



# POLICIES AND PROCEDURES MANUAL

2YOUFM 88.9 is committed to the implementation of quality principles including the continuous improvement of its practices, systems and processes.

It aims to provide a level of service and training that consistently meets the needs and expectations of both Government Agencies and radio audiences.

Central to our concept of quality service, is the premise that

**"quality is judged by our audience".**

## **2YOUFM 88.9 MISSION STATEMENT:**

*2YOUFM 88.9 delivers a quality, diverse and independent alternative to mainstream media that nurtures and encourages community participation.*

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## **A) CUSTOMER SERVICE:**

### **1. Statement**

All members and staff will provide the best possible service to members of the general public, audiences and/or fellow workers at all times. The audiences' need must be put foremost and members and staff should exhibit a willingness to assist at all times. The values we hold are important to the achievement of quality service and they must reflect a genuine commitment to both audiences and fellow workers.

### **2. Respect for people**

We will ensure that in all our day to day activities and dealings, we recognise and value the inherent worth, opinions and need of our audience, members, staff and other stakeholders, based upon principles of trust, fairness, equity and respect for both the individual's rights, dignity and cultural diversity.

### **3. Customer satisfaction**

We will diligently promote a culture that focuses on the provision of services that are of value to our audiences and which are responsive and flexible to their needs and expectations. 2YOUFM 88.9 staff/volunteers are to treat audiences in a manner that respects the individuals' rights, dignity and personal safety in all situations. **'We are happy when the audience is happy'**.

### **4. Working together**

We will manage in a supportive way by encouraging involvement, teamwork and recognition of audience needs. We will consult with our audiences, partners and stakeholders in the planning, delivery and review of our services on a regular basis. Staff/volunteers are audiences too! **'We will communicate with each other'**.

### **5. Professional competence**

We will foster an environment for our staff/volunteers to develop skills, knowledge and attitudes necessary to meet the needs and expectations of our audiences, partners and stakeholders as well as enabling staff/volunteers to improve their job and career opportunities. **'We will assist each other'**.

### **6. Innovation**

We will encourage staff/volunteer initiative and active participation in the development of new methods and ideas to ensure that our practices, policies and procedures consistently meet the needs of our audience, partners and stakeholders. **'We will be receptive and listen to others opinions and ideas'**.

### **7. Grievance**

2YOUFM 88.9 encourages open communication and an environment of trust, if any person should have a problem or complaint:

- Pertaining to a staff/volunteer member, the problem or complaint is to be dealt with promptly and confidentially. If necessary, the committee is to be informed at the first opportunity.
- Should a member of 2YOUFM 88.9 have a grievance or complaint against any other person that is not a member of 2YOUFM 88.9, the member must inform the committee immediately. Staff and members should take no independent action that would imply that 2YOUFM 88.9 is a complainant.

Should a grievance occur, the following steps are advised:

### **8. Internal Complaints Process**

In managing internal complaints from station members, our station will pursue the following commitments:

1. A fair, transparent and impartial investigation process.
2. To make all reasonable effort to resolve the internal conflict within 90 days.
3. To provide all parties involved with reasonable notice of meetings.

4. Access to some form of independent mediation processes where resolution is not easily achieved.
5. Access to an appeals process.
6. To respect all individuals rights to privacy and to fair and equal treatment.

### **9. Stage 1: Investigation and internal complaint resolution**

The station will investigate complaints with all parties concerned by a nominated officer with the authority to represent the licensee (e.g. Station Manager or President), or a complaints committee made up of representatives of the board of management or other impartial members appointed to the committee. The investigation process will generally follow these steps:

1. Establish if there has been any breach of station policy, broadcasting law, or other legal requirement;
2. Recommend appropriate action in relation to programmers/volunteers/staff if a breach has occurred;
3. Negotiate for dispute resolution by managing discussion between disputants, which is aimed to bring about agreement or a settlement of opposing demands or attitudes;
4. Recommend appropriate legal response if legal action is likely or is taking place;
5. Recommend appropriate response to the complainant/s after taking legal advice if necessary;
6. Recommend appropriate action/s needed to avoid future breaches;
7. Write to all parties involved in the investigation outlining the outcomes of the investigation and informing them that they have a right to lodge a letter of Appeal regarding the determination made by the investigating party to the full board of the station at their next sitting.

### **10. Stage 2: Mediation**

Where Complaints are not resolved through the findings of the investigation process:

1. Consider independent mediation or arbitration if a reasonable outcome for all parties cannot be achieved. (A range of free services are available to not-for-profit organisations, or the station may use a person/ party agreed by all to be independent and impartial to mediate an outcome)
2. Consider impartial legal or other expert advice as required

### **11. Stage 3: Reporting and Record Keeping**

To ensure stations can make a full response to the ACMA if requested the station is advised to include in their procedures the following steps: To keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for 1 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;
4. The substance and date of the licensee's response

### **12. Handling Complaints from the Public**

Tamworth Broadcasting Society Inc. acknowledges the rights of their audiences to comment and make complaints in writing concerning:

- (a) compliance with the Codes of Practice or a condition of the license;
- (b) program content; and
- (c) the general service provided to the community.

2YOUFM 88.9 will provide a minimum of 52 on-air announcements every year containing information about Community Broadcasting Codes of Practice and how audiences may obtain them.

2YOUFM 88.9 will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious, made anonymously or not made in good faith.

2YOUFM 88.9 will ensure that:

- (a) complaints will be received by a responsible person in normal office hours;
- (b) complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable.

(c) Complaints will be responded to in writing within 60 days of receipt (as required in the BSA Section 14B), and will include a copy of the Community Broadcasting Code of Practice.

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

- (i) formally lodged their complaint with 2YOUFM 88.9
- (ii) received a substantive response from the licensee and are dissatisfied with this response

A responsible officer of the licensee will maintain a record of complaints in a permanent form, for a period of at least 2 years. The record of complaints will be made available to the ACMA on request, in a format advised by the ACMA.

### **13. Refunds**

2YOUFM 88.9 will refund to sponsors where, a fee has been paid to 2YOUFM 88.9 by a sponsor, for expected service provision and the sponsor shows evidence to support dissatisfaction with the service or where the service has not yet been provided.

- Where the committee receives any written notice within seven days of a change in the sponsor's circumstances or
- The notification to the sponsor of 2YOUFM 88.9 's inability to provide a service for which it has already been paid.
- Request for refunds should clearly define the circumstances that will enable the committee to consider such refund request.
- When the committee is satisfied that a refund should be given, the treasurer is to be notified and a refund issued to the sponsor where deemed appropriate.
- Should it be determined that a refund is not going to occur; the sponsor is to be notified of the decision and reason within 7 days.

### **14. Accountability**

#### **Code of ethics**

2YOUFM 88.9 Members and Staff will follow a code of ethics based on openness, integrity, honesty and fairness in meeting audience and community standards. All audience/sponsors complaints or suggestions are to be documented and brought to the attention of the committee.

