



Policies

Handbook

Central Victorian Gospel Radio Inc., Broadcasting as 105.1 Life FM Bendigo Incorporation
Registration. No. A0008117K

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Adopted 18 March 2019

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INTRODUCTION

- 1.1. For the purposes of the policies enclosed within, Central Victorian Gospel Radio Inc. (CVGR) which broadcasts as 105.1 LIFE FM, shall be referred to as LIFE FM.
- 1.2. This Policy and Procedures handbook will be maintained and reviewed in accordance with the station's policy review schedule contained in Appendix 4. Each committee member is to be issued with a current copy and all LIFE FM members, including volunteers, will have access to this document by requesting a copy from the Station's Manager. A current copy will be maintained at the station.
- 1.3. These policies are in addition to the Constitution and By-Laws of LIFE FM, i.e. *Central Victorian Gospel Radio Inc Association Rules*, and must be upheld by committee members, members, volunteers and stakeholders of LIFE FM. Visitors and guests of the station must agree to abide by the station's Code of Conduct Policy before commencing their visit.
- 1.4. It is the responsibility of each individual who comes under direction from the policies and procedures of LIFE FM (e.g. employees, volunteers, presenters, committee members, etc.) to ensure that they read and understand the requirements and obligations imposed. Clarification on policies and procedures should be sought from the Station Manager in the first instance.
- 1.5. This Policies handbook and any of the Policies and Procedures it contains may be updated at any time at the sole discretion of LIFE FM and its management.

DEFINITIONS

- 1.6. **ACMA** - Australian Communications and Media Authority
- 1.7. **Committee of Management** - the governing committee of LIFE FM, voted in by members in accordance with Association protocols
- 1.8. **CVGR** – Central Victorian Gospel Radio Inc.
- 1.9. **Station Manager** - General Manager (or other title as may change from time to time) in charge of the station's operations

OUR VALUES

1.10. Relational

We will always encourage and display a positive and supportive attitude. We will not condemn or judge. Consistent with our beliefs, we will strive to develop positive attitudes towards all members of our community. We will build relationships, showing respect and encouragement. We will passionately identify with and engage the listeners and community; challenge, educate and equip them to consider the Christian 'Way of Life'.

1.11. Gospel oriented

We are not ashamed of the gospel, and believe that presenting the gospel message needs to be done in a culturally sensitive way. This means presenting a consistent style and message and avoiding extremes, instead focusing on the core fundamental of our faith – the gospel.

1.12. Relevant

We believe that what we do needs to be relevant and culturally sensitive in reaching our target audience.

1.13. Trust

We value a message and product that people can trust. We value People.

1.14. Leadership

We value servant hearted leadership: we will be humble, courageous & persistent.

1.15. Community Impact

We mobilise our supporters and partner with others to promote and demonstrate benefits behind our cause in tangible ways to make a real difference in the communities we serve.

1.16. Excellence

We will strive to be the best, give our best and do our best.

1.17. Accountability

We will work to implement clear mutually accepted roles & responsibilities.

1.18. Unity

We work cohesively with all our stakeholders to achieve our Vision & Mission.

1.19. Prayer

Prayer will encompass all that we are and do.

MISSION AND VISION

1.20. Vision

The vision of LIFE FM is 'to bring life, hope and purpose with the truth of God to Bendigo and beyond.' "I have come that they may have life, and have it more abundantly." John 10:10 NKJV

1.21. Mission

The mission of LIFE FM: To provide pathways for our members and the community, to move closer, to the way, truth, and life of Jesus. (John 14:6)

1.21.1. Our aim at LIFE FM is to fulfil our Mission and Vision by:

- Providing a positive Christian alternative for those in our listening area;
- Encouraging and supporting the activities of the congregations of the various Christian churches;
- Nurturing the spiritual life of members of the Christian community;
- Promoting the good news of Christ's love in ways that our community will understand and benefit from; and
- Providing suitable programs of enjoyment, spiritual teaching and Christian education for our target audience.

STATION GUIDELINES

The use of a small slice of the scarce, publicly owned FM broadcast band is a privilege. Therefore, LIFE FM must:

- 1.22. Be totally credible, non-manipulative and must speak to the whole community.
- 1.23. Provide an alternative service that does not simply duplicate the service offered by other services.
- 1.24. Operate on the spiritual concept of Christ's teaching in John 10:10.
- 1.25. Promote the Christian quality of life at the program level as well as the station level.
- 1.26. Utilize staff (paid / unpaid) and volunteers whose lives emulate the life of Christ.
- 1.27. Ensure that presenters exhibit appropriate radio presence, good communication skills and that they deliver a well rounded program that is grounded in God's Word.
- 1.28. Evaluate its music and other on-air program material according to the vision and programming guidelines of the station.

TRANSPARENCY AND ACCESS STATEMENT

- 1.29.** LIFE FM promotes community access to its listener audience by open and transparent promotion of the Station, in accordance with the ACMA broadcasting requirements. LIFE FM welcomes comment and constructive feedback from its listeners, members, staff, guests and Committee of Management members. LIFE FM also welcomes comment from other interested parties within the community.
- 1.30.** LIFE FM acts with integrity in the consideration of its programming content, with regards to various listener demographics, preferences and requirements. The timing of various types of programming content is consistently reviewed in light of LIFE FM's mission and vision and feedback from listeners. LIFE FM ensures suitability of programming content through active consultation with listeners, members and other relevant stakeholders within the Christian radio community.
- 1.31.** The station maintains a social media platform and a website which are both open and transparent to the general public. Listeners are provided with a number of contact points to the station, including landline, mobile for SMS or calling, direct email to the Station Manager and a website contact page.
- 1.32.** LIFE FM openly promotes the news, activities and special events of church denominations across the listenership.
- 1.33.** The Committee of Management is held accountable by its members and opportunity for member consultation and feedback is provided and encouraged in both face-to-face and written formats. The station's newsletter provides for quarterly updates of events and interesting news topics to members.
- 1.34.** LIFE FM promotes membership and volunteering openly on the station. LIFE FM's volunteers and members are able to provide feedback to the Station Manager and the Committee of Management at any time.

MEMBERSHIP POLICY

1.35. Definition

- 1.35.1.** Members are a group of people who acknowledge 'the Articles of Faith' and demonstrate this by a personal faith commitment.
- 1.35.2.** The aim of a member is to fulfil Christ's commission to share the Gospel and to teach the Mind and Spirit of Jesus Christ, so that people will find hope, fulfilment and joy.
- 1.35.3.** Members of LIFE FM. are and will be those who acknowledge the Lordship of Christ and have affiliation with the Church as the Body of Christ. Members will abide by LIFE FM's Association Rules.
- 1.35.4.** Members must acknowledge that LIFE FM shall be governed by the Scriptures as contained only in the Old and New Testament of the Holy Bible.
- 1.35.5.** Members must have read, and acknowledged that LIFE FM shall be governed in accordance with the principles laid out in the Articles of Faith and completed and signed the Application for Membership form and paid the required membership fee.
- 1.35.6.** LIFE FM reserves the right in accordance with our model rules, to refuse membership, or remove from membership any member who fails to comply with the Membership policy.

1.36. Articles of Faith

- 1.36.1.** All Committee of Management, Members, Staff and Programme Presenters of LIFE FM will have acknowledged in writing, their acceptance of the Articles of Faith as adopted by LIFE FM as set out here under;
- 1.36.2.** A confession of Faith herein set forth and summarised in such historic statements of the Christian Church as the Apostles' Creed.

A whole-hearted acceptance of the Revelation of God given in the Old and New Testaments.

In particular, the assertion of the Doctrines, summarily stated as follows:

- One God eternally existent in three Persons, The Father, The Son and the Holy Spirit.
- The Deity and perfect humanity of Jesus Christ, His virgin birth, His atoning death, His bodily resurrection, His ascension to Heaven, His mediatory work, intercession and reign and His personal return in power and glory as Judge of all mankind.

- The universal sinfulness of human nature in consequence of the fall, making men subject to God's wrath and condemnation.
- Redemption from the guilt and power of sin through the sacrificial death of Jesus Christ as our representative and substitute and the justification of the sinner by Grace through Faith alone.
- The necessity of the work of the Holy Spirit in the regeneration of the sinner and the sanctification of the believer.
- The unity in the Holy Spirit of all true believers in the Church, which is the Body of Christ.
- The Divine Inspiration of all Holy Scripture, its trustworthiness and its supreme authority and sufficiency in all matters of faith and conduct, as contained in the Holy Bible.

COMMUNITY PARTICIPATION POLICY

Rationale:

LIFE FM is to provide a service to the Religious – Christian community, not only through entertainment, but to build community spirit through the promotion of community organisations and their activities through radio. This includes not only making announcements on radio but also making the studio available to participation by members of the community interest, both as individuals and as representatives of organisations who will present programs consistent with LIFE FM's purposes as contained in the station's Rules of Association.

1.37. Community Involvement

1.37.1. LIFE FM sees itself as an active part of the community it serves:

- 1.37.1.1. Membership will be open to members of the community, as provided in the station's Rules of Association and reflected in its Religious – Christian community interest.
- 1.37.1.2. Through Open Days and invitations, members of the community are welcome to visit the studio, observe programs going to air, and enjoy a guided tour of the studios.
- 1.37.1.3. Members of the community interest will be encouraged to volunteer their services to LIFE FM in whatever role is appropriate to their skills and interests.
- 1.37.1.4. Training for a variety of roles in the organisation is encouraged and will be provided to persons from the community interest.
- 1.37.1.5. Listeners and members will have the right to query policy and comment upon program quality and content and receive a timely response.
- 1.37.1.6. LIFE FM will take an active part in local community events such as festivals and expos which are not inconsistent with its Purposes.
- 1.37.1.7. LIFE FM will join local groups such as Business Groups, to broaden and encourage its community involvement.
- 1.37.1.8. LIFE FM may use any of, but not limited to, the following to promote community events which are not inconsistent with its Purposes and encourage community involvement in the radio station:
 - on-air announcements
 - LIFE FM's website
 - social media, such as Facebook

- membership drives
- newsletters
- distributing brochures at community events
- notices on community bulletin boards
- advertisements or articles in the local press

1.38. Programming Subcommittee

1.38.1. Programming Subcommittee Objectives

- Provide a forum for community participation and to provide representation for the range of age groups that make up the listening audience.
- Provision of a feedback/evaluation process to review suggestions from members and listeners regarding programming content presently being broadcast and to receive suggestions for new programming content.

1.38.2. Structure and Membership

- The Programming Subcommittee will be comprised of 3-6 financial members of LIFE FM, representative of a broad age range, and
- one Committee of Management member (determined by the Committee at the time and reviewed each year or more frequently if required) and
- the Station Manager and/or the Program Manager.

Vacancies and opportunities for positions on the Programming Subcommittee will be publicised at the AGM or in Newsletters as required.

- It is expected the members of the Programming Subcommittee will be regular listeners of LIFE FM.
- Application for Membership of the Programming Subcommittee will be in writing to the Station Manager. The Station Manager will select the successful applicants and the Committee of Management will endorse these recommendations.

1.38.3. Programming Subcommittee Process

The Programming Subcommittee will meet at least twice yearly.

The Programming Subcommittee will report to the Committee of Management as soon as practicable following a Programming Subcommittee meeting.

1.39. This policy is to be read in conjunction with ACMA's Community Broadcasting Participation Guidelines; LIFE FM's Rules of Association and the Community Radio Code of Practice.

GOVERNANCE POLICY

The Governance Policy is intended to clarify the content of LIFE FM's Association Rules by making explicit the underlying principles of governance approved by the organisation.

This policy does not cover legal or ethical issues concerning the role of the Committee or its members, which are addressed separately elsewhere.

