to five minutes in any hour, and
 - Every sponsorship announcement will be clearly "tagged".
- 16.3 Sponsorships are also subject to Code 6 of the CBAA Codes of Practice which states 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 to be influenced by program or station sponsors, and
 - Editorial decisions affecting the content and style of overall station programming are not to be influenced by program or station sponsors.
- 16.4 This policy applies to all sponsorships be they with corporations, foundations, individuals, government or non-government organisations. It does not apply to arrangements involving financial or other support where the sponsor concerned does not expect or require any on air advocacy of the products and / or services that they provide other than a simple acknowledgment.

Interviews with Subject Matter Experts

- 16.5 Cairns FM 89.1 welcomes opportunities to conduct Interviews with subject matter experts. Such interviews are common to broadcasting and play a legitimate role in community broadcasting. However, such interviews should generally be conducted in a manner that ensures the interview does not constitute advertising and therefore subject to ACMA's Sponsorship requirements which include 'tagging' and the 5 minutes per hour time limit on sponsorship announcements.
- 16.6 Care should be taken during the interview that discussions do not move from the general to the specific promotion of a particular product, service or organisation. It is acceptable to establish the expert's credentials by referring, say, to the fact that the interviewee has been employed by a particular commercial entity for some years. The fact that the expert or his or her organisation has a financial arrangement with Cairns FM 89.1 does not result in the interview being characterised as advertising although the fact of the arrangement makes it particularly important that the discussions remain generic.

General Nature of Sponsorships

- 16.7 Sponsorship of Cairns FM 89.1 will not entitle any sponsor to influence any decision by Cairns FM 89.1 particularly in relation to Code 6 of the CBAA Code of Practice referred to above.
- 16.8 The terms and conditions of all sponsorship arrangements over \$1,000 shall be set out formally.

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- 16.9 Cairns FM 89.1 will not accept any sponsorship arrangement where the association with the sponsor would jeopardise the financial, legal or moral integrity of Cairns FM 89.1 or adversely impact upon Cairns FM 89.1's standing in the community.
- 16.10 Sponsorship from companies that promote the consumption of alcohol may be accepted, however the announcements must not:
- Promote the misuse of alcohol, or
 - Be directed towards minors.
- 16.11 Sponsorship announcements will be produced and presented in a style and form consistent with the program in which they are to be placed.
- 16.12 Under no circumstances can presenters accept gifts, products or services or payments in return for promotion of a product, service or business.
- 16.13 Cairns FM 89.1 reserves the right to refuse any paid announcement.

Securing Sponsorships and Oversight

- 16.14 Cairns FM 89.1 will pay reasonable remuneration to any individual who assists in securing a sponsorship. The remuneration will take into account the overall level of sponsor commitment and the extent of involvement of the individual concerned.
- 16.15 The Station Manager, President and Treasurer will approve such arrangements and summaries provided to the Management Committee. Details will be reported to members and / or detailed in Financial Statements as required under the Qld Associations Incorporation Act.

17 DIGITAL SERVICES

Introduction

- 17.1 Cairns FM 89.1 believes that in line with evolving technology and community expectations it will have to increase its emphasis on digital means (website and social media) to deliver its products and services and extend its audience beyond the Cairns region.
- 17.2 As a principle, given the need to increase emphasis on digital services and when faced with competing opportunities to spend time and / or money, it will favour digital services over traditional broadcasting services even if this means forgoing opportunities to enhance traditional services or potentially cut back and / or simplify our traditional offering thereby freeing up resources by reducing the effort needed to maintain the traditional environment.

Social Media

- 17.3 Social media such as Twitter, Facebook, Google+, YouTube and blogging represent a growing form of communication for not-for-profit organisations allowing them to engage their members and the wider public more easily than ever before.
- 17.4 However, it is also an area in which rules and boundaries are constantly being tested. This policy has been adopted in order to maximise our social media reach while protecting our public reputation.
- 17.5 Cairns FM 89.1 may choose to engage in social media such as:
- Twitter
 - Facebook
 - Google+
 - WordPress/Blogger
 - YouTube/Vimeo
 - iTunes/Podcasting
- 17.6 Cairns FM 89.1 encourages information and link-sharing amongst its membership, staff and volunteers, and uses the expertise of its employees and volunteers in generating appropriate social media content.
- 17.7 At the same time, social media posts should be in keeping with the image that Cairns FM 89.1 wishes to present to the public, and posts made through its social media channels should not damage our reputation in any way.

Policy

- 17.8 Cairns FM 89.1 social media use shall be consistent with the following core values:
- **Integrity:** We will not knowingly post incorrect, defamatory or misleading information about our own work, the work of other organisations, or individuals. In addition, our posts will always be consistent with Copyright requirements and the protection of Privacy.
 - **Professionalism:** Our social media represents the station as a whole and should adopt a professional and uniform tone. Staff and volunteers may, from time to time and as appropriate, post on behalf of the station using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.

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- **Information Sharing:** We encourage the sharing and reposting of online information that is relevant, appropriate to its aims, and of interest to its members.

17.9 Cairns FM 89.1 should seek to grow its social media base and use this to engage with existing and potential members, donors and stakeholders. At the same time, a professional balance must be struck which avoids placing the station's reputation at risk.

General Procedures

17.10 The Management Committee has oversight of the Station's Social Media Strategy. The Station Manager is responsible for day to day activities and is assisted by other staff members and volunteers as necessary.

17.11 Staff and volunteers may, from time to time and where appropriate, post on behalf of Cairns FM 89.1 using our online social media profiles. This is to be done only with the knowledge and authorisation of the President.

17.12 Day to day activities include:

- Ensuring that all posts are in keeping with our Social Media Policy.
- Ensuring appropriate and timely action is taken to correct or remove inappropriate posts (including defamatory and/or illegal content) and in minimising the risk of a repeat incident.
- Ensuring that appropriate and timely action is taken in repairing relations with any persons or organisations offended by an inappropriate post.
- Moderating and monitoring public response to social media, such as blog comments and Facebook replies, to ensure that trolling and spamming does not occur, to remove offensive or inappropriate replies, or caution offensive posters, and to reply to any further requests for information generated by the post topic.
- Maintaining the balance between encouraging discussion and information sharing, and maintaining a professional and appropriate online presence.