#### **Punctuality**

**2YOUFM 88.9 staff/volunteers will meet appointment deadlines and organised timeframes whenever;**

- Reporting for duty (10 minutes before going to air)  
They will agree to:
  - a) Be at the station premises, ready to present my program a minimum of 10 minutes before broadcast time; or
  - b) Provide a pre-recorded program at least three hours before broadcast time and notify the programming sub-committee; or
  - c) Provide a replacement presenter approved by Management if required and notify the programming sub-committee as soon as possible; or
  - d) Contact the program sub-committee at least 24 hours in advance, so a replacement can be arranged and running sheets modified if necessary.
- Attending pre-arranged meetings or events
- Required to report for any pre-arranged or booked appointment

Should a staff member find they would be late or unable to attend any engagement, duty or appointment for any reason they should notify all persons concerned by the most appropriate method (telephone) and leave a message with the announcer "on air" that they are unable to attend and who they have contacted.

## **B) ACCESS AND EQUITY**

2YOUFM 88.9 members must adhere to the Freedom of Information Act, and The Privacy Act.

### **1. Confidentiality**

All members and staff/volunteers are expected to observe complete confidentiality.

This may relate to in-house or staff issues such as rates of pay or personal business, local business dealings, Committee discussions, computer data and information, pricing of products, audience, colleagues and other businesses affairs and/or other partner organisations affairs.

- Should a contravention of sponsor/audience confidentiality take place, disciplinary action will be taken.
- The organisation reserves the right to take Legal action for damages if the committee, so deem, that a serious breach of confidentiality has occurred.
- Members and staff should never give out information that could disadvantage this organisation, sponsors, audiences or any other organisation or person.
- All acts of parliament concerning confidentiality or confidential matters should be strictly adhered to.

### **2. Confidential Records**

All information and records of any kind kept by 2YOUFM 88.9 pertaining to the organisation or any other organisation or individual, is to be treated as confidential.

All sponsor/audience information or records are to be kept in a secure place and access should only be granted to:

- A third person, with the written permission of the sponsor/audience, except as required by law or by regulation, or as described in the Freedom of Information Act.
- Authorised persons who are given access to, or are given possession of any records or documents of the organisation pertaining to any assemblage, audience or other business that the organisation has dealings with, are to complete and sign a confidentiality and privacy agreement, release form, prior to being granted access to confidential records.
- Such signed release forms are to be filed in a folio attributable for this purpose and maintained under the direct control of the Secretary.
- All confidential records are to be secured in a lockable fire resistant filing system
- Sponsors shall have access to their personal records upon request.

### **3. Working with Children Checks**

All 2YOUFM 88.9 employees involved in the Working with Children Check are to treat information obtained with the utmost confidentiality. Information obtained is not to be provided to any person not authorised to access such information.

Personal information obtained during the Working with Children Check is to be handled in accordance with Part 2 of the *NSW Privacy and Personal Information Protection Act*, subject to applicable exemptions.

It is an offence under Section 42 of the *Commission for Children and Young People Act* to:

- Disclose any information obtained in connection with employment screening, except as allowed by Section 42(1) (a-d) of the Act.
- Dishonestly obtain confidential information relating to employment screening.

A person found guilty of an offence under this Section of the Act may face imprisonment for 6 months.

Breaches of confidentiality are to be reported to the Commission for Children and Young People.

In addition to penalties that may be imposed by law, deliberate breaches of confidentiality will result in disciplinary action being taken by 2YOUFM 88.9 against the person who committed the breach. Such action may include termination of employment/membership.

### **4. Privacy**

No person, except the concerned sponsor/audiences' stakeholders or other authorised persons, shall have access to any premises, particulars or other information, pertaining to

the organisation, or any other organisation, or person, which is in the lawful possession of this organisation, or a servant of the organisation, unless authorised.

- All members and staff prior to having access to any information or records of the organisation must complete privacy undertakings.
- No files or personal data information is to be left on staff desks, at any time, unless under the direct scrutiny and supervision of the staff member concerned.
- Files and personal data information should not be in “readable” view of any person other than the designated staff member concerned, or the person to which the information/data pertains.
- Files and personal data information in current work is to be removed from all desks when the specific staff member is not present. The individual staff member should place (hard copy) files etc in a “to do” folder and secure in locked filing cabinets when not in use. Computer files/programs should be “exited” when not in work.

### **5. Designated workspace**

Non-implicated Staff are not to enter another employee’s work area or designated office without the invitation of the “owner” of that work area or designated space.

- No person is to enter the “on air” studio without being invited by the presenter on air.

### **6. Sexual harassment**

2YOUFM 88.9 is committed to the abolishment of sexual harassment in the workplace. Sexual harassment is unlawful and will not be tolerated. (Sex Discrimination Act).

### **7. Equal employment opportunity**

2YOUFM 88.9 is committed to Equal Employment Opportunity, to ensure that all members, employees, applicants, stakeholders and other audiences are treated fairly and that discrimination in the workplace be eliminated. 2YOUFM 88.9 undertakes to:

- Recruit, promote, train, develop and transfer without regard to race, religion, sex, age, marital status, physical/intellectual impairment, sexual orientation or those suffering HIV, and ensure that decisions related to all aspects of conduct are made on the basis of valid non-discriminatory criteria.
- Ensure all members, staff, stakeholders and audiences abide by the Anti-discrimination Act 1997. The Affirmation Act (EEO for Women) Act. And Disability Services Act.
- Be committed to the Disability Services Standards, which are to be observed at all times.
- Ensure staff/volunteers and members are familiar with these standards.

### **8. Gender Equity**

2YOUFM 88.9 is committed to ensure women have the same employment and training status and opportunities as men.

- Through focus on equity, all members must observe, consider and respect the cultural and gender difference of others.
- 2YOUFM 88.9 must ensure that training programs and other services are accessible, appropriate and equitable for both sexes.

### **9. Multiculturalism**

2YOUFM 88.9 recognizes people from non-English speaking backgrounds, people from different cultures and people of Traditional Indigenous Australian descent by understanding language and cultural differences.

- The organisation is to ensure that services offered to people from ethnic and Indigenous Australian cultures are of the same benefit as that which is offered to the wider community.
- All 2YOUFM 88.9 literature and reference to those of Australian Aboriginal descent from the Gamilaroi nation, will be that of Murrie People, Koori or, Australians and not "Aboriginal or Original Australians" of which, both reference may offend some members of those people.
- No reference to other ethnic nationality will be made regarding individuals excepting in the case of lawful statistical data gathering and/or information supplied to government departments or where it is considered to be of benefit to better help understand particular information flow.

## 10. Difficult stakeholders

2YOUFM 88.9 members and associates are to treat difficult stakeholders in a manner that respects the individuals' rights, dignity and personal safety in all situations. Members should endeavour to have difficult situations brought to a prompt and satisfactory outcome,

- Excepting, wherever such actions would likely cause a threat to the safety of the member or any other person.
- Should a member, audience or any other person's safety be at risk or in threat of danger, management must be immediately informed and appropriate action, depending on the situation, must be instigated as soon as possible.
- All presenters and committee members will receive appropriate training with respect to dealing with difficult audiences.

## 11. Consumers/Audiences with Disabilities

2YOUFM 88.9 is committed to ensure people with disabilities have the same employment and training status and opportunities as those without disabilities:

- Through focus on equity, all staff and members must observe, consider and respect the dignity of people with disabilities.
- Members are to encourage and help to develop social and career planning pathways so that people with disabilities have every opportunity to reach their full potential.
- 2YOUFM 88.9 must ensure that membership; training, programs and other services are accessible, appropriate and equitable for people with disabilities.
- Training courses are to be designed so that the outcomes are as equal for people with disabilities as they are for the wider community.