- 1.40.** The Committee of LIFE FM is an elective, representative, and collective body.
- It is **elective**, in that the determination of Committee members is the prerogative of members through the election process.
 - It is **representative**, in that no member can be mandated by their constituency to adopt a particular position if they do not believe it to be in the best interests of the organisation. Whatever the constituency of any member, all members are committed to acting selflessly and making decisions and voting on governance decisions solely in the best interests of the organisation.
 - It is **collective**, in that while each member should put the point of view of their constituency, and each member has the right to argue for their own point of view and to vote for that position, once a collective decision has been taken Committee members are required to support that decision.
- 1.41.** The function of the Committee of LIFE FM is to collectively ensure the delivery of the organisation's objectives, to set its strategic direction, and to uphold its values. The Committee should collectively be responsible and accountable for ensuring and monitoring that the organisation is performing well, is solvent, and is complying with all its legal, financial, and ethical obligations.
- 1.42.** The responsibilities of the Committee that cannot be delegated to any other person or body include
- 1.42.1.** **Compliance monitoring** – ensuring compliance with the objectives, purposes and values of the organisation, and with its constitution
- 1.42.2.** **Organisational governance** – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
- 1.42.3.** **Strategic planning** – reviewing and approving strategic direction and initiatives
- 1.42.4.** **Regulatory monitoring** – ensuring that the organisation complies with all relevant laws, regulations and regulatory requirements
- 1.42.5.** **Financial monitoring** – reviewing the organisation's budget, monitoring management and financial performance to ensure the solvency, financial strength and good performance of the organisation

- 1.42.6. **Financial reporting** – considering and approving annual financial statements and required reports to government;
- 1.42.7. **Organisational structure** – setting and maintaining a framework of delegation and internal control
- 1.42.8. **Leadership selection** – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the organisation’s Station Manager
- 1.42.9. **Succession and remuneration planning** – planning for Committee, Station Manager and executive succession, and determining senior management remuneration
- 1.42.10. **Risk management** – reviewing and monitoring the effectiveness of risk management and compliance in the organisation; agreeing or ratifying all policies and decisions on matters which might create significant risk to the organisation, financial or otherwise
- 1.42.11. **Dispute management** – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between Committee members, staff, the Station Manager, members, volunteers, or service users.
- 1.42.12. **Social responsibility** – considering the social, ethical and environmental impact of all activities and operations and ensuring that these are acceptable
- 1.42.13. **Committee performance and composition** – evaluating and improving the performance of the Committee
- 1.43. The Committee should focus on the strategic direction and the core policies of the organisation, and avoid becoming involved in day-to-day operational decisions. Where individual Committee members do need to become involved in operational matters, they should separate their strategic role (where they operate independently of any direction) from their operational role (where they act at the direction of management).

COMMITTEE ATTENDANCE POLICY

Committee and subcommittee members are expected to demonstrate their commitment to the organisation by unbroken attendance at the Committee or subcommittee on which they sit, except when prevented by unforeseeable events. The LIFE FM Association Rules state that ‘a person ceases to be a Committee member if he or she fails to attend 3 consecutive committee meetings (other than special or urgent committee meetings) without leave of absence’

COMMITTEE OFFICE BEARER POLICY

Committee members and Office-bearers shall have the duties and obligations set out in Appendix 3, below, to be read in conjunction with the LIFE FM Association Rules.

PROGRAMMING POLICY

1.44. Sponsorship

While LIFE FM is a listener supported radio station, LIFE FM will accept sponsorship in accordance with the station's Sponsorship Policy and the guidelines of a Community Broadcasting licence allocated by ACMA

1.44.1. Sponsorship Overview

- 1.44.1.1. LIFE FM will act always in accordance with its principles and ethos.
- 1.44.1.2. Sponsorship announcements will be in accordance with the requirements of our licence, the Broadcasting Services Act and relevant regulations in force at the time.
- 1.44.1.3. LIFE FM will not allow sponsorship of any product or service which would or could be in direct violation of its principles and ethos and/or that could reasonably be considered offensive to the listener audience of LIFE FM.
- 1.44.1.4. LIFE FM reserves the right to refuse any offer of sponsorship, and to terminate any agreement at any time without prior notice, but will not do so unreasonably.
- 1.44.1.5. Programming on Life 105.1 will not be influenced by sponsorship.
- 1.44.1.6. No sponsorship will present a doctrinal viewpoint which is contrary to LIFE FM's "Articles of Faith" and/or general broadcasting policy.

1.44.2. Sponsorship Scheduling Regulations

- 1.44.2.1. There will be a maximum of five (5) minutes sponsorship during any given clock hour.
- 1.44.2.2. Each sponsorship will be appropriately tagged to acknowledge the financial (or other) support of the sponsor (example only: 'Proud sponsor of LIFE FM...').
- 1.44.2.3. Two sponsors in the same line of business competing in the same market area will not be aired in the same sponsorship break.
- 1.44.2.4. Scheduling of sponsorship announcements will be varied to ensure equitable distribution amongst sponsors.
- 1.44.2.5. Programs and services approved to carry sponsorship include; News, Weather, service based information programs, and specialist music programs.
- 1.44.2.6. Ministry programs are excluded from carrying program sponsorship.
- 1.44.2.7. Any sponsorship outside of these guidelines must have the approval of the Committee of Management of LIFE FM.

1.44.3. General Sponsorship Policy

- 1.44.3.1. Sponsorship spots must comply with the "on-air" sound guidelines as set out by the ACMA and LIFE FM station management.
- 1.44.3.2. Standard sponsorship spots will be thirty (30) seconds. Spots in other lengths may be negotiated, but the Station Manager will have final say on the length of sponsorship spots.
- 1.44.3.3. Sponsorships will be sold according to the packages and conditions as set out by LIFE FM or by negotiation.
- 1.44.3.4. Sponsorship spots shall not compare a sponsor's product or service with that of a competitor, either in monetary, quality or service terms.
- 1.44.3.5. Sponsorship spots shall not make claims that cannot be substantiated.
- 1.44.3.6. Sponsorships shall not promote organisations in the liquor, tobacco, gambling or sex industries, political parties or any illegal activities.
- 1.44.3.7. LIFE FM will not endorse any political candidate or party.
- 1.44.3.8. Any sponsorship outside of these guidelines must have the approval of the Committee of Management of LIFE FM.

1.45. Community Announcements

All community announcements are to be submitted in writing to the Station Manager for their approval prior to going to air. 'In writing' can include by email. The Station Manager has the discretion to decide if a community service announcement will be broadcast. Community service announcements must not contravene the station's objectives as a Christian Community Broadcaster.

1.46. Codes of Practice

LIFE FM will broadcast at least one on-air announcement each week regarding the 'Codes' and where listeners can get a copy. A copy of this announcement will be made available to ACMA at their request.

1.47. Music

Music is a major portion of our broadcasting content, playing a significant role in LIFE FM's engagement with our audience. LIFE FM must abide by all ACMA requirements and ensure that at least 25% of all music played, averaged over a month, is Australian.

See Music Policy

MUSIC AND SPOKEN-WORD PROGRAMS POLICY

1.48. Purpose

LIFE FM recognises the need to have a policy which ensures that employees and volunteers are aware of the selection criteria for the music and programs we play, while providing guidance and procedures for compliance with this policy

1.49. Conditions of Airplay

LIFE FM is committed to providing Christian Music and Spoken-word programming(referred in the rest of the document as Programs) for a range of ages with a view to strengthening families. As such, LIFE FM is focussed on being a family friendly radio station:

1.49.1. All songs and Programs played on LIFE FM must communicate a Christian message.

1.49.2. No music or Program played on the station will compromise our Christian values.

1.49.3. The lyrics and Program content must be life giving and the stance of a song, artist, Presenter or video clip, must not be against Biblical values.

1.49.4. Music and Programs are intentionally selected to engage listeners and give them the best possible chance to grow in their faith.

1.50. If a Member of or Listener to LIFE FM requests a song to be reviewed, the Operations Manager and the Station Manager/Managing Director will review the lyrics of the song and/or the artist performing the song and/or the content/presenter of Spoken-word Program; if need be their findings will be referred to The Programming Subcommittee whose decision will be final.

1.51. Exception

Management may authorise airplay of a particular recording, recognising as a Christian broadcaster it may be appropriate to the station's programming for a particular piece of music to be aired e.g. a country's National Anthem, a traditional or seasonal piece of music or a theme for a particular event.

1.52. Authorisation of Music and Spoken-word content

All new music and Programs are to be previewed and evaluated by the Operations Manager who is responsible, first to the Station Manager/Managing Director and then the Programming Subcommittee.

No person or Committee who has not been authorised by the Operations Director, Station Manager/Managing Director (or authorised Station Supervisor in the Station Manager's absence) should schedule or authorise music and/or spoken-word content for "airplay".

1.53. Responsibility

It is the responsibility of the Station Manager/Managing Director to implement this policy.

PRESENTER ON AIR PROTOCOLS

This policy outlines on-air etiquette for presenters as well as responsibilities for presenters in carrying out their duties. It is critical for presenters to familiarise themselves with expected protocols whilst representing LIFE FM. Failure to adhere to aspects of this policy may lead to termination of a presenter's agreement.

1.54. Presenters

1.54.1. Presenters are required to be financial members of LIFE FM, to have signed the Station Agreement and have undertaken the appropriate training before presenting programs on air. Guests of presenters must be advised of on-air etiquette and relevant sections of this policy, prior to their participation in live programming.

1.54.2. LIFE FM is responsible for ensuring that appropriate training is offered to all presenters and that training is up-to-date.

1.55. Copyright

Presenters are required to make reference to the source of their material. Approval must be sought from the publisher concerned to read larger sections of a book or bible (i.e. more than 25% of book). It is recommended that presenters do not read out large slabs on-air. If a presenter believes that this will enhance their show, they must first gain permission from the Station Manager.

1.56. Defamation

Presenters will not make slanderous or derisive comments on-air that are likely to offend anyone, even if the content may be true. Defamation has serious legal consequences. The same applies to any printed publication. Note: Live to air material is recorded (logged) and kept for a period of six weeks.

1.57. On-air Guests

It is the responsibility of each presenter to explain rules of etiquette to their on-air guests prior to the guest's participation in live to air programming. Guests must comply with the rules outlined in this On Air Policy (with the exception of being a financial member) and must agree to abide by the station's Code of Conduct Policy whilst participating in activities on behalf of the station.

1.58. Gifts

1.58.1. It is the policy of LIFE FM that gifts are not sought or encouraged for any on-air mention or promotion (see sponsorship policy for compliance requirements). It is

also the policy of LIFE FM that employees and presenters of the station do not personally receive gifts for on-air mentions.

- 1.58.2.** Where gifts are received, whether by an individual or delivered to the station, each gift must be registered for transparency. This register of gifts will be kept on Google Drive. The Station Manager is to be advised promptly of any gifts received.
- 1.58.3.** The Committee of Management and the Station Manager, will decide on how to use gifts received. For example, a product received may be given away on-air to a listener. Monetary gifts will be considered donations for use by the station as management sees fit.

PRESENTER ON-AIR PROMOTIONS POLICY

1.59. This policy outlines critical requirements for sponsorships and community service announcements, as well as information on acceptable promotional activities undertaken for the station. Failure to adhere to aspects of this policy may lead to termination of a presenter's agreement and may have serious implications for the station itself, including affecting the station's licensing.

1.60. Sponsorship

Part of the licence agreement with ACMA requires LIFE FM to comply with stringent sponsorship requirements imposed on community radio stations. Presenters and announcers are obligated – without fail – to always comply with this policy. If in doubt, presenters must ask the Station Manager before committing to an on-air announcement or comment.

As a community radio station, LIFE FM is not allowed to advertise. The station can, however, obtain sponsorship from businesses or organisations, which is the receipt of cash, product or payment in kind which contributes to the running of the station. In return, the station is obligated to acknowledge any donation received through an on-air sponsorship arrangement.