## 12. Buildings and venues

Wherever possible 2YOUFM 88.9 is to provide:

- Buildings and venues that give access and cater for people with disabilities.  
No animals should be brought onto the premises of 2YOUFM without prior consent by the Committee except for guide dogs.
- Buildings and venues that comply with OH&S standards and legislation.
- In 2YOUFM 88.9 buildings, all members should endeavour to keep their work area tidy and OH&S compliant at all times.

## 13. On-Air Access

1. Membership does not automatically guarantee the right to present a program.
2. Members who wish to present a program are required to complete a program application form (refer to the appendix for a copy of this form) and return it to the Programming sub-committee. Aspirant presenters might be required to:
  - volunteer their time in other areas of volunteer work, before being assessed,
  - submit a CD demo/ air check
  - undertake training and go through an orientation session.
  - The applicant might be asked to go through a training workshop, or acquire presenting skills with a fellow presenter (*buddy system*)
3. Station management must take responsibility for informing broadcasters of what constitutes unacceptable program content. This issue is usually communicated during the standard training course/ workshop and backed up with documents about media law and station policy.
4. Prior to broadcast, if the new volunteer's application is accepted, he/ she will be required to sign a Presenters and Volunteers Agreement.

## **C) QUALITY ASSURANCE AND REVIEW PROCESSES**

### **1. Quality Statement**

Quality assurance in operations and service delivery is fundamental to the success of 2YOUFM 88.9, Tamworth Broadcasting Society Incorporated.

The management and staff of 2YOUFM 88.9 maintain the policy of recognising the importance of a clear understanding of our audiences' needs.

The aim is to deliver services which exceed the audiences' expectations and provide solutions which, when put in place, are effective and socially responsible.

### **2. Organisation Quality Assurance Responsibilities**

2YOUFM 88.9 is a not-for-profit organisation administered by a committee, who is responsible for the efficiency, effectiveness and viability of the Organisation.

### **3. Quality Management System**

2YOUFM 88.9's goal is to optimise audience outcomes and program service quality through adopting a wide commitment to quality improvement and organisational learning.

### **4. Strategy**

To implement a quality management system that;

- Is based on our members shared commitment to quality
- Collates information and suggestions for improvement from sponsors, audiences, stakeholders, and members.
- Uses this information to systematically review our performance, to identify opportunities for improvement and learning and to plan and implement improvements.

### **5. Principles**

All members are committed to:

- Optimising audience outcomes. This requires our work to be focussed and planned around, understanding and responding to audience needs and preferences.
- Achieving service standards
- Identify areas requiring improvement, working out ways to improve and learning from this process. All members should recognise that quality of service delivery can always be improved. Quality improvement and continuous learning are therefore integral to 2YOUFM 88.9's behaviour and daily work routine.
- Promoting a culture that positively encourages and reinforces all opportunities for learning and improvement. All members will be encouraged in their duties to identify ways we can improve.
- Identifying areas or activities of concern or risk and working out ways of overcoming or minimising identified risk.
- The identification, discussion and resolution of areas of concern or risk provide key opportunities for improvement.
- Involving audiences, stakeholders and members in our continuous improvement efforts. All members will encourage audience and stakeholder feedback, both in regular day-to-day activities and in special feedback activities. Any concerns and/or suggestions will be seriously considered and a response provided regarding the outcome, including any resulting changes to our service delivery or operations.
- Collating and analysing information to be used to review our performance, describe project and training outcomes and to identify and plan improvement.

### **6. Performance Indicators**

2YOUFM 88.9 requires a methodology and vessel for project and program performance data collection, collation, analysis and review from each sector, members and stakeholders, to fulfil 2YOUFM 88.9 responsibilities. Performance Data required fall into two main streams, *Key Performance Indicators* and *Management and Process Performance Indicators*.

### **7. Key Performance Indicators**

Will include a limited number of key indicators that summarise:

- How well the program is performing in relation to the achievement of its objectives.

- How much improvement is identifiable by all concerned?
- The format and level of detail of these reports will be discussed with and agreed between all 2YOUFM 88.9 members and stakeholders.
- Data will be entered into a spread sheet or similar, to allow analysis by type, origin, change, etc.
- Analysis will be distributed to all concerned and will be made available to other stakeholders on request.

### **8. Management and Process Performance Indicators**

Will include additional, more detailed indicators of the station's overall performance, to assist 2YOUFM 88.9 members and stakeholders to understand how well the station is meeting performance expectations and to fulfil the 2YOUFM 88.9 accountability requirements.

- This information will not generally be publicly reported and should be specified in the business plan.
- This will include a number of key indicators that summarise;
- How well the station is performing in relation to the achievement of its forward projection of audience numbers, projected business, financial alignment, and outcomes achieved.

### **9. Data Elements**

The data required by 2YOUFM 88.9 must broadly summarise the overall level of performance of each program in relation to achieving the desired objectives and standards. The data must be:

- Reasonably readily obtainable as a bi-product of current or feasible activities and systems
- A good, reliable, accurate and representative reflection of the program performance in relation to its objectives, standards and viability.

### **10. Fraud control**

Fraud is the use of deceit, trickery or sharp practice to gain an unfair or dishonest advantage. 'Deliberate' Fraud is a criminal offence and will not be tolerated. Fraudulent acts include acts of omission, making false statements, falsification or manipulation of records, along with acts that breach the trust and confidence placed in the organisation and the individual.

- All members of 2YOUFM 88.9:
  - Are obliged to conform with the laws pertaining to fraud under all state and federal jurisdiction.
  - Are obliged to conform to 2YOUFM 88.9's fraud control guidelines.
- 2YOUFM 88.9 will have comprehensive guidelines pertaining to;
  - Fraud involving people from outside the organisation.
  - Fraud by people directly involved with the organisation.
  - Fraud arising from members and management failure to perform duties and obligations.
  - Such guidelines must be made available to all members and staff and are to be regularly updated.

### **11. Policies**

All 2YOUFM 88.9 policies are to be reviewed and up-dated on a regular basis by the committee.

- Progression is to be reported to members at each Annual General Meeting.

### **12. External Review**

2YOUFM 88.9 is committed to external review and monitoring processes that ensure the organisation is providing services that are transparent and to a standard that complies with regulatory and audience expectations.

- External reviews will be carried out on an annual basis or at other times that is considered to be appropriate.
- Industry advisory bodies and associations may carry out external reviews.
- Others may include Departments and nominated Company Auditors.

### **13. Audits**

2YOUFM 88.9 will be subject to annual external financial audits. Such audits are to be carried out to acceptable standards and by auditors that are independent to the organisation.

### **14. Internal review**

All individual projects, programs or service areas of 2YOUFM 88.9 will be subject to regular internal review processes that will be carried out by the management committee.

- Such reviews shall be designed so as to give a clear picture of the projects, programs, training provisions, staff performance or other services.
- Such reviews will be carried out each six-month period and all **documentation** of such reviews will be used to improve the service of 2YOUFM 88.9.
- Reviews are to be carried out by a sub-committee and are to be completed by the end of March and September of each year and will include;
  - Viability
  - Focus and industry involvement
  - Benefit to members/audience
  - Performance and Compliance against performance indicators
  - Relevance and future targets
  - Outcomes
  - Value for money
  - Audience feedback and comments

### **15. Audience Feedback**

All programs, sponsors and other service consumers/audiences, where appropriate, will be provided with 'feedback and performance' questionnaires or surveys:

- Which are designed to provide management and others with answers as to the effectiveness, relevance and future prospectus of such service provision.
- Surveys are to be reviewed by the Committee and relevant recommendations are to be provided to members and other stakeholders as appropriate.
- Consumers/audiences should agree in writing before information relating to such consumer/audience is shared.
- Consumers/audiences are not obliged to give any feedback or make any comments if they so desire.

### **16. Risk Management (Under review)**

### **17. Procedures Manual**

All sectors of 2YOUFM 88.9 will maintain an up-to-date version of a Procedure Manual that clearly indicates:

- Procedures, conduct, contractual obligations and operational practices of the organisation that link directly with all the duty statements and that is reflective and pertaining to their respective engagement.
- Procedure Manuals should have a clearly defined course of action and performance indicator addressing each task as indicated.

### **18. Reporting**

Members/presenters will produce and be responsible for written individual and/or program reporting in the following areas:

- As requested
- As required by government departments or legislation
- On a 3-monthly basis to the committee, or as otherwise instructed
- On program performance, program requirements,
- On outcomes/non-outcomes or achievements/non-achievements against goals or objectives
- On matters of up-date or completion
- On matters of conflict, OH&S, pecuniary interest or non-compliance
- On matters of recommendation or advice received or offered
- On feedback from audiences, members, advisors or other's

## 19. Meetings

2YOUFM 88.9 members are encouraged to attend meetings on a regular basis for the purpose of reporting. Such meetings will be:

- Annual General Meeting            Each October
- Committee                            Monthly as required
- Sub Committees                    Needs basis
- Presenters and Volunteers        Each trimester

## 20. Meeting protocol

As per article 17 of the Constitution “Meetings and Proceedings of Committee”

All 2YOUFM 88.9 meetings will be conducted by a duly elected chairperson and will be conducted in a controlled and orderly manner. 2YOUFM 88.9 meeting protocols shall be that:

- The following business shall be transacted at 2YOUFM 88.9 meetings but shall not be limited to;
  - Confirmation of the minutes of the last meeting.
  - Policies and procedures up-date and review
  - Receipt and consideration of:
    - Income and expenditure
    - Assets and liabilities
    - Mortgages, charges and other securities
    - Trust properties
    - Agenda items
    - Key Performance Indicators and alignment
    - Correspondence
    - Matters arising
    - General business
    - New business opportunities
    - Elect office bearers and/or members
    - Appointment of personnel
- The Committee may meet together for the dispatch of business, adjourn and otherwise appoint and regulate its meetings in line with 2YOUFM 88.9 standing policies and procedures.
- Questions arising at any meeting shall be decided by a majority of the members of the Committee present, and shall for all purposes, be a determination of the Committee. In the case of an equality of votes, the chair shall have a second or casting vote, which will be directed to preserve the status quo.
- At each meeting, the committee shall receive a written report from its members as determined by the committee, along with relevant correspondence and with any comments the committee may make, shall be added to the minutes.
- A member of any committee is unable to vote on motions when;
  - He/she are directly or indirectly involved in any financial matter before the committee.
  - He/she is employed by the committee and the matter is relevant to or affecting his/her position.
  - He/she is closely related or associated with any person who is directly or indirectly involved in any financial or other business matter before the committee whereby that person/s stand to benefit by a favourable decision of the committee, or
  - Where any other conflict of interest may exist.

## 21. Business Plans (Under review)

## 22. Project Plans (Under review)

### **23. Responsibilities and Accountabilities of Committee Members.**

As per article 19 of the Constitution "Powers and Duties of Committee"

#### President's Role

- A. To attend and chair Committee meetings
- B. To redact the Agenda in conjunction with the Secretary
- C. To endorse Minutes and written Reports given by sub-committees
- D. To oversee the responsibilities of other Committee members, and coordinate efforts of TBS Inc members
- E. To prepare the Agenda of the Annual General Meeting and any special general meeting with the Secretary

#### Vice President's Role

- A. To attend and participate in Committee meetings
- B. To support President and assist when required.
- C. If President unable to preside then Vice President to conduct Presidents duties
- D. To oversee the responsibilities of other Committee members, and coordinate efforts of the Society members

#### Treasurer's Role

- A. To attend and participate in Committee meetings
- B. To maintain all financial records on MYOB system.
- C. To pay incoming invoices as required.
- D. To complete and submit end of quarter and end of year tax returns
- E. To work in close affiliation with the Association accountant and auditors
- F. To attend and submit monthly financial report to Committee meetings
- G. To work in close affiliation with the Secretary, the office-assistant(s) and any other Committee or Society member, in regards to acquittal of any grants

#### Secretary's Role

- A. To attend and participate in Committee meetings
- B. To redact the Agenda of Committee meetings, in conjunction with the President, taking into account information given by the administrative assistant(s).
- C. To accurately record Minutes of Committee meetings, following the approved format (to be defined by the Committee)
- D. To issue copies of the Minutes to all Committee members, and pin the approved Minutes on the radio station notice board.
- E. To collect mail and any correspondence addressed to the Society, then log correspondence in "mail in" register.
- F. Ordering and maintaining relevant office supplies
- G. To liaise with administrative-assistant(s), to see if there's anything that needs to be addressed by the Committee
- H. To prepare the Agenda of the Annual General Meeting and any special general meeting with the President.

#### Ordinary Committee Member's Role

- A. To attend and participate in Committee meetings
- B. To assist other Committee members and members in the day to day operation of the station.
- C. To participate in any sub-committees for the benefit of the station.
- D. To apply for grants or encourage members to fill out grant application forms.

### **23. Sub Committee's**

- Sub Committee/s may be formed to report, consult, advise and support the committee in matters pertaining to normal functions of 2YOUFM 88.9.
- No Sub Committee member has the right to interfere with the management or details of the concerned operations.
- Sub Committee's may be formed by and from any financial members of 2YOUFM 88.9.

## **24. Volunteers**

### Principles of volunteering

2YOUFM 88.9 relies heavily on the unpaid work of volunteers and values their contribution highly. A volunteer is a person who contributes to the operations of 2YOUFM by working on a regular basis without a salary and may be a presenter, an administrative assistant or help generally with the running of the station.

All volunteers should be,

- Members of 2YOUFM 88.9 Incorporated.
- Provided with a written job description/duty statement and/or copy of the Association's Constitution and/or a copy of the Policies and Procedures Manual, and/or a letter of appointment/Volunteer Agreement that clearly outlines 2YOUFM 88.9s expectations of the volunteer and the agreed terms of the volunteer's engagement.
- Treated as that of an existing 2YOUFM 88.9 member in all matters, including OH&S.
- Fully instructed whether or not any reimbursements are available for any costs associated with the volunteer's contributions and the method or process for claiming any entitlement.
- Informed of all relevant insurance coverage in writing.
- Supplied with relevant 2YOUFM 88.9 Policy documents that attribute to the volunteer's position, including grievance policy.
- Instructed in the performance requirements relative to their position and 2YOUFM 88.9 Policies regarding confidentiality and conflict of interest.
- Instructed on 2YOUFM 88.9 Code of Conduct and Ethical Trading policies.
- Answer directly to the Committee or delegate.