1.60.1. Sponsorship Requirements

Sponsor announcements **must** be:

1.60.1.1. Acknowledged on-air according to ACMA and Broadcasting regulations:

- Clearly identified with a sponsor tag, stating the sponsor's name and station sponsor tag, e.g. "...station sponsor"; and
- Tagged per announcement, being clearly identified as part of the announcement.
- Played only before or after a program or in a natural program break, i.e. not between songs.

1.60.1.2. Agreed to by the sponsor and the Station Manager.

1.61. The station can play no more than 5 minutes of sponsored announcements per hour.
See 12.1 Programming Policy, Sponsorship

1.62. Community Service Announcements

1.62.1. Care must be taken when announcing a community service or presenting community information perceived as beneficial to listeners, to ensure that the information provided would not be classified as a sponsorship. Generally, it is accepted as a community service announcement if:

- 1.62.1.1. The information holds community interest, such as a local church event, school fundraiser, community breakfast and/or free workshop; and
 - 1.62.1.2. The information is provided on behalf of a charity or not-for-profit organisation and these groups or individuals are not benefiting commercially from this information; and
 - 1.62.1.3. The station has not received payment in cash, product, or other tangible benefit from the announcement, nor is the station likely to.
- 1.62.2.** Presenters must be aware of potential conflicts of interest when interviewing. Where an interviewee has an association with a product, service, event etc., care must be taken not to focus on this association. Cover general information that would be of interest to the listener, rather than specific information about a product or service (e.g. an album or a concert). The fact that a new album is out or a concert is coming up can be cautiously mentioned, however providing specifics or drawing attention to this information could constitute a breach. Interviewees must be advised of their on-air obligations prior to interview.

1.63. Station Promotions

- 1.63.1. It is acceptable to promote the station and its events, avoiding mention of any third party's goods or services.
- 1.63.2. Where giveaways are mentioned on-air, it is acceptable to provide adequate information about the prize to help the listener determine if they are interested in winning the prize. The information you provide should be about establishing value to the listener and must not be for the purpose of specifically branding a client or product. Where a prize has been donated by a recognised sponsor, avoid the sponsor's name in any on-air promotion (unless the announcement is a true sponsorship announcement, with tag).
- 1.63.3. Giveaways that take place off air (website, newsletter etc.) are not subject to this policy. Announcers need to ensure in any pre-promotion of off air giveaways that they do not name the products on air.

1.64. Incidental mentions

An incidental mention of a brand or organisation is acceptable, providing that it is genuinely incidental to the main topic being discussed on-air and that a listener couldn't reasonably think that those on-air were directing them to a product or service. (For example, whilst telling listeners of your weekend away, you might mention that you visited McDonalds. This would be considered incidental, as long as you didn't then supply specific information about McDonalds' offerings.)

1.65. Presenter guidelines summary

- 1.65.1.** Promoting any product, service, event or offering outside of sponsorship guidelines is never acceptable, unless it is genuinely a community service announcement.
- 1.65.2.** Avoid anything that could constitute a 'call to action' on behalf of the listener.
- 1.65.3.** In interview or chat situations keep information general – avoid specifics when it comes to a brand, organisation or product/service.
- 1.65.4.** Never agree to on-air plugs for anyone. Encourage them to discuss sponsorship opportunities with the Station Manager.
- 1.65.5.** If in doubt – leave it out!

SOCIAL MEDIA POLICY

LIFE FM seeks to encourage information and link-sharing amongst its membership, staff, volunteers and listeners, and seeks to utilise the expertise of its employees and volunteers in generating appropriate social media content.

At the same time, social media posts should be in keeping with the image that LIFE FM wishes to present to the public, and posts made through its social media channels should not damage the organisation's reputation in any way.

1.66. LIFE FM's social media use shall be consistent with the following core values:

- **Integrity:** LIFE FM will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals. In addition, it will post in accordance with the organisation's Copyright and Privacy policies.
- **Professionalism:** LIFE FM's social media represents the organisation as a whole and should seek to maintain a professional and uniform tone. Staff and volunteers may, from time to time and as appropriate, post on behalf of LIFE FM using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.
- **Information Sharing:** LIFE FM encourages the sharing and reposting of online information that is relevant, appropriate to its aims, and of interest to its members.

LIFE FM 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 organisation's reputation at risk.

1.67. Rules for Social Media Engagement

We do believe there are certain ways to act and certain things to remember when interacting on social media, all of which can be summarised as: Friends should act like friends.

1.67.1. *Be nice to people*

You learned about this in kindergarten. It's important – and it's the only way social media for the station can work.

1.67.2. *Keep it clean and relevant*

If you wouldn't show it to your mother, don't share it.

1.67.3. *More, Better*

We all have unique offerings – hobbies, interests and perspectives. If we all share our uniqueness, our social media posts will be more interesting and more engaging.

1.67.4. *This is for you*

Use social media as a tool. Share, learn and reach people.

1.67.5. *Remember who we are*

1.67.5.1. LIFE FM is a not for profit Christian Community Broadcaster, committed to seeing people in Bendigo move closer to Jesus.

1.67.5.2. LIFE FM is non-denominational and prides itself on being the media arm for all churches in Bendigo that believe that Jesus is our Lord and Saviour.

COMPETITION TERMS AND CONDITIONS

1.68. General Competition Terms and Conditions and Entry Rules

These General Competition Entry Rules apply to all of 105.1 LIFE FM's (LIFE FM) competitions. They may be amended or varied from time to time by LIFE FM. Special Competition Rules may apply to particular competitions, in which case an addendum to these rules will be made for that competition. Please inquire at the station for any Special Competition Rules for competitions you wish to enter.

1.69. Who May Enter

1.69.1. The competition is not open to:

- 1.69.1.1. a person who is an employee, officer, servant, volunteer or contractor of LIFE FM or its related bodies corporate or associates or any of its agencies involved with this competition;
- 1.69.1.2. the spouse, de facto spouse, parent, natural or adopted child, and sibling (whether natural or adopted by a parent), of a person referred to in paragraph (10.2.1.1) above;
- 1.69.1.3. a person who has used or attempted to use any more than one name in order to qualify to win any contest run by LIFE FM;
- 1.69.1.4. at LIFE FM's discretion, a person who has won a prize/prizes from LIFE FM in any competition(s) run by LIFE FM in the prior 60 days from the date of determining the winner(s) of the competition(s);
- 1.69.1.5. a person who refuses to comply with or breaches any terms of these General Competition Entry Rules. All contestants acknowledge that LIFE FM can rely on this clause at any time, even if LIFE FM only learns of a person's ineligibility after LIFE FM has nominated the person as the winner or awarded the prize. Return of the prize or payment of its value to LIFE FM can be required by LIFE FM if this occurs.

1.70. Prizes

- 1.70.1. Notwithstanding requirements under this policy, LIFE FM has absolute discretion in awarding prizes in a competition.
- 1.70.2. In order to claim a prize in a competition, the winner must:
 - 1.70.2.1. be eligible to enter under these General Competition Entry Rules and any Special Competition Rules;
 - 1.70.2.2. be announced by LIFE FM as the winner of that prize on air or any other means determined by LIFE FM;

- 1.70.2.3. not be prohibited by any rule of law from using or otherwise enjoying the prize for which he or she has been announced as the winner;
- 1.70.2.4. demonstrate to LIFE FM's satisfaction that he or she is the winner of the prize, and if necessary prove that he or she is not prohibited from using or otherwise enjoying the prize (for example, by producing photo-identification, such as a driver's licence or passport, or signing a declaration to that effect); and
- 1.70.2.5. comply with any request made by LIFE FM under the General Competition Entry Rules or any Special Competition Rules that apply to that competition; and
- 1.70.2.6. only one (1) qualifier or winner per family per competition unless otherwise stipulated.
- 1.70.3.** Where the winner of a prize is below the lawful age to use or otherwise enjoy the relevant prize, LIFE FM may, in its absolute discretion, award the prize to the winner's lawful parent or guardian or require the parent or guardian to sign an indemnity and consent for the winner to receive or participate in the prize.
- 1.70.4.** Prizes will only be awarded following winner validation and verification.
- 1.70.5.** Should a prize winner choose not to accept the prize allocated by LIFE FM, the prize will not be substituted with another prize.
- 1.70.6.** All prize items are valued inclusive of GST and LIFE FM takes no responsibility for any variation in item values. Any taxes which may be payable as a consequence of a winner receiving the prize are the sole responsibility of that winner.
- 1.70.7.** Prizes are non-transferable and may not be redeemed for cash. If the specified prize becomes unavailable, LIFE FM may substitute a prize of like or equal value.
- 1.70.8.** Unless otherwise specified, the class of travel for any travel prize incorporating an airfare is economy class.
- 1.70.9.** No prohibited prizes will be awarded.
- 1.70.10.** Winners will be notified in one of several ways: on-air, by mail, telephone, email or by any other contact details provided by the winner.
- 1.70.11.** Prizes are to be collected from LIFE FM studios and proper identification must be produced.
- 1.70.12.** Winners under the age of 18 must be accompanied by a parent or guardian, and both must produce proper identification.
- 1.70.13.** If prizes are sent by post, they are generally sent via Australia Post or private courier. Any loss of prizes by a courier company or Australia Post is not the

responsibility of LIFE FM. In that event, LIFE FM may or may not, in its discretion, replace the prize.

1.70.14. Upon request by LIFE FM a copy of the General Competition Entry Rules and/or a signed receipt and acknowledgment must be signed and endorsed by any winner to indicate his/her understanding and acceptance of these terms. All unclaimed prizes after ninety days (90) days of being won will be forfeited, and a redraw may take place, all at LIFE FM's discretion.

1.70.15. In the event a winner chooses not to accept a prize, they forfeit any and all claims to the prize which can then be awarded to a competition runner up at the time at the discretion of LIFE FM.

1.70.16. LIFE FM will publish the names of the winners of any prize with a retail value in excess of \$1,000 on the LIFE FM website within 48 hours of the winner being selected. This will remain on the website for at least 7 full days.

1.70.17. The judges' decision is final and no correspondence will be entered into.

1.71. Exclusion of Liability

1.71.1. LIFE FM takes no responsibility for the loss of prizes due to incorrect or imprecise delivery details provided by an entrant. LIFE FM makes no representations or warranties as to the quality/suitability/merchantability of any of the goods/services offered as prizes.

1.71.2. LIFE FM shall not be liable for any loss or damage suffered or sustained (including but not limited to consequential loss), including for personal injury or property damage suffered or sustained, as a result of accepting any prize or participation in any competition or prize, except for any liability which cannot be excluded by law.

1.71.3. A person who enters a competition releases from and indemnifies LIFE FM from and against all liability, cost, loss or expense arising out of acceptance of any prize or participation in any competition including (but not limited to) personal injury and damage to property and whether direct, indirect, consequential, foreseeable, due to some negligent act or omission, or otherwise.

1.71.4. A winner (or his or her parent or guardian as appropriate) may be required to sign and return any liability release and provided by LIFE FM and/or its contractors as a condition of the prize being awarded. Failure to return the signed releases and indemnities will result in the entitlement to the prize being forfeited and a selection of another winner.

1.72. Disqualification

- 1.72.1.** LIFE FM is not responsible for lost, interrupted communications or unavailable network server or other connections, failed telephone, mid delivery or computer transmissions or other errors of any kind, whether human, mechanical or electronic.
- 1.72.2.** LIFE FM assumes no responsibility for any error, defect, delay, theft or unauthorised access to or alteration of entries. Subject to any written directions given under the applicable law, if for any reason, the competition is not capable of operating as planned, including infection by computer viruses, tampering, unauthorised intervention, fraud or any other causes beyond the control of LIFE FM which corrupts or affects the administration, security, fairness, or proper conduct of the competition, then LIFE FM reserves the right, at its sole discretion, to cancel, terminate, modify or suspend this competition.
- 1.72.3.** LIFE FM reserves the right, in its sole discretion, to disqualify any individual for:
- 1.72.3.1. tampering with the entry process, including exceeding any limitation on the numbers of entries, or any other process as determined by LIFE FM that in any way affects the fairness of the promotion;
- 1.72.3.2. tampering with the operation of the competition or web site;
- 1.72.3.3. acting in an unsportsmanlike or disruptive manner; or
- 1.72.3.4. if an entrant selected as winner is found to be in breach of any term of these General Competition Entry Rules, a new winner may be selected and, in the event that the entrant in breach has been awarded a prize, the entrant may be required to return the prize or reimburse the value of the prize to LIFE FM.

1.73. Participation

- 1.73.1.** Participation in the competition constitutes the entrant's unconditional agreement to and acceptance of these General Competition Entry Rules and any Special Competition Rules in relation to a particular competition. These Rules may change from time to time including by extending the time for, varying or terminating any competition.
- 1.73.2.** The Entrant is responsible for insuring his or her familiarity with the General Competition Entry Rules and any Special Competition Rules at the time of participation. LIFE FM's decision not to enforce a specific restriction does not constitute a waiver of that restriction or of the General Competition Entry Rules or Special Competition Rules. LIFE FM may enforce these Rules in its absolute discretion.

1.73.3. Where LIFE FM has Special Competition Rules in relation to a particular contest, then they will prevail to the extent of any inconsistency with these General Competition Entry Rules or Special Competition Rules. LIFE FM may enforce these Rules in its absolute discretion.

1.73.4. The General Competition Entry Rules and any Special Competition Rules are to be construed in accordance with the laws of the State of Victoria. LIFE FM may terminate any contest at any time at its absolute discretion. In the event of such termination, LIFE FM may at its absolute discretion elect not to award any prize in respect of the terminated contest.

1.74. Ownership of Entries

1.74.1. Competition entries and material submitted in connection with any competition (whether written, audio, electronic or visual form, or a combination of those) or any photographs, video and/or film footage and/or audio recording taken of competitors are assigned to LIFE FM upon submission and become the property of LIFE FM which may use the material in any medium in any reasonable manner it sees fit. Copyright in any such material remains the sole property of LIFE FM.

1.74.2. All such entries and material remain the property of LIFE FM (subject to the limits contained in the Privacy Statement). Each entrant warrants that he or she owns the copyright and any other intellectual property rights in any such material submitted in connection with any competition and has full power and authority to agree to and grant the above assignment, consents and other rights to LIFE FM.

1.74.3. All contestants acknowledge, as a condition of entry, that LIFE FM has the right to publicise and/or broadcast his/her name, character, likeness, voice, or all matters incidental herein.

1.75. Privacy and Publicity

1.75.1. A person who enters a competition may be required to submit personal or confidential information about himself or herself (including without limitation his or her name, address, telephone number, e-mail address, marital status, occupation, spending preferences or any other such information) ("Personal Information") to LIFE FM. LIFE FM will treat any Personal Information obtained from a person who enters a competition in accordance with the LIFE FM Privacy Policy.

1.75.2. LIFE FM may:

1.75.2.1. refuse to accept an entry which does not contain all or any other of the Personal Information requested by LIFE FM; or

1.75.2.2. record and use the Personal Information for its own marketing, planning, product development, promotional, broadcasting and research purposes, including but not

limited to using the winner's name, suburb of residence, likeness and a recording of the winner's voice for advertising and promotional purposes.

PRIVACY POLICY

1.76. Whether broadcasting, managing LIFE FM's website, or interacting with stakeholders and listeners of the station, LIFE FM endeavours to uphold and maintain privacy of information in accordance with Australian law.

1.77. All personal information collected and held by us will be governed by our most recent Privacy Statement, as included below.

1.78. Privacy Statement

1.78.1. Protecting Your Privacy

1.78.1.1. LIFE FM is committed to protecting your privacy.

1.78.1.2. LIFE FM is bound by the National Privacy Principles under the Commonwealth Privacy Act. The National Privacy Principles and this Privacy Statement set out the standards of protection you can expect in respect of your personal information.

1.78.1.3. Set out below is the information which LIFE FM is required under the National Privacy Principles to give you. We recommend that you keep a copy of this information for future reference.

1.78.1.4. By accessing and using the LIFE FM website or by submitting information to us, you consent to us using and disclosing your personal information in the ways described in this Privacy Statement.

1.78.2. Your Personal Information

1.78.2.1. LIFE FM may hold a variety of personal information about you, including your name, date of birth, your current and previous addresses, your phone number, email address, and certain details about your personal interests.

1.78.2.2. Occasionally, you may need to give us personal information about other people – for example, your family or other authorised representatives. If so, we rely on you to tell those individuals that you are giving their personal information to us.

1.78.2.3. If you choose not to give personal information to us, we may not be able to provide you with access to some or all of the websites or to our other products and services.

1.78.3. How We Collect Personal Information

We may collect personal information from you in a number of ways, including:

- 1.78.3.1. directly from you – for example, when you send us an email, apply to register as a member of our website, or complete and submit an online form;
- 1.78.3.2. from third parties – for example, our related companies, or your representatives;
- 1.78.3.3. from publicly available sources; and
- 1.78.3.4. when legally required to do so.

1.78.4. How We Collect Personal Information from Our Websites

- 1.78.4.1. We may also collect personal information about you when you use and access our web sites.
- 1.78.4.2. One of the ways we may collect information about you is through the use of “cookies”. A cookie is a small text file that the web site may place on your computer. Cookies may be used, among other things, to track the pages you have visited, to remember your preferences and to store personal information about you.
- 1.78.4.3. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our web sites or take advantage of the improved web site experience that cookies offer.
- 1.78.4.4. When you visit our web sites, our web servers may record other information about or relating to you, such as the time and date of your visit or the IP address assigned to the computer you are using to access the web site. In many cases, we cannot and do not use this information to identify you personally – rather, we simply use this information to track and improve the performance of the web sites.

1.78.5. How We Use Your Personal Information

- 1.78.5.1. Your personal information may be used by us in a number of ways, including:
 - 1.78.5.1.1. to give you access to our web sites and to the content and other things on the web sites;
 - 1.78.5.1.2. to enter you into competitions and promotions we conduct;
 - 1.78.5.1.3. to market our products and services (or those of other people) to you, including by email;
 - 1.78.5.1.4. to inform you of changes to our web sites, or our business, or to the content and other things available from the web sites; and

- 1.78.5.1.5. our internal business purposes – for example, to research and develop the websites and our other products and services.
- 1.78.5.2. If you do not want us to use your personal information for direct marketing purposes, please contact our management by sending an email to manager@life1051.org.au
- 1.78.5.3. To notify you of opportunities and services related to LIFE FM we may ask for your personal details like name, address, email address, age, phone number and gender.
- 1.78.5.4. If your information is provided as part of an entry in a contest we will need the contact information to notify winners and distribute prizes and to send you further communication regarding LIFE FM, such as future newsletters.
- 1.78.5.5. If your information is provided with feedback we will use the personal information to ascertain if this feedback is common to other listeners of similar gender and age groups and see how successfully we are providing services to our target audience.
- 1.78.5.6. If your information is provided with a donation we will use your credit card information for that donation only, with the only exception being in the case of a regular payment, and the contact information to send you a receipt. We will retain your contact details to send you further communication regarding LIFE FM such as newsletters in the future.

1.78.6. When We Disclose Your Personal Information

- 1.78.6.1. We may disclose your personal information to each other, to our related companies and to various outside organisations (some of which may be located in foreign countries). Except as permitted under the National Privacy Principles, we will only disclose your personal information for one of the purposes set out in part 15.3.5 above.
- 1.78.6.2. Some of the outside organisations we may disclose your personal information to include:
 - 1.78.6.2.1. our advertisers and sponsors;
 - 1.78.6.2.2. other organisations involved in the operation and management of our websites, including market research companies and IT service providers;
 - 1.78.6.2.3. your representatives, including your legal advisers;
 - 1.78.6.2.4. our professional advisers, including our legal advisers and accountants;
 - 1.78.6.2.5. government and regulatory authorities, including the Australian Communications and Media Authority; and

- 1.78.6.2.6. organisations that purchase all or part of our assets or businesses.
- 1.78.6.3. If any of these organisations are located outside Australia, you expressly consent to us disclosing your personal information to those organisations.
- 1.78.6.4. We take reasonable steps to ensure that each organisation that we disclose your personal information to is committed to protecting your privacy.
- 1.78.6.5. When you register as a member of any of our web sites, some information about your account (such as your user name) may be publicly available on our web sites when you contribute content to our web sites, or participate in any of our web site forums or chat rooms. If you choose to include any personal information about yourself in any content that you contribute to any of our web sites, that information will be available and accessible to other users of our web sites anywhere in the world.
- 1.78.6.6. You must not include any personal information about other people in any content that you contribute to any of our web sites, unless such people have expressly consented to you including their personal information in such content and to you providing the content to us for use on our web sites.

1.78.7. Help Us To Ensure We Hold Accurate Information

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of the information we hold depends to a large extent on the information you provide. Please help us by:

- letting us know if there are any errors in the information we hold about you; and
- keeping us up to date with changes to your information, such as changes to your name or address.

1.78.8. How You Can Access Your Personal Information

- 1.78.8.1. You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know by contacting us. For security reasons, we may ask you to put your request in writing.
- 1.78.8.2. We may charge a fee for searching for and providing access to your information.

1.78.9. Preventing Unauthorised Access To Your Personal Information

- 1.78.9.1. We will take reasonable steps to maintain the security of and to prevent unauthorised access to or disclosure of your personal information.

1.78.9.2. However, we do not guarantee that unauthorised access to your personal information will not occur, either during transmission of that information to us or after we receive that information.

1.78.10. Linked Sites

1.78.10.1. Our web sites may contain links to other Internet web sites. These links are provided solely for your convenience.

1.78.10.2. If you submit personal information to or via any linked site, the privacy principles applying to that information will be outside our control. You should therefore check the privacy statement of the linked site before submitting information to or via that site.

1.78.11. Changes To Our Privacy Statement

1.78.11.1. From time to time, we may need to change this Privacy Statement to reflect our changing business practices. We may therefore change this Privacy Statement at any time by posting the changed Privacy Statement on our website, and by posting a notice to users on the LIFE FM homepage stating that a change has occurred.

1.78.11.2. All personal information collected and held by us will be governed by our most recent Privacy Statement, as posted on our website.

1.78.12. How To Contact Us

If you have any questions in relation to privacy, please contact our management by sending an email to manager@life1051.org.au or by contacting us on phone number 03 5444 3512, or at our postal address of PO Box 126 Golden Square, VIC 3555.

MEDIA RELATIONS POLICY

1.79. Introduction

Local, state, national and international media are vital partners in achieving the goals of LIFE FM. In order to maximise the advantages of media presentation and minimise the risks of media misrepresentation it is necessary to establish guidelines for how media contacts will be conducted.

It is not the intention of this policy to curb freedom of speech or to enforce strict rules and regulations. Rather, the intention is to establish a framework for achieving an effective working relationship with the media. The organisation welcomes the opportunity to talk to the media and, through them, to debate issues in the public arena.

In dealing with the media, staff, Committee members and other volunteers should be conscious that they may be seen as representatives of the organisation and should therefore avoid making comments or participating in photo opportunities that may damage the long-term reputation of LIFE FM

1.80. Purpose

LIFE FM works with the media in order to

- advocate for the goals of the organisation
- promote the work of the organisation
- inform the public of the details of the organisation
- assist in fundraising for the organisation

In order to ensure that these purposes can be fulfilled, this policy regulates the choice of people entitled to speak for LIFE FM.