### Volunteers' Rights and Responsibilities

A Volunteer has the right to

1. be treated as a co-worker and shown respect
2. a suitable assignment - with consideration for personal preference, temperament, abilities, education and employment background.
3. know as much about the organisation as possible
4. appropriate orientation and training for the job
5. continuing education on the job
6. sound guidance and direction - from someone who is experienced, well-informed, and who has the time.
7. a safe place to work
8. a variety of experience
9. be heard
10. clear and open communication from management and board
10. have confidential information respected by management and board
11. mediation or arbitration if a dispute occurs
12. be adequately insured
13. receive loyalty and support from management and board

### A Volunteer has the responsibility to

1. have adequate time and inclination to do the job and attend station meetings
2. have a professional attitude towards volunteer work - conscientiousness and promptness.
3. accept station rules and comply with broadcasting laws
4. be loyal and supportive
5. be willing to learn - training is essential to any job well done.
6. keep on learning
7. welcome supervision and evaluation
8. speak up, ask questions when unsure
9. be dependable & do the work as agreed
10. respect confidential information gained through service
11. be a team player - respect the rights of other broadcasters to communicate their point of view - respect the function of the management committee and other volunteers.
12. assist new volunteers by making them feel welcome and by passing on acquired skills

## **25. Staff Dress Code**

All volunteers of 2YOUFM 88.9 are subject to a Dress Code and Personal Presentation Criteria. Dress is to be appropriate, neat and clean while carrying out duties and professional presentation is required when representing 2YOUFM 88.9.

## **26. Duty statements and roles of volunteers**

### Administrative Assistant(s)'s Role

This position could be available to any member who would like to volunteer their time and expertise to do administrative tasks for the Association, and has a strong sense of customer service, a Certificate in computer applications for the office, or associated degree with courses in secretarial /office administration.

It would be preferable to have a number of administrative assistants volunteering on a daily roster. One to two hours a day would keep the station running smoothly and by having a number of assistants there would always be someone to deal with administrative tasks.

Duties include:

- A. Reading emails
- B. Printing CSA's and handing those to the production sub-committee
- C. Answering emails after consultation with the Committee via the Secretary
- D. Answering letters after consultation with the Committee via the Secretary
- E. Filing correspondence, paperwork and running sheets
- F. Logging all new members in the new members file and pass on details to the Secretary for Committee ratification.
- G. Helping with the mailing out of the newsletter

### Technical Officer's Role

- A. To be in charge of equipment maintenance
- B. To check on the antenna, transmitter, equipment on Bald Hill
- C. To report in writing at Committee's meetings

### Programming Sub-Committee Role

- A. Act as a liaison with all presenters and their programs
- B. Ensure all station policies and procedures are adhered to.
- C. Ensure that all CBAA and ACMA on air guidelines are adhered to. If any person or act is seen to bring the station into disrepute whilst on air, and the incident noted by a Committee member, it will be presented to the chairperson for report to the President.
- D. Responsible for the redaction and distribution of the running sheets
- E. To look after the correspondence/ emails from record companies/ artists and distribute/ forward it as appropriate
- F. To report about changes in programming
- G. Representative to hand out a written report at each Committee's meeting

### Ethnic Sub-Committee

The ethnic representative is responsible for:

- A. Seeing if ethnic broadcasters have any concerns.
- B. Reminding ethnic broadcasters about the guidelines from the CBAA regarding Ethnic Program Grants, while handing out grant application forms to ethnic broadcasters.
- C. Taking the minutes of consultative meeting between station management and ethnic broadcasters.
- D. Handing out grant application forms to the office-assistant, who should copy the grant application forms and send it.
- E. Reporting in writing (twice a year) to the Committee, after each ethnic broadcasters meeting.

### Fundraising Sub- Committee's Role

- A. To come up with fundraising ideas and implement those with the approval of the Committee
- B. Representative to hand out a written report at each Committee's meeting

#### Production/ Training Sub-Committee's Role

- A. Producing Community Service Announcements to be entered in Maximation
- B. Producing Sponsorships to be entered in Maximation
- C. Downloading and placing all the programs that come via the DDN on Maximation
- D. Producing overnight programs logs
- E. Leveling the sponsorships, promos and music on Maximation
- F. Entering new music in Maximation
- G. Converting of the records in the library to digital format for placing on Maximation
- H. Deleting outdated promos and sponsorship in Maximation
- I. Organising training workshops
- J. Representative to hand out a written report at each Committee's meeting

#### Promotional Sub-Committee's Role

- A. To come up with ideas to promote the radio station and what 2YOUFM 88.9 is trying to achieve for the Tamworth Community.
- B. To link 2YOUFM 88.9 to other Medias
- C. To redact the newsletter and present it for approval to Committee members
- D. To update the program guide regularly
- E. Representative to report to the Committee.
- F. Representative to hand out a written report at each Committee's meeting

#### Website Sub-Committee's Role

- A. To update and upgrade the website on a regular basis in conjunction with the designated website designer
- B. Representative to report at each Committee's meeting

#### Other tasks to be assigned

- A. Cleaning (dusting, vacuuming, window cleaning, toilet cleaning)
- B. Taking out the garbage
- C. Ground maintenance/ Gardening/ watering

#### **Sample Presenters Duty Statement**

Name: .....

Job Title: Jazz Producer / Presenter

Department: Programming

Supervisor: Programming Sub-Committee Coordinator

Time: Average of 2 hours/ week

Skills: Completion of the station's training course or equivalent.  
Good knowledge of jazz music.

#### Job Description:

1. Research and present a one hour weekly program about jazz music of interest to jazz enthusiasts.
2. Research the latest news and information relevant to jazz music.  
Give priority to local and live jazz content.

## **D) ADMINISTRATION**

### **1. Equipment and Assets**

All equipment owned or in the possession of the organisation must be kept secure and maintained in good working order. (Includes all administration type items and the organisations asset's)

Staff must ensure that they operate all equipment in a safe manner.

- If 2YOUFM 88.9 equipment is required off site for any reason, the committee must be consulted and then an equipment sign-out register completed.
- At no time can equipment be taken off the site without approval of the Committee (unless returning to store).
- All equipment and assets of 2YOUFM 88.9 is to be duly recorded in an Inventory/assets register.
- All Inventory and Asset Registers are to be maintained and checked on a regular basis by the Secretary or delegate.
- Should any of 2YOUFM 88.9s Asset's, equipment or other property be found to be missing or unable to be located, the Committee is to be informed immediately by the member who discovers the loss.
- The Committee will make a decision as to any action that needs to be taken.
- Should any assets or property of 2YOUFM 88.9 be suspected of being stolen, the Committee is to be informed immediately and where required, Police are to be contacted and charges laid.

### **2. Administration Standards**

The Committee shall, to a format or design approve all documents, letters, memos, facsimiles, e-mail, pamphlets, notices or any other correspondence or document originating from 2YOUFM 88.9.

All documents, letters, memos, facsimiles, e-mail, pamphlets, notices or any other correspondence exiting from 2YOUFM 88.9 staff, are to:

- be approved by the Committee/delegate where required
- Be proof read by Committee/delegate prior to use.
- Where required, copied and entered in the correspondence out records in date order.
- Where required, copied and entered in the correspondence in records in date order.
- Unless otherwise directed/approved, shall be constructed with "Arial" style font of size 11 pt and will be justified.
- All mail and other correspondence arriving in the office is to be viewed by the Secretary prior to dispatch or filing.