The media themselves have a vital role to play on behalf of the community in holding LIFE FM to account for its policies and actions. It is important that they have access to officers and members and to background information to assist them in this role.

To balance this, LIFE FM must have the capacity to defend itself from any unfounded criticism, and will ensure that the public are properly informed of all the relevant facts (if necessary using other channels of communication).

It is the responsibility of all staff, Committee members and volunteers to ensure that effective media relations are maintained in order to achieve the aims of LIFE FM. Naturally, in doing this, certain legal constraints might apply (eg not making comment on current court cases, especially those before a jury).

This policy deals with the day-to-day relationship between LIFE FM and the media and does not address how the organisation will work with the media in a crisis, for which separate guidelines are available in 'What to do in a Media Crisis.'

1.80.1. Policy

1.80.2. LIFE FM operates on the values of

- **Honesty:** The organisation will never knowingly mislead the public, media or staff on an issue or news story.
- **Transparency:** The organisation will promote openness and accessibility in our dealings with the media, whilst complying with the law and maintaining confidentiality when appropriate.
- **Clarity:** All communications with the media will be written in plain English
- **Balance:** Information provided to the media by LIFE FM will as far as humanly possible be objective, balanced, accurate, informative and timely.

1.80.3. LIFE FM should seek to establish and maintain a good and open relationship with the media. It is important that the organisation works with the media to communicate important public information messages about its work and its goals. However, contact concerning any significant matter in the name of or on behalf of LIFE FM should only be made by staff, Committee members and other volunteers where:

- They have consulted the Station Manager
- They have the required expertise to speak on the issue under discussion
- They have some experience in media relations.

Where any of these criteria do not apply, staff, Committee members and volunteers are recommended to exercise extreme caution and to seek guidance from the most senior staff or Committee member available.

See Appendix 4: Media Relations Procedure

VOLUNTEER TERMS AND CONDITIONS

1.81. Definition of Volunteering

Volunteering occurs when a person of their own free will and without obligation, provides his or her labour to an organisation without wages.

1.82. Process for becoming a volunteer

To volunteer for LIFE FM, a person must first become a member of LIFE FM as defined and upheld by the Membership Policy. Once membership has been ratified in accordance with LIFE FM's Association Rules, a person can request to become a volunteer. Volunteering is encouraged at LIFE FM and volunteers will be matched as far as is possible to roles that are suited to their skills and preferences. Volunteer requests will be handled via the Volunteer Application Form, available from the Station's Manager. Volunteer management is the responsibility of the Station's Manager.

1.83. The Responsibilities of Volunteers

Volunteers should make sure that they understand the requirements of time and duties before accepting a role. Having accepted a task or role, volunteers should:

- 1.83.1.** fulfil the commitment to the best of their ability;
- 1.83.2.** participate in planning and evaluation and in training or learning opportunities as available;
- 1.83.3.** be committed to working co-operatively as part of a team to achieve the goals of LIFE FM;
- 1.83.4.** seek and accept honest feedback on performance when given;
- 1.83.5.** abide by LIFE FM's Policies and General Conditions;
- 1.83.6.** agree that as volunteers they will respect the fact that they may be privileged to confidential material and respect this by not discussing any of this material with any person, unless authorised to do so by the Station Manager; and
- 1.83.7.** try to give adequate notice of intended resignation, (preferably one month, particularly for presenters).

1.84. The Responsibilities of LIFE FM to Volunteers

LIFE FM shall endeavour to provide volunteers with:

- 1.84.1.** suitable duties, taking into consideration their preferences, personal attributes, abilities, aptitude, education, experience and time commitments;
- 1.84.2.** a clear description of the role and agreement of their duties;

- 1.84.3. precise information as to where and when they will be required to work;
- 1.84.4. work space which is adequate for the task;
- 1.84.5. an orientation session regarding the station, its policies, its programs and its objectives; and if necessary, a period of training;
- 1.84.6. a forum for individual queries and complaints;
- 1.84.7. adequate insurance cover during the course of volunteer duty;
- 1.84.8. the resources necessary to complete the assigned tasks;
- 1.84.9. a safe workplace; and
- 1.84.10. the opportunity for negotiation with management regarding the role and tasks of volunteers.

1.85. Performance and Misconduct - Volunteers

- 1.85.1. The LIFE FM Committee of Management will take any of the following action where volunteers fail to abide by the rules, requirements or policies of LIFE FM, dependent upon the nature or severity of the breach or issue:
 - Further training or development opportunity;
 - A counselling session to aid improvement in performance;
 - A warning, either verbal or written that the volunteer is not fulfilling their obligations, whether this be Policy or procedure related, performance related or in relation to not following reasonable management directive; or
 - Dismissal from their role.
- 1.85.2. LIFE FM will use the principles of fairness and right of reply when dealing with volunteer performance or conduct issues.
- 1.85.3. Refer to Part 3, Division 2 of the LIFE FM Association Rules pertaining to member dismissal and appeal process.

PROFESSIONAL DEVELOPMENT POLICY

1.86. Life FM acknowledges that professional development is integral to personal job satisfaction, workplace productivity, reward, and recognition, and is critical to the achievement of the organisation's mission and continuous improvement in the quality of its programs and services.

Life FM is committed to providing a supportive and rewarding environment for employees and volunteers and recognises that the quality, responsiveness, and professionalism of its workforce are linked to the further development of their skills and competencies.

Life FM is, as far as is feasible within its available resources, committed to providing employees and volunteers with

- The opportunity to plan and develop skills, knowledge and attributes that complement organisational and work unit goals
- The opportunity to participate in career development activities that extend and enhance their capabilities and capacity for advancement within the organisation
- Equity of access to professional development opportunities.

1.87. Position-specific professional development

Where the Station Manager decides that it is necessary for a staff member to acquire a particular skill, to learn specific material, or to acquire specific qualifications in order for them to carry out the duties attached to their existing position, the organisation shall be fully responsible for all costs incurred in acquiring that skill, that learning, or that qualification, and the staff member shall, where necessary, be given permission to attend any such course within working hours. It would normally be expected that any such requirements would have been taken into account in the drawing up of a position description and set out in the criteria for selection; it would thus seldom be the case that continuing employees and volunteers would be required to acquire new qualifications.

1.88. Non-position-specific professional development

In its performance review procedures the organisation shall in every case encourage the person concerned to explore their available professional development options.

Where an employee wishes to pursue further education or training but the Station Manager has not required that person to acquire a particular skill, to learn specific material, or to acquire specific qualifications to carry out the duties attached to their existing position, the organisation shall endeavour to facilitate such education or training through

- permitting (at the discretion of the Station Manager, and taking into account the efficiency of the workplace) any rearrangement of working hours that would assist such development
- permitting (at the discretion of the Station Manager, and taking into account the efficiency of the workplace) any use by the person of the organisation's equipment or services that would assist in that development
- permitting (at the discretion of the Station Manager, and taking into account the efficiency of the workplace) any annual leave or unpaid leave arrangements that would assist in that development
- granting up to two days study leave as necessary to attend examinations.

Educational or training requirements involving reimbursement of fees or provision of paid study leave may also be negotiated as part of the contract of employment between the employee and the organisation.

WORK EXPERIENCE POLICY

- 1.89.** LIFE FM will endeavour to offer work experience placements where possible, to help develop understanding and skills in the community.
- 1.90.** Work experience requests will be assessed by the Station Manager on a case by case basis, with consideration given to the applicant's level of interest in community radio (e.g. area of study being undertaken or learning outcomes desired) and the station's ability to host the applicant at the desired time.

CODE OF CONDUCT POLICY

Purpose

This Policy encompasses bullying, harassment, sexual harassment and equal opportunity, along with expected behaviours for all LIFE FM participants.

All stakeholders of LIFE FM must comply with the station's Code of Conduct Policy. This policy outlines the expected behaviours of volunteers, presenters, members, committee members and employees of the station. Guests of the station, such as those invited to speak on-air, must also comply with this Policy. Breaches to the station's Code of Conduct Policy will be dealt with in accordance with Breach of Policy. Guests may have their visitor privileges revoked and may be escorted off the premises, where a breach occurs.

1.91. The Code

1.91.1. All stakeholders of LIFE FM agree to comply with and abide by this Policy.

1.91.2. **Behaviour befitting** a LIFE FM stakeholder includes:

- Treating others as you would want to be treated;
- Respecting another person, which includes listening respectfully to another person even if you don't agree with them;
- Abiding by the station's Policies and principles as appropriate to your role;
- Undertaking any work for the station (whether paid or unpaid) in a responsible manner and in accordance with reasonable management direction;
- Consideration of a person for employment or volunteering based on their skills, experience and organisational fit and not on any irrelevant factors that may give rise to discrimination (examples include race, gender, age, disability). It is not considered discrimination where a person cannot comply with the inherent requirements of the job role, which include compliance with the organisation's policies and procedures;
- Ensuring that you represent the station in an appropriate and responsible manner, including representing LIFE FM positively and truthfully to the community;
- Maintaining confidentiality of any personal, confidential or commercially sensitive information that you may come into contact with during your time with LIFE FM. This includes maintaining confidentiality of personal, confidential or commercially sensitive information at the conclusion of your

membership or employment with the station. This point includes visitors to the station who may come into contact with the above types of information.

- Fulfilling Duty of Care responsibilities through safe work practices.

1.91.3. Unacceptable behaviour including behaviour that is prohibited by law, includes:

- Malicious gossip or slander, including the inappropriate use of social media to speak ill of any LIFE FM stakeholder and/or any gossip, slander or inappropriate remarks that could bring the station into ill repute;
- Deliberate damage to LIFE FM property or equipment;
- Theft;
- Misrepresenting the station by a deliberate act or act of omission;
- Making unauthorised statements about the station to the media;
- Physical or verbal assault (including threats);
- Bullying or harassment which is defined by WorkSafe (Victorian WorkCover Authority) as 'persistent and repeated negative behaviour directed at an employee that creates a risk to health and safety'. This includes behaviour that is isolating, intimidating and vindictive and encompasses physical and psychological forms. Bullying and harassment will not be tolerated in any form at LIFE FM towards any of its stakeholders and will be dealt with accordingly.
- Sexual harassment is unwanted behaviour and includes but is not limited to: sexual remarks about a person's body; sexual jokes; persistent requests for a person to go out on a date, where a person has refused; display of sexual images; and/or inappropriate sexual remarks or interaction via text, email or social media. Sexual harassment is considered serious misconduct and will be dealt with accordingly.
- Failure to comply with OHS procedures in the workplace; and
- Discrimination that is unlawful.

1.92. Anti-discrimination and Equal Opportunity

LIFE FM recognises it has a responsibility to all members of the organisation to create an environment which is free of unlawful discrimination and which reflects the diversity and needs of the Christian Community it serves. LIFE FM is committed to the principles of fairness for its staff and volunteers, including equal opportunity for employees of the station.

1.93. Complaints Process for Code of Conduct

- 1.93.1.** The handling of complaints under the Code of Conduct Policy will be dealt with promptly, sensitively and confidentially. In the first instance, complaints should be made to the Station Manager. Where this is not possible, the complainant should make a complaint to the Secretary or the President who will assess the complaint and deal with it accordingly.
- 1.93.2.** The complaint will usually be investigated by the Station's Manager or the President, as appropriate to the nature of the claim. However, it is the right of the Committee of Management to engage an external investigator to handle an internal bullying or harassment claim and/or any complaint of a sensitive nature, or to protect members from conflict of interest during investigation of a complaint.
- 1.93.3.** Evidence may be sought from witnesses during an investigation. It is the requirement of any stakeholder who becomes a part of an investigation to retain complete confidentiality in the matter and to only discuss the matter with the authorised representative of the investigation.

1.94. Expectation

There is an expectation that all LIFE FM stakeholders will treat others in accordance with Christian principles and values. Please refer to Breach of Policy for potential consequences for breaches to the Code of Conduct Policy.

CHILD SAFETY POLICY

Management, staff, volunteers and contractors at LIFE FM are required to abide by the LIFE FM Child Safety Code of Conduct (see Appendix 2).

All people likely to be working directly with children shall provide a valid Working With Children Check.

HEALTH AND SAFETY POLICY

1.95. Purpose

This Policy outlines the responsibilities of LIFE FM and its workplace participants with regards to Health and Safety (otherwise referred to as Occupational Health and Safety).

1.96. Station Obligations

LIFE FM is responsible for the safety of its workplace participants as far as is reasonably practicable. The role and responsibilities of LIFE FM with regards to Health and Safety include:

- 1.96.1.** Provision of a safe working environment for staff and volunteers.
- 1.96.2.** To ensure as far as is practicable, the safety of any other workplace participant who may come into contact with a LIFE FM workplace or event.
- 1.96.3.** Provision of reasonable amenities (toilet, kitchen facilities, heating etc.).
- 1.96.4.** Consultation with staff and volunteers in safety matters, including any changes that may impact on the health and safety of these participants in the workplace.
- 1.96.5.** Provision of appropriate first aid for the workplace.
- 1.96.6.** Access to relevant information on safety, including training as appropriate to the tasks and duties performed by staff and volunteers.
- 1.96.7.** Provision of a Return-to-Work program for injured staff.
- 1.96.8.** Provision for staff to report on safety matters and concerns.
- 1.96.9.** That safety risks are addressed promptly and appropriately according to risk level.

1.97. Participant Obligations

It is the responsibility of all LIFE FM staff, volunteers and other workplace participants to:

- 1.97.1.** Exercise their Duty of Care towards themselves and others in the workplace. Consider how actions or omissions may impact on the safety of self or others.
- 1.97.2.** Report promptly (the same day) any workplace accident, injury, near-miss (where an incident almost occurred) and any other safety risks or issues of concern (e.g. slip, trip or fall hazard).
- 1.97.3.** To follow at all times the safety policies and procedures in place at LIFE FM.
- 1.97.4.** Abide by any safety signage and comply with any safety instruction given by the Station Manager or other LIFE FM representative.

1.97.5. To exercise good housekeeping practices to ensure that safety hazards are eliminated and/or minimised in the workplace (e.g. the appropriate placement of cords, appropriate use of electrical equipment, cleaning up spills etc.).

1.97.6. Familiarise themselves with the station's building layout and any emergency signage directing individuals as to what to do in the event of an emergency.

1.98. Compliance with Policy

LIFE FM workplace participants are to always comply with this Policy and any other safety requirements articulated by LIFE FM from time to time. A breach of this Policy will be dealt with in accordance with Breach of Policy and may be considered serious.

IT POLICY

1.99. Station Laptop

- 1.99.1.** The LIFE FM laptop used by the Station Manager remains the property of LIFE FM and is to be returned immediately **by reasonable request** of a member of the LIFE FM Committee of Management.
- 1.99.2.** With the following limitations the LIFE FM laptop may be used for personal use:
 - 1.99.2.1. LIFE FM will not guarantee that time will be given to remove personal files before having to return the computer. Any files of a sensitive nature should not be stored on the computer and we strongly suggest all personal files are backed up.
 - 1.99.2.2. Installation of new software should be limited to professional products, if in doubt ask one of the station's IT volunteers. Registry cleaners, performance improvers etc are not to be installed on the LIFE FM laptop.
 - 1.99.2.3. The LIFE FM laptop is not to be used by children.
- 1.99.3.** The password for the LIFE FM laptop is not to be changed. If the password is compromised, discuss setting a new password with one of the station's IT volunteers. LIFE FM must at all times be in possession of all passwords for all LIFE FM computers.
- 1.99.4.** Additional "User Accounts" may be created but the passwords for these accounts are to be supplied to LIFE FM regardless of the intended use of the account.
- 1.99.5.** All email related to the station should be performed using the email account on the LIFE FM laptop and emails should not be deleted. These emails are station records that may be needed by others in the future. Personal email must not be mixed with the station's email. Accessing personal email should be done via webmail.
- 1.99.6.** Station Manager's contacts list should be maintained on the LIFE FM laptop so that these contacts will be available to others in the future.
- 1.99.7.** Only LIFE FM IT volunteers are authorised to arrange service of the LIFE FM laptop. If there are any problems with the LIFE FM laptop operation, this must be reported to one of the station's IT volunteers and they will fix it or arrange for it to be fixed.

1.100. Studio Computers

- 1.100.1.** These computers are specifically set-up for running the radio station scheduling and logging etc. and are not to be used for any other use. No software is to be installed on them. If you have any questions please speak to one of the IT volunteers FIRST.

- 1.100.2.** All user account details, usernames, passwords etc. for any LIFE FM (or CVGR) equipment or websites need to be kept up to date and the information record be maintained and accessible to the Committee. This includes but is not limited to the laptop, studio computers, websites, Facebook site, streaming sites and any future projects.
- 1.100.3.** All domain names and websites should be created on hosting accounts that are used exclusively for LIFE FM.
- 1.100.4.** Account information for domain names and websites is to be held by a technically competent member of the Committee who will share this information only with competent persons who require access to the information.

TECHNICAL POLICY

- 1.101.** The Technical Manager will ensure that transmission and studio equipment is appropriately maintained and serviced. The Technical Manager will ensure that the Station's transmission specifications comply with the conditions of the license. A log of transmission outages will be kept as far as is reasonably practicable.

FINANCIAL POLICIES

1.102. Reimbursement Policy

Staff or volunteers may on occasion be required to pay expenses consequent on their employment out of their own pockets. Under certain circumstances, as outlined in this policy, these expenses may be reimbursed by the organisation. The purpose of this policy is to spell out under what circumstances reimbursement of expenses may occur on behalf of LIFE FM, and the process for doing so. This policy relates to both staff and volunteers acting on authorized LIFE FM business.

1.102.1. LIFE FM will reimburse its staff (including volunteers) expenses incurred by them on behalf of LIFE FM or in the course of LIFE FM business so long as such expenses are:

- (1) Reasonable and
- (2) Authorised by the Station Manager.

Reimbursement of reasonable but unauthorised expenses may be made on an ex gratia basis at the discretion of the Station Manager in exceptional circumstances only.

1.102.2. Prohibited reimbursements

1.102.3. LIFE FM will not reimburse staff or volunteers for

- Unauthorised expenses
- Expenses claimed by an employee as a tax deduction
- Expenses normally recoverable from a third party
- Claims for purchases that are required to be made under a LIFE FM purchase order
- Expenses that are not incurred for business purposes
- Late payment interest on credit cards
- Parking, traffic, or other fines and penalties

1.102.4. Proof of Purchase

Staff and volunteers incurring authorised expenditure must, wherever possible, receive, retain and produce receipts, invoices, vouchers, tickets, or other evidence of such expenditure.

1.102.5. Travel expenses

- 1.102.5.1. Employees and volunteers will be reimbursed for the most direct and economical mode of travel available, considering all of the circumstances.
- 1.102.5.2. Employees and volunteers will not be reimbursed for additional costs incurred by taking indirect routes or making stopovers for personal reasons.
- 1.102.5.3. Use of an employee or volunteer's own vehicle for work-related travel will be reimbursed by way of an all-inclusive mileage allowance, as shall be determined by the organisation from time to time.

1.102.5.4. Trip cancellation insurance is eligible for reimbursement.

1.102.6. Accommodation expenses

1.102.6.1. Employees and volunteers will be reimbursed for moderate accommodation expenses, considering all of the circumstances.

1.102.6.2. Employees and volunteers will not be reimbursed for items of a personal nature charged to a hotel account.

1.102.6.3. When accommodation is provided by an employee's friend or relative, to whom the employee or volunteer gives money or a gift as compensation or as a sign of appreciation, the employee or volunteer may claim an overnight accommodation expense in accordance with per diem rates, as shall be determined by the organisation from time to time.

1.102.7. Meals

Employees and volunteers will be reimbursed for reasonable and appropriate meal expenses actually incurred while on LIFE FM business.

1.102.8. Provision of hospitality

1.102.8.1. Employees and volunteers will be reimbursed for hospitality expenses incurred in the course of LIFE FM business, as appropriate.

1.102.8.2. Appropriate hospitality charges include events hosted or sponsored for the purpose of promoting LIFE FM's work or enhancing its image, and include meals that are related to the transaction of LIFE FM business.

1.102.8.3. When LIFE FM employees and/or volunteers dine together while on LIFE FM business, it is appropriate for the senior person (if any) to arrange payment and submit the claim for reimbursement.

1.102.9. Procedure

1.102.9.1. Advance payments may be authorised where appropriate. Such payments will be subtracted from the amount of any later reimbursements. If expenditure is, for whatever reason, not incurred then any advance payments made, or any unspent portion of such payments, must be returned.

1.102.9.2. Fixed *per diem* payments may be authorised where appropriate.

1.102.9.3. Staff are authorised to approve expenses to the amount specified in their individual job statement, and for expenditure above this level must seek specific authorisation from their supervisors.

1.102.9.4. Except where per diem payments have been authorised, staff and volunteers incurring authorised expenditure must, wherever possible, receive and retain receipts, invoices, vouchers, tickets, or other evidence of such expenditure.

- 1.102.9.5. Staff and volunteers incurring authorised expenditure must submit requests for reimbursement to the designated person (depending on the sum in question) on the standard form (see Appendix 1, describing the nature and purpose of the expenses. The completed form must be signed by the applicant.
- 1.102.9.6. Except where per diem payments have been authorised, staff and volunteers incurring authorised expenditure must present all relevant original receipts, invoices, vouchers, tickets, or other evidence of such expenditure when seeking reimbursement. Where such evidence is for any reason lacking, statutory declarations may be sought.
- 1.102.9.7. Managers are responsible for determining if the expenses being claimed are reasonable given the circumstances, and for ensuring they are charged against the appropriate account, and that any requirements under the Fringe Benefits Tax legislation have been met.
- 1.102.10.** Claims that have not been properly prepared, authorised, or supported by adequate documentation will be returned to the claimant and the reasons will be given for not processing the claim.

1.103. Cheque Signing Authority Policy

- 1.103.1.** All cheques issued on behalf of the organisation must be signed by a sufficient number of authorised persons and documented adequately.
- 1.103.2.** It is the responsibility of the Station Manager to ensure that staff are aware of this policy and any breaches of this policy coming to the attention of management are dealt with appropriately.
- 1.103.3.** It is the responsibility of the employees and volunteers to ensure that their usage of organisational cheques conforms to this policy.
- 1.103.4.** All cheques must contain two eligible signatures. Eligible signatories are Committee members or staff members who have been previously nominated and endorsed by the Committee.
- 1.103.5.** Any two of the above have the authority to sign cheques.
- 1.103.6.** Signatories may not sign a cheque made payable to themselves, or a blank cheque. All details on the cheque form must be filled in before signature.
- 1.103.7.** A list of all cheques issued each month, featuring amount, recipient, signatories, and explanation, will be provided to the Treasurer.

1.104. Petty Cash Policy

- 1.104.1.** The Station Manager may establish a petty cash float to deal with minor expenses.
- 1.104.2.** The amount of the petty cash float shall be as determined by the Station Manager from time to time, but in general should not exceed \$100. Any amount in the petty cash float over \$100 shall be returned to general funds.
- 1.104.3.** Petty cash is to be used to cover only those expense reimbursements for which it is not feasible, or for which it is unreasonably inconvenient, to use normal purchasing methods such as purchase orders, purchase cards or staff expense reimbursement. Any expense that is predictable, regular and significant should be dealt with through normal accounting procedures.
- 1.104.4.** A tax invoice must be obtained for all purchases.