All documents, letters, memos, facsimiles, e-mail, pamphlets, notices or any other correspondence exiting 2YOUFM 88.9 will be constructed to a "quality standard".

All documents, letters, memos, facsimiles, e-mail, pamphlets, notices or any other correspondence (letterheads etc) exiting 2YOUFM 88.9 shall align with document layouts as approved.

### **3. Petty cash**

All petty cash movements are to be recorded and put in place using the imprest system with an advance amount as determined by the Committee.

All reimbursements of petty cash expenditure by members are to be requested in writing on the petty cash requisite document.

Evidence of purchase or expenditure must be attached to the petty cash requisite before reimbursement.

All petty cash custodians must sign a receipt that clearly indicates the amount received.

Each custodian must sign a separate reconciliation receipt for petty cash amounts held by the custodian at the 30<sup>th</sup> June of each year, that indicate the total of cash and dockets held equal that amount of the total petty cash under the control of the Custodian.

#### **4. Purchases**

Three (3) written quotes for purchases greater than \$1,000 are required for all items relating to all expenditure.

- Written approval of the Committee must be obtained when purchasing goods with a purchase price over \$100 and less than \$1,000 (i.e. before the effects of any trade-in)
- Separate purchase orders for each purchasing and accounting requirements must be completed and reconciled for all purchases by Treasurer.
- Treasurer will collate a purchasing profile each ensuing twelve months and negotiate prompt payment or trade discounts with appropriate local suppliers
- Order for goods and services are subject to established authorisation and approval procedures of the Committee.
- The Committee or the respective delegate must authorise all purchases over \$100 in value.
- Purchase Orders are to be completed in all instances as regards supplier, date, price, quantity and delivery details and are sequentially numbered
- Goods received are to be inspected, counted, or weighed as appropriate
- All supplier invoices are to be directed to the Treasurer or delegate.
- Treasurer will establish control over all suppliers' invoices upon receipt.
- Treasurer will enter details into a computer accounting system, with a copy of the invoice placed on file before the account is forwarded for payment
- Invoices are to be monitored carefully to ensure that GST is properly calculated
- Standard procedures are to be established and maintained for processing suppliers' invoices, i.e. expenditure request form completed, budget checks, account coding etc
- All reimbursements are to be properly and promptly recorded
- Protocols are to be established and maintained for investigating unmatched purchase orders and invoices
- Protocols are to be established and maintained for investigating outstanding orders and unpaid invoices
- Payments are to be approved by the Treasurer, who is to check propriety of supporting documentation and completeness of previous approvals
- All payments are to be recorded and approved
- Cheque signatories are to be independent of purchasing and other payment functions
- Cheque signatories should review and adequately cancel supporting documentation
- Cheques are to be pre-numbered, made payable to order and restrictedly crossed
- Cheques not intended for issue are to be effectively cancelled
- All cheques are to have two signatories
- Cheques for payments above \$2,000 require the signature of the Treasurer
- All cheque requisition forms are to be signed by both cheque signatories as evidence that both signatories have sighted supporting documentation
- The Treasurer or delegate, prior to transaction, must approve all electronic transfer of funds.

#### **5. Budgets**

2YOUFM 88.9 is to have an appropriately determined budget; which is to be prepared by the Committee or a sub-committee (chaired by the Treasurer).

- The budget is to be approved by the Committee prior to introduction.
- The budget is to take into account project viability and must clearly indicate projected income and expenditure.
- The Committee may delegate preliminary or initial budget research to a sub-Committee in the first instance.
- The projected budget is to be aligned on a monthly basis and must clearly define income and actual costs attributable as a variance to that of the projections or budget forecast.

#### **6. Version Control**

All documents, form letters, memos, facsimile headers, pamphlets, notices, training packages/materials manuals or policies shall be identified with a documents version number and document review date. (i.e.; VERSION ONE Review May, 1999 OR, V.1/R599)

- All articles that have been identified and support version identification will be kept up to date and relevant to current operations.

- All articles that support version identification and have been identified as out of date or non-relevant and have been deemed unnecessary or replaced with a newer version are to be recalled and destroyed at the time of up dating.
- A record of all articles pertaining to version identification and relevant version control identification numbers and dates are to be kept in a register and regularly reviewed by the Secretary or his/her delegate.

## **7. Archiving**

All records or documentation that support matters that have come to a satisfactory completion and are required to be stored for reference at some future time will be archived. The Secretary or delegate is responsible for all document archiving.

- Archiving is to occur when the item has reached a stage that could be considered to be satisfactorily completed or where the item has exceeded its use by date on an annual basis.
- Items to be archived should be indexed and placed in alphabetical, numeric or date order within suitable containers.
- The container should have affixed; an identification label which should include, a number, date related or period the item refers to, area or section of origin and the person's name that carried out the archiving process and the date the item is archived.
- The label should be attached securely to the container and located in a prominent position.
- The Committee will designate a secure area for archive items and the container is to be placed in the designated area.
- The index details are to be then recorded in an Archives Register.

## **8. Record Keeping** (under review – see Code of Practice)

### **E. TRAINING**

#### **1. Disability**

2YOUFM 88.9 must ensure that training programs and other services are accessible, appropriate and equitable for those with disabilities.

#### **2. Recognition of prior learning**

Where a student has already achieved the learning outcome for any element, criteria or unit or part of a unit or module, then that person will be afforded credit, exemption and/or recognition.

This is where prior learning may have occurred through formal or informal training, by way of work experience, life experience or in such other manner that clearly provides substantive evidence and identifies that the student meets the required competencies.

The student can then apply to 2YOUFM 88.9 for recognition by entering their particulars and evidence on an application form "*Application for Recognition*" and forwarding to the 2YOUFM 88.9 Training Manager for assessment.

#### **3. Assessment**

All assessments carried out by 2YOUFM 88.9 staff or agents must be 'Transparent' and individual criteria and/or agenda must be developed and approved after complete consultation with relevant parties.

Assessments must be voluntary on the part of the person being assessed.

When providing Australian Recognition Framework assessments the National Competency Standards Assessment Guidelines and National Training Authority will be strictly adhered to. 2YOUFM 88.9 will offer assessment to all audiences in accordance with the relevant assessment competency standard.

Qualified and experienced assessors within a structured assessment situation will only conduct assessments.

Assessors with these competencies will have access to guidance and support from more experienced "experts" within the relevant industry or enterprise or training establishment before, and during the assessment process.

#### **4. Guidelines for assessment structures**

Discuss the context and purpose of assessment with the person(s) being assessed and confirm understanding of all procedures.

Obtain and explain to the person(s) being assessed, the relevant expected performance measures, and current competency standards, criteria, learning outcomes or any other expectations relevant to the assessment critique.

Identify and explain any legal or ethical responsibilities or concerns.

Obtain agreement regarding assessment arrangements from person(s) being assessed.

Ensure that the planned approach to gathering evidence will provide sufficient, reliable, valid and fair evidence of competency, as well as dimensions of competence, i.e. task skills, task management skills, contingency and contingency management skills, personal skills and job/role environment skills.

Identify any need to gather additional evidence, which may not occur as part of interview, workplace or training assessment activities.

All aspects must be flexible and tailored to the individual(s) need, allowing adjustments in the assessment procedure applying to those with special needs.

## **F. OCCUPATIONAL HEALTH AND SAFETY**

### **1. Undertaking**

2YOUFM 88.9 undertakes to provide a safe work environment and to ensure that work is performed without risk to health and safety to any person by informing, instructing, training and supervising all members, staff, and stakeholders in the organisations implementation of safe working practices. It is very important that staff and members understand their role and responsibilities in regard to occupational health & safety.

The development and maintenance of systems of work that is safe and without risk to health is the main aim of this organisations' philosophy as part of our managerial responsibility to Occupational Health and Safety.

The maintenance of an acceptable standard of safety as per the Occupational Health and Safety Act and regulations on each project will only be achieved with proper communication and co-operation.

### **2. Staff Requirements**

Staff will be required to familiarize themselves with the criteria pertaining to the particular task areas and to exhibit compliance to OH&S practices at all times.

It is a condition of membership that staff practices good occupational health and safety procedures whilst on 2YOUFM 88.9 work-site's. Staff and members should give the following undertaking.

To work in a healthy environment and a safe manner.

To take reasonable care of safety and health of others.

To co-operate with the committee to comply with OH&S practices

To report any possible breach of OH&S and

To not misuse any equipment or facilities provided for health, safety or welfare.

To not bully, cause harassment or threat of violence toward any person in the workplace.

All injuries are to be recorded in the Register of Injuries book that is to be kept at 2YOUFM 88.9 Administration office.

Where serious injuries occur, a Workcover incident report, injured person Doctors statement and Witnesses statements are to be completed as soon as possible after the incident and submitted to the Safety Officer or Secretary.

The OH&S Officers for 2YOUFM 88.9 are: Tony Moore and Brian Howard.

### **3. Hazards and Accidents**

Members and staff are expected to report OH&S Hazards or Accidents promptly.

All report forms should be completed and passed onto the Committee who will take appropriate action.

### **4. Alcohol and Illegal substances**

All sites pertaining to 2YOUFM 88.9, outdoors, indoors or other training venues, are alcohol and illegal substance free work places.

Staff who are found intoxicated or under the influence of alcohol or an illegal substance, or aid and abet fellow staff or members to partake of alcohol and/or an illegal substance during working hours are liable to immediate disciplinary, summary dismissal, and/or legal action. Members who arrive for duty affected by alcohol or other substances, and the supervisor is satisfied that the member presents a danger, or possible danger, to themselves or others will be asked to leave the worksite immediately and committee advised.

## **5. Smoking**

Staff and members must acknowledge their responsibilities and take reasonable care for the comfort, health and safety of themselves and others in the workplace.

2YOUFM 88.9 is committed to a smoke free environment and smoking is not permitted on our premises at any time.

When outdoors common sense and the comfort of others must be considered.

Smoking is not permitted in any area where flammable or combustible goods or materials are present.

## **6. Equipment Operation and Maintenance**

Before using any equipment a check must be made. If members are taking over equipment from another member they should ask them how the equipment has been performing and make sure that it is not operated if there are any problems.

Members should report any malfunction or condition likely to affect the operation of the equipment.

Members must not remove any signs or warnings from equipment that others have placed on that equipment. Equipment must not be operated until the signs are removed, by the person who repaired or placed them there.

No food or drinks are allowed in the studios.

## **G. OPERATIONS**

### **1. Insurance**

All volunteers, permanent, part-time, casual staff, and members are fully insured while carrying out their duties with 2YOUFM 88.9. The following areas are to be covered by our insurance.

- Property and Crime Risks.
- Combined Public Liability and/or Products Liability.
- Personal Accident.
- Professional Liability.
- Directors and Officers Liability.
- Workers' Compensation.

### **2. Sub Contractors**

All sub contractors must be covered by their own industrial insurance policies

A copy of all insurance documents must be submitted to 2YOUFM 88.9 for their own records.

All sub contractors must complete the sub contractor's register.

### **3. Organisational Support**

2YOUFM 88.9 will endeavour to provide a relaxed, safe and friendly learning and work environment that recognises staff and stakeholders' right to be in an environment that is free from discrimination and harassment.

- We will provide any support service, within our charter and resources, to assist our members and staff achieve their individual goal and improve their programming prospects.
- 2YOUFM 88.9 undertakes to provide regular staff training that enables staff to perform to industry and audience expectations.

#### **4. Code of Conduct**

- 2YOUFM 88.9s services are to be delivered with a high degree of professionalism, efficiency, honesty and integrity.
- Services should be delivered in a friendly, courteous and personalised manner whilst respecting audience need's, views and rights.
- Activities should be designed to encourage audience participation and self-reliance.
- 2YOUFM 88.9 staff will encourage audience feedback and open communication in regard to its services.
- 2YOUFM presenters are to refrain from swearing on air and will broadcast an explicit lyric warning before playing any material that may distress listeners. If requested in writing by the Management Committee, an explicit material warning is to be played on the hour for the duration of the program.
- A complaints and monitoring procedure is in place.
- 2YOUFM 88.9's services should be flexible, respecting audiences and responding to audience needs whilst treating audiences fairly and ethically.
- 2YOUFM 88.9 practices Access and Equity and abides by the NSW Charter of Principles for a Culturally Diverse Society.
- We will make efforts to ensure that all issued information is clear, up to date and accurate.
- 2YOUFM 88.9 will endeavour to use equipment and resources of a high standard.
- We will monitor and review all programs monthly.
- We will be subject to regular internal and external performance and financial audits.
- 2YOUFM 88.9 staff will respect the privacy of audiences and keep audience information confidential.
- 2YOUFM 88.9 members and staff will respect each other's opinions and positions.
- 2YOUFM 88.9 is committed to EEO, Anti-Discrimination and Sexual Harassment legislation and provides a healthy and safe environment for all staff and audiences.
- We are committed to OH&S, Workcover legislation and relevant Local Council regulations.
- 2YOUFM 88.9 does not tolerate potential and/or perceived conflicts of interest within the organisation and will maintain a high degree of business ethics in its day-to-day operation, advertising and administration.
- All business and audience dealings will be carried out in the most professional and ethical manner.

#### **5. Ethical trading principles**

All 2YOUFM 88.9 staff and members, before and during business dealings, should ask themselves!

- Are all parties being treated with respect and dignity?
- Are the processes and business dealings frank, honest and open?
- Will audience confidentiality be maintained?
- Are the dealings of a legal and fair nature?
- Are adequate safeguards in place where any matters to be discussed or revealed involving commercial in confidence or confidential in nature information?
- Are the dealings likely to disadvantage anyone?
- Are the dealings in the best interest of our audience, the community and other stakeholders?

#### **6. Corporate Success Contingency planning**

When designing corporate and operational contingency plans and strategies, 2YOUFM 88.9 will ensure that the following points will be appropriately apportioned and applied:

- Mission, Aims and/or Objectives will be met
- The project, program or enterprise is financially viable
- Strategic positioning – will we benefit – Will our audience benefit?
- Establishes clear vision of the future
- Clear definition of objectives and markets are evident
- Adequate awareness and adaptation to external events taken into account
- Monitoring of emerging issues and operational climate is catered for
- Includes cultural management and benefit to audiences and other stakeholders
- Processes have ongoing feedback, adjustment and adaptive feed-forward capacity

## **7. Change Management**

2YOUFM 88.9 is sensitive to effects upon staff and audiences during periods of change and will ensure that adequate management support is provided to any affected audience or staff member. 2YOUFM 88.9 will utilise the following principles wherever change management is required within the organisation.