CONFIDENTIALITY POLICY

LIFE FM collects and administers a range of information for a variety of purposes. Some of this information is restricted in its circulation for commercial, privacy, or ethical reasons.

LIFE FM will place the minimum of restrictions on the information it holds, but will ensure that such restrictions as are considered necessary are observed by its staff and volunteers.

The records management processes of the organisation shall incorporate procedures for designating information confidential.

LIFE FM will place restrictions on the information it holds when the information:

- is commercial in confidence;
- concerns the privacy of its staff, volunteers, clients or customers;
- requires protection to safeguard the intellectual property of the organisation.

Staff dealing with restricted material will be instructed in the recognition of material falling under these headings.

ENVIRONMENTAL SUSTAINABILITY POLICY

LIFE FM recognises that we have a God given responsibility to be good stewards of the earth that He has given to us, to live responsibly in the way we use the natural resources that we have been given and to seek to be sustainable in our practices. This is important for both present and future generations. LIFE FM aspires to minimise its impact on our environment and maximise the effective use of resources.

- 1.105.** LIFE FM commits itself to minimizing its impact on our environment through
- Providing a safe and healthy workplace;
 - Having an environmentally sustainable aware culture, where responsibility is assigned and understood;
 - Being an environmentally responsible neighbour in our community;
 - Conserving natural resources by reusing and recycling;
 - Using, in our own operations, processes that do not adversely affect the environment;
 - Ensuring the responsible use of energy throughout the organisation;
 - Participating in efforts to improve environmental protection and understanding;
 - Taking steps to improve environmental performance continually;
 - Working with suppliers who promote sound environmental practices; and
 - Enhancing awareness among our employees, volunteers, and listeners – educating and motivating them to act in an environmentally responsible manner.

COMPLAINTS POLICY

- 1.106.** We acknowledge the right of our listeners, members and volunteers to make complaints in writing about alleged non-compliance with both the license conditions in the Act and the requirements outlined in the Community Radio Broadcasting Code of Practice.
- 1.107. Complaints Process**
The following process applies to complaints of broadcast program content received by LIFE FM:
- 1.107.1.** Complaints are to be documented and brought to the attention of the Station Manager.
- 1.107.2.** Complaints received will be acknowledged in writing by the Station Manager.
- 1.107.3.** LIFE FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
- 1.107.4.** If the complaint is received by telephone, and of a serious nature, (Pertaining to a license or Code of Practice condition), a request will be made that the complainant put the complaint into writing and post or email it to the Station. The person taking the complaint is to make a written note of the time, date and nature of the complaint and convey it to the Station Manager.
- 1.107.5.** Complaints of a defamation nature must be brought to the immediate attention of LIFE FM's Station Manager and Insurance Company.
- 1.107.6.** Complaints shall be processed and if required investigated, by the Station Manager in conjunction with the Secretary. Complaints of a serious nature will be brought to the attention of the LIFE FM Committee and the required action taken.
- 1.107.7.** A copy of the complaint and responses will be kept in the station complaint file for 2 years.
- 1.107.8.** It is recommended that a copy of the audio log is made and kept on file for at least 1 year.
- 1.107.9.** It is a requirement of ACMA that complaints must be responded to in writing within 60 days. The response will include a copy of the Codes.
- 1.107.10.** A Record of complaints received and responses given, will be made available to the ACMA upon request.
- 1.108.** ACMA requires that the person who has lodged a complaint be advised in writing of their right to make a complaint about a "Code Matter" to the ACMA, provided they have first:

- 1.108.1.** Formally lodged their complaint in writing with the licensee (LIFE FM).
- 1.108.2.** Have received a substantive response from the licensee and are dissatisfied with the response, or have not received a response from the licensee within the 60 days after making the complaint. (“Written” denotes Letters by Post, Email or Fax.)

BREACH OF POLICY

1.109. A breach of any of LIFE FM's Policies, Procedures or Protocols contained within this handbook may incur the following actions or consequences. Breach of Policy should be read in conjunction with LIFE FM's Association Rules.

1.110. Possible Breach Outcomes

1.110.1. For an employee of the station, breaches of policy may invoke disciplinary action up to and including termination of employment, dependent upon the severity of the breach or breaches and in accordance with the principles of fairness and natural justice.

1.110.2. For a member / volunteer of the station, a breach of policy may cause a period of suspension or the person's membership to be revoked, dependent upon the severity of the breach and/or repeated breaches.

1.110.3. Presenters are to comply with the lawful and reasonable management directives of the Station Manager and/or Committee of Management. Presenters may be suspended from being on-air if they breach any of the on-air policies. Repeated or serious offenses may cause a presenter to be permanently refused air-time.

1.110.4. Committee of Management members are held to high account due to the level of their responsibility. Therefore, conduct of committee members must be beyond reproach. For serious breaches, including serious misconduct, a committee member may face a period of suspension or have their position on the committee revoked.

1.111. Serious Misconduct

*Serious misconduct has its own definition under employment law; however for the purposes of this policy, it is behaviour of a serious nature.

Serious misconduct may include (but is not limited to):

- Refusal to comply with reasonable and lawful management policy or direction ('management' referring either to a person in authority at the station, e.g. Station Manager, or the Committee of Management); and/or
- Slander and/or malicious gossip which may constitute defamation of a person or defamation of the station; and/or
- Bullying and harassment, including sexual harassment; and/or
- Theft; and/or
- Deliberate damage to LIFE FM property or equipment; and/or
- Assault, including physical and verbal assault.

1.112. It is the responsibility of each LIFE FM participant to abide by the Association's rules, policies and procedures. Proof of serious misconduct will result in termination of employment, volunteering and/or membership.

GRIEVANCE PROCEDURE

Member objective

The objective of LIFE FM members should be to maintain open communication and seek to honour and respect each other as is their Christian duty. This will help ensure that serious conflict does not occur.

The following Grievance Procedure is as it appears in the CVGR Association Rules (rules 25 to 29).

25 Application

(1) The grievance procedure set out in this Division applies to disputes under these Rules between—

- (a) a member and another member;
- (b) a member and the Committee;
- (c) a member and the Association.

(2) A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

26 Parties must attempt to resolve the dispute

The parties to a dispute must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.

27 Appointment of mediator

(1) If the parties to a dispute are unable to resolve the dispute between themselves within the time required by rule 26, the parties must within 10 days—

- (a) notify the Committee of the dispute; and
- (b) agree to or request the appointment of a mediator; and
- (c) attempt in good faith to settle the dispute by mediation.

(2) The mediator must be—

- (a) a person chosen by agreement between the parties; or
- (b) in the absence of agreement—

(i) if the dispute is between a member and another member—a person appointed by the Committee; or

(ii) if the dispute is between a member and the Committee or the Association—a person appointed or employed by the Dispute Settlement Centre of Victoria.

(3) A mediator appointed by the Committee may be a member or former member of the Association but in any case must not be a person who—

(a) has a personal interest in the dispute; or

(b) is biased in favour of or against any party.

28 Mediation process

(1) The mediator to the dispute, in conducting the mediation, must—

(a) give each party every opportunity to be heard; and

(b) allow due consideration by all parties of any written statement submitted by any party; and

(c) ensure that natural justice is accorded to the parties throughout the mediation process.

(2) The mediator must not determine the dispute.

29 Failure to resolve dispute by mediation

If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.

The CBAA chapter on Conflict Resolution also has helpful information on dealing with conflict.

APPENDICES

Appendix 1: Reimbursement Claim Form

EXPENSES REIMBURSEMENT CLAIM FORM				
Name: _____				
Please Print out and Attach Documentation (e.g. receipts)				
Details	Date Expense Incurred	Activity	Total Cost	Notes
Total to be Reimbursed:				
Bank details for reimbursement:				
BSB: _____ Account Number: _____				
Account Name: _____				
Signature of Claimant: _____				
Date Submitted: _____				
Authorised by (Name): _____				
Signature of Authorised Officer: _____				

Office Use Only:				
Claim Permitted? (Circle) Yes / No.				
If no, state reason: _____				
Date Reimbursed: _____				

Appendix 2: Child Safety Code of Conduct

Management, staff, volunteers and contractors at LIFE FM are required to abide by this Code.

All people likely to be working directly with children shall provide a valid Working With Children Check.

Under the Station Manager, management will:

1. Be responsible for the overall welfare and wellbeing of staff and volunteers;
2. Be accountable for managing and maintaining a duty of care towards staff and volunteers

All people involved in the care of children on behalf of LIFE FM will:

1. Work towards the achievement of the aims and purposes of the organisation;
2. Be responsible for relevant administration of programs and activities in their area;
3. Maintain a duty of care towards others involved in these programs and activities;
4. Establish and maintain a child-safe environment in the course of their work;
5. Be fair, considerate and honest with others;
6. Treat children and young people with respect and value their ideas and opinions;
7. Act as positive role models in their conduct with children and young people;
8. Be professional in their actions;
9. Maintain strict impartiality;
10. Comply with specific organisational guidelines on physical contact with children;
11. Respect the privacy of children, their families and teachers/carers, and only disclose information to people who have a need to know;
12. Maintain a child-safe environment for children and young people;
13. Operate within the policies and guidelines of LIFE FM; and
14. Contact the police if a child is at immediate risk of abuse (telephone 000).

No person shall:

1. Shame, humiliate, oppress, belittle or degrade children or young people;
2. Unlawfully discriminate against any child;
3. Engage in any activity with a child or young person that is likely to physically or emotionally harm them;

4. Initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves;
5. Be alone with a child or young person unnecessarily and for more than a very short time;
6. Develop a 'special' relationship with a specific child or young person for their own needs;
7. Show favouritism through the provision of gifts or inappropriate attention;
8. Arrange contact, including online contact, with children or young people outside of the organisation's programs and activities;
9. Photograph or video a child or young person without the consent of the child and his/her parents or guardians;
10. Work with children or young people while under the influence of alcohol or illegal drugs;
11. Engage in open discussions of a mature or adult nature in the presence of children;
12. Use inappropriate language in the presence of children; or
13. Do anything in contravention of the organisation's policies, procedures or this Code of Conduct.

What happens if you breach this Code of Conduct

If you breach this Code of Conduct you will face disciplinary action, including and up to termination of employment or cessation of engagement with the organisation.

Appendix 3: Committee Office Bearer Positions

Committee President and Vice-President

NB: Statutory duties are given in bold type.

The Vice-President of the Committee of Management of LIFE FM is responsible for assisting the President with their duties as below, and for standing in as Acting President in the absence of the President.

The President of the Committee of Management of LIFE FM is responsible for the following:

1. Governance

- a. Provide leadership to the organisation.
- b. Ensure, in partnership with the Committee, that the organisation's objectives, goals and mission are being followed.
- c. Work with the Station Manager to ensure, in partnership with the Committee, that the organisation develops in the appropriate direction.
- d. Work with the Station Manager to ensure, in partnership with the Committee, that the organisation operates in a spiritually, ethically, environmentally, and socially responsible fashion.

2. Planning

- a. Oversee, in partnership with the Committee, the regular review and development of the Strategic Plan.