- The objectives must be known, understood and agreed to by all concerned
- Those directly affected should have some input about direction and timing
- There should be clear and early indicators of success
- There must be ongoing feedback
- There must be appropriate transfer of ownership
- Ongoing management strategies must be designed and instigated
- All management decisions must be seen to be fair and ethical

## **8. Passwords**

### **- Computers**

Wherever a password is required by staff to access computer, Internet and/or other programs, the password must be recorded, placed in a sealed envelope and stored with Administration.

### **- Security**

Where a security system is installed in a workplace that 2YOUFM 88.9 staff access, the password/pin number should be recorded and placed in a sealed envelope and stored with Administration.

## **9. Intellectual Property Rights**

All Members and Staff who produce material or any item that is considered to be relative and appropriately attached to 2YOUFM 88.9 or any of its assemblage, is subject to this policy. Intellectual Property in all Contract, non-contract, presentation and Training Material that is produced by any 2YOUFM 88.9 Member or Staff, vests immediately in 2YOUFM 88.9 as the Intellectual Property Owner.

- All Contracts, Memorandums or Agreements entered into on behalf of 2YOUFM 88.9, with any individual, staff member, company or entity, which originates from 2YOUFM 88.9, shall include the words:
- Where the writer/producer is stipulated in any contract or memorandum with 2YOUFM 88.9, then the writer/producer grants to 2YOUFM 88.9 a permanent, irrevocable royalty-free, non-exclusive licence (including a right of sub licence) to use, reproduce, adapt and exploit the Contract Material anywhere in the world. Notwithstanding Part VII of the Copyright Act 1968, publication of the Material in accordance with this licence shall not affect such ownership.
- If requested by 2YOUFM 88.9 to do so, the writer/producer shall bring into existence, sign, execute or otherwise deal with any document, which may be necessary or desirable to give effect to this policy.
- The writer/producer warrants that it is entitled, or will be entitled or will ensure that it is entitled at the relevant time, to deal with the Intellectual Property in any Contract Material in the manner provided for in this policy.
- The writer/producer shall at all times indemnify and hold harmless 2YOUFM 88.9, its officers, employees and agents (in this clause referred to as 'those indemnified') from and against any loss (including legal costs and expenses on a solicitor/own basis) or liability incurred or suffered by any of those indemnified arising from any claim, suit, demand, action or proceeding by any person in respect of any infringement of Intellectual Property rights by the writer/producer, its employees, agents or subcontractors in the course of, or incidental to, performing the Project or the use by 2YOUFM 88.9 of the Contract Material.
- The indemnity referred to above shall survive the expiration or termination of this Contract and shall refer to
- Those Indemnified;
  - Members of 2YOUFM 88.9
  - The Committee and members
  - The Executive Officers and all other Staff
  - Audiences and business associates and,
  - All partners and stakeholders of 2YOUFM 88.9.



**TAMWORTH COMMUNITY RADIO 88.9FM**

Tamworth Broadcasting Society Incorporated

PO Box 998 • 20 Darling Street Tamworth NSW 2340

Office: 02 6766 6342 Studio: 02 6766 6777 Email: radio@2youfm.com.au [www.2youfm.com.au](http://www.2youfm.com.au)

**VOLUNTEER INCIDENT REPORT FORM**

*Please complete the details below and attach all relevant documentation*

NAME: .....

ADDRESS: .....

..... POSTCODE: .....

TELEPHONE: ..... MOBILE: .....

EMAIL: .....

**DETAILS OF INCIDENT**

**When did the incident occur?**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_ (am) \_\_\_\_ (pm)

**Where did it occur?**

.....  
.....

**What were the circumstances?**

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

**Was first aid treatment provided?**

YES       NO

**If yes – please give details:**

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

**Was medical treatment required?**

YES       NO

**GENERAL** (please tick appropriate box)

**Were there any witnesses?**

YES       NO

**If yes -**

NAME OF WITNESS: .....

ADDRESS: .....

..... POSTCODE: .....

TELEPHONE: ..... MOBILE: .....

Office use only

**Authorised Person**

Name:..... Position: .....

Signature: ..... Date: .....



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**VOLUNTEER FEEDBACK FORM**

*We need your help again - your ideas - to help us improve our service to volunteers. Please give us the benefit of your frank opinion on these questions. You may sign the form or remain anonymous. Please be sure to give your best answer for all questions on the form.*

1. How long have you been a volunteer at the station?

.....

2. Please describe briefly your volunteer job(s) at the station.

.....

.....

3. Where does your volunteer time go in an average week?

Hours on-air: ..... Hours preparing for program: .....

Hours helping at the station: ..... Hours in various meetings: .....

Hours total per week: .....

4. What are the main reasons you joined up as a volunteer?

.....

5. What are some of the main satisfactions you're getting from your volunteer work now?

.....

6. What are some of the main frustrations?

.....

7. What do you see as some of the good things about volunteering on 2YOU FM?

.....

8. What do you see as some of the things that could be improved?

.....

9. Please provide any suggestions you may have on useful new jobs for volunteers at the station.

.....  
.....

10. Has anyone in the organisation ever asked you before what you thought of volunteering?

No, never directly                      Once or twice                      Many times

11. When your present volunteer contract is up, do you plan to sign up again?

Yes, definitely                      No                      Undecided at this time

12. Have you recommended joining the station to any of your friends or family?

Yes, definitely                      General mention                      No, not really

13. Please rate each of the things below on a scale of 0 to 5, using the following key:  
**0 = really doesn't exist, 1 = exists, but poor, 2 = fair, 3 = average, 4 = good, 5 = excellent**

- a. Training of volunteers at station:                      0 1 2 3 4 5
- b. Acceptance & support of volunteers by staff:                      0 1 2 3 4 5
- c. Recognition given to volunteers:                      0 1 2 3 4 5
- d. Volunteers are trusted to do important things:                      0 1 2 3 4 5

14. Are you made to feel that you are an important member of the station team?

Yes, I think so                      Sometimes                      No, not really

15. Do you have skills that would be helpful in other areas or in the future?

.....  
.....

16. Any other comments you'd care to make would be appreciated.

.....  
.....

Signature (Optional): .....Date: .....



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**PRESENTER AND VOLUNTEER APPLICATION FORM**

**Form to be completed after becoming a financial member of 2YOU FM.**

Please return the completed form to the Secretary. An interview and introduction to the Station will be arranged in order of application received. Note that there is a waiting list.

If you have any queries please contact a committee member.

NAME: .....

ADDRESS: .....

..... POSTCODE: .....

TELEPHONE: ..... MOBILE: .....

EMAIL: .....

Acting on my own behalf or

Acting on behalf of the following group/organisation:

NAME AND ADDRESS OF ORGANISATION: .....

CURRENT OCCUPATION / ACTIVITY: .....

PREVIOUS EXPERIENCE OR SPECIAL SKILLS: .....

**Availability**

Please tick any days you are available, and indicate the time you are available:

TIME	SUN	MON	TUES	WED	THU	FRI	SAT
BREAKFAST 6 -9							
MORNING 9 - 12							
AFTERNOON 12 - 3							
DRIVE 3 - 6							
EVENING 7 - 10							
LATE 10 - 12							
OVERNIGHT 12 - 6							