3. Meetings

- a. Ensure that appropriate standing orders are in place.
- b. With the Secretary and the Station Manager, prepare the agenda in advance of the meeting.
- c. **Chair Committee Meetings according to Standing Orders.**
- d. Rule on issues of meetings procedure not covered in the Standing Orders.
- e. Report to the Annual General Meeting on the situation and status of the organisation.
- f. **Chair General Meetings according to Standing Orders.**

4. Administrative & Management

- a. Chair the Executive Committee between Committee meetings.
- b. Serve on Subcommittees as required.
- c. Liaise with Subcommittee chairs and report to the Committee where appropriate.
- d. Ensure that appropriate personnel policies and procedures are in place for Station Manager and other staff.
- e. Oversee the annual performance review of the Station Manager
- f. Oversee the succession of the Station Manager
- g. Oversee the management of the business of the Committee

- h. Oversee the management of the recruitment, induction, and training of Committee members, in partnership with the Committee.
- i. Oversee the management, in partnership with the Committee, of the assessment, review and renewal of the Committee.
- j. Oversee the management of the organisation's grievance procedures.
- k. Ensure the harmony of Committee deliberations.
- l. Manage, in partnership with the Committee, the succession of the position of President.
- m. Serve as liaison with the Station Manager and, through them, to the staff.
- n. In consultation with the Committee Vice President, Treasurer & Secretary, report to the Committee on staff management issues specific to the performance of the Station Manager.
- o. In consultation with the Station Manager, draw up Station Manager succession policy.

5. Media

- a. Under the organisation's Media Policy, serve as spokesperson for the organisation as appropriate

6. Promotions

- a. Promote the organisation in the community as opportunities arise.

7. Negotiations

- a. Work with the Station Manager in negotiation with other organisations; report to the Committee

8. Legal

- a. Oversee staff to ensure that
 - i. the modes of performance of all legal requirements are featured in the procedures manual.
 - ii. the performance of all legal requirements is reported to the Committee.
 - iii. the performance of all legal requirements is fully documented.

9. Finance

- a. With the Treasurer, oversee the Station Manager to ensure that the organisation's financial control procedures are adequate and that risk management strategies are in place
- b. Participate enthusiastically in any fundraising approved by the Committee.

10. Other duties

- a. As for General Committee Members.

Committee Treasurer

NB: Statutory duties are given in bold type.

The Treasurer of the Committee of Management of LIFE FM is responsible for the following:

1. Governance

- a. Ensure that the Committee maintains the degree of financial literacy necessary to conduct the business of the organisation.
- b. Advise the Committee on matters of finance.
- c. Advise the Committee on fundraising.

2. Planning

- a. With the Station Manager, oversee, in partnership with the Committee, the regular review and development of the Business Plan.

3. Meetings

- a. Report to the Committee at each meeting on the financial situation of the organisation.
- b. Report to the Committee at each meeting on variances from the approved budget.
- c. With the Secretary, place any necessary financial items on the Committee agenda in advance of the meeting.
- d. Report to the Annual General Meeting on the financial situation of the organisation.

4. Administrative & Management

- a. Serve on Subcommittees as required.
- b. Liaise with Subcommittee chairs on financial issues and report to the Committee where appropriate.
- c. Oversee the organisation's bookkeeping.
- d. With the President, oversee the Station Manager in ensuring that the organisation's financial records are adequate, protected, backed up, and accessible.
- e. Oversee the organisation's banking.
- f. Oversee the maintenance of the organisation's asset register.

5. Finance

- a. Oversee the Station Manager to ensure that the organisation's financial control procedures are adequate and that appropriate safeguards against fraud are in place.
- b. Oversee the Station Manager to ensure that risk management strategies (including appropriate insurances) are in place.
- c. **Oversee the collection and reception of all money due to the organisation and the making of all payments authorised by the organisation.**
- d. With the Station Manager, oversee the organisation's investment strategy and report to the Committee.
- e. Oversee the preparation of the Budget for the coming year.
- f. Oversee the review of income and expenditure against the budget on a continuous basis.
- g. Participate enthusiastically in any fundraising approved by the Committee.

6. Legal

- a. With the Station Manager, ensure the organisation's compliance with all applicable tax arrangements.

7. Other duties

- a. As for General Committee Members.

Committee Secretary

NB: Statutory duties are given in bold type.

The Secretary of the Committee of Management of LIFE FM is responsible for the following duties:

1. Planning

- a. Oversee, in partnership with the Committee, the regular review and development of the Strategic Plan and Marketing Plan.
- b. Ensure that appropriate standing orders are in place.

2. Meetings

- a. With the President and the Station Manager, prepare the agenda in advance of each Board meeting.
- b. Oversee the distribution of meeting papers before the meeting.
- c. **Take minutes at each Board meeting and circulate to Board members.**
- d. **Take minutes at each General Meeting and circulate to members of the organisation.**

3. Administrative & Management

- a. Serve on Subcommittees as required
- b. **Oversee the maintenance of a register of members.**
- c. **Oversee the procedures for the admission of new members.**
- d. **Oversee the procedures for the resignation of members.**
- e. **Oversee the procedures for the discipline, suspension and expulsion of members.**
- f. **Oversee the organisation of General Meetings.**
- g. **Receive nominations for positions on the Board.**
- h. **Keep under their control all books, documents and securities, and make them available to members as requested.**

4. **Media**

- a. Under the Media Policy, serve as spokesperson for the organisation as appropriate.

5. **Promotions**

- a. Promote the organisation in the community as opportunities arise.

6. **Negotiations**

- a. Serve, as nominated by the Committee, in negotiation with other organisations.

7. **Fundraising**

- a. Participate enthusiastically in any fundraising approved by the Committee of Management.

8. **Legal**

- a. **Keep the Common Seal of the organisation.**

9. **Other duties**

- a. As for General Board Members.

Ordinary Committee Member

NB: Statutory duties are given in bold type.

An Ordinary Committee of Management Member of LIFE FM is responsible for the following duties:

1. **General**
 - a. On being elected to the Committee, undertake induction and training procedures as provided by the Committee.
2. **Governance**
 - a. Consider, debate, and vote on issues before the Committee on the basis of the best interests of the organisation only.
 - b. Comply with the rules, policies, and standing orders of the organisation.
3. **Planning**
 - a. Review and approve the organisation's Strategic Plan, and other consequential arrangements (Business Plan, Marketing Plan, etc).
4. **Meetings**
 - a. Attend all meetings, or, if absolutely unavoidable, apologise in advance for absence.
 - b. Where Committee papers are circulated in advance of the Committee meeting, read papers and consider issues before the meeting.
 - c. Contribute to the discussion and resolution of issues at meetings and otherwise as appropriate.
5. **Administrative & Management**
 - a. Approach employees of the organisation (paid or unpaid) only through the Station Manager.
 - b. Serve on Subcommittees as required.
 - c. Review and approve the organisation's systems for financial control and risk management.
6. **Media**
 - a. Make comments to the media only as provided in the organisation's Media Policy.
7. **Promotions**
 - a. Promote the organisation in the community as opportunities arise.

8. Fundraising

- a. Participate enthusiastically in any fundraising approved by the Committee.

9. Legal & Ethical

- a. **Avoid making any improper use of their position in the organisation so as to gain any material advantage for themselves, or for any other person, or to the detriment of the organisation.**
- b. **Avoid making any improper use of any information acquired by virtue of their position in the organisation so as to gain any material advantage for themselves, or for any other person, or to the detriment of the organisation.**
- c. **If they have any direct or indirect pecuniary interest in any contract with the organisation, inform the Committee immediately.**
- d. **If they have any direct or indirect pecuniary interest in any contract with the organisation, not vote in the Committee on that issue.**
- e. If they have any non-pecuniary conflict of interest in any matter before the Committee, or believe that the perception of such a conflict might arise, inform the Committee immediately and follow the Committee's rulings as to proper procedure.
- f. At all times conduct Committee business politely and with consideration for others, without ill feeling, improper bias, or personal animus.

Appendix 4: Media Relations Procedure

Responsibilities

The Station Manager shall coordinate LIFE FM's relationships with the media.

The Station Manager and the Committee President are authorised to speak on behalf of LIFE FM.

Other staff, Committee members and volunteers are advised to ensure they are properly briefed and guided by the Station Manager or Committee President before talking to the media on any issue related to LIFE FM.

Where information or public comment is requested or required, the Station Manager shall determine the most appropriate person to respond.

Staff, Committee members and other volunteers, and third parties, are encouraged to deliver public presentations that discuss LIFE FM's work and its goals, provided that they make it clear where such presentations are or are not authorised by the organisation.

All staff, Committee members and other volunteers must observe LIFE FM's Privacy Policy in relation to client, staff and volunteer records.

Processes

Significant statements on behalf of LIFE FM shall be made as authorised by the Station Manager or Committee President as detailed above.

It should always be made absolutely clear whether the views put forward regarding any issue relating to LIFE FM are those of the organisation or of an individual. At all times consideration

The Station Manager is responsible for:

- Being involved in any approaches to the media to feature LIFE FM's work.
- Authorising all media releases from LIFE FM, and for mounting them on the organisation's website. All media releases must also be checked and approved by staff in charge of the relevant area before distribution.
- Receiving and coordinating a response to all approaches from all national press, radio or TV stations or specialist press.

Every effort should be made to assist the media in their inquiries. Where media queries involve requests for information that will require substantial staff work to produce, such work must be authorised by the Station Manager. It will usually be necessary to provide information in addition to that which is requested in order to set the facts and figures in context. Requests for detailed information of this nature, whether from the local or national media, should be referred to the Station Manager.

LIFE FM reserves the right to withhold certain sensitive information concerning, say, commercial transactions or governmental negotiations. Any such information will be clearly labelled and clearly notified to relevant staff.

If any unauthorised releases of confidential information do occur, an investigation will take place to establish who was responsible and appropriate action will be taken.

Appendix 5: Review Schedule for Policy and Procedures handbook

- (1) Unless otherwise stipulated, each policy will be reviewed by the Station Manager, with a final review by the Committee of Management before any changes are adopted.
- (2) The Station Manager and Committee of Management must authorise changes to policy by signing a copy of the amended version and storing it in a policy file, either as a hard or soft copy.
- (3) Committee meeting minutes should reflect policy updates / reviews for the month.
- (4) Review may occur earlier than documented where legislation or other requirements change and/or at the discretion of the Committee of Management.
- (5) Once a policy has been updated, the Policy and Procedures handbook must be updated with changes and promptly made available to volunteers and employees of the station.
- (6) It is the responsibility of the Station Manager and Committee of Management to maintain reasonable traceability of policy documents, along with their amendments and review periods.

Policy No.	Policy Name	Next Review	Review Details
6	Transparency and Access Statement	Oct 2022	Created and Adopted Dec 2017
7	Membership Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
8	Community Participation Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
9	Governance Policy	Oct 2022	Created and Adopted Dec 2017
10	Committee Attendance Policy	Oct 2022	Created and Adopted Dec 2017
11	Committee Office Bearer Policy	Oct 2022	Created and Adopted Dec 2017
12	Programming Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
13	Music and Spoken-word Programs Policy	Mar 2024	Last reviewed Mar 2019 by Peter Stanton, managing Director
14	Presenter On Air Protocols	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager

15	Presenter On-air Promotions Policy	Oct 2022	Created and Adopted Dec 2017
16	Social Media Policy	Oct 2022	Created and Adopted Dec 2017
17	Competition Terms and Conditions	Oct 2022	Created and Adopted Dec 2017
18	Privacy Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
19	Media Relations Policy		Created and Adopted Dec 2017
20	Volunteer Terms and Conditions	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
21	Professional Development Policy	Oct 2022	Created and Adopted Dec 2017
22	Work Experience Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
23	Code of Conduct Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
24	Child Safety Policy	Oct 2022	Created and Adopted Dec 2017
25	Health and Safety Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
26	IT Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
27	Technical Policy	Oct 2022	Last reviewed Oct 2017 by Gaelle Broad, Station Manager
28	Financial Policies	Oct 2022	Created and Adopted Dec 2017
29	Confidentiality Policy	Oct 2022	Created and Adopted Dec 2017
30	Environmental Sustainability Policy	Oct 2022	Created and Adopted Dec 2017
31	Complaints Policy	Oct 2022	Last reviewed 24/07/2017 by Gaelle Broad, Station Manager
32	Breach of Policy	Dec 2022	Last reviewed 24/07/2017 by Gaelle Broad, Station Manager