

WREB Co-op Limited

Community participation code

Outback Radio 2WEB plays a vital role, as a unique service in its service area, complementing and supplementing services provided by other sectors.

As a community radio service, 2WEB promotes community access and participation and, over many years, volunteers have been largely responsible for the operations of Outback Radio 2WEB. That is still the case today.

As a community broadcaster, Outback Radio 2WEB is driven by six guiding principles. In all we do, we will work to:

1. Promote harmony and diversity and contribute to an inclusive, cohesive, and culturally diverse community,
2. Pursue the principles of democracy, access, and equity, especially for people and issues not adequately represented in other media,
3. Enhance the diversity of programming choices available to the public and present programs that expand the variety of viewpoints broadcast in our service area,
4. Demonstrate independence in programming as well as in editorial and management decisions,
5. Support and develop local arts and music, and
6. Increase community involvement in broadcasting.

As the licensee of outback Radio 2WEB, the WREB Co-op Limited has written policies and procedures in place that promote diversity and encourage community participation.

2WEB will make sure that people in our community who are not adequately served by other media are encouraged and assisted to participate in providing our service.

We have policies and procedures in place to support this commitment. We also document evidence of our efforts to encourage community participation.

Our policies and procedures include mechanisms to enable active participation by our community in station management, programming, and general operations. These include:

- (a) the principles of volunteering,
- (b) the rights and responsibilities of volunteers within the organisation
- (c) the rights and responsibilities of the organisation to volunteers, whether they are members or not, and
- (d) grounds and procedures for the dismissal of volunteers.
- (e) All policy documents will be freely available.

In all 2WEB activities and operations, we aim to oppose and break down prejudice based on ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religious, cultural, or political beliefs.

Our people come first

The heart of 2WEB is people, especially those people who contribute as volunteers and paid staff members. This also includes our members, board directors, listeners, subscribers, and sponsors.

Community participation is one of our major goals, and therefore We put people first and do our best to encourage, involve, recognize, appreciate, and respect the diversity of our people.

The WREB Co-op Limited welcomes voluntary contributions from anyone who shares our goals and wants to contribute in a healthy and constructive way within our community.

We have adopted this code and require all those who participate in 2WEB to agree with, and adhere to, this community participation code in order to help us create a safe and positive community experience for all.

These guidelines aim to support a community where all people should feel safe to participate, introduce new ideas and inspire others, regardless of:

- Background
- Family status
- Gender
- Gender identity or expression
- Marital status
- Sex
- Sexual orientation
- Native language
- Age
- Ability
- Race and/or ethnicity
- National origin
- Socioeconomic status
- Religion
- Geographic location, or
- Any other dimension of diversity

Openness, collaboration, and participation are core aspects of our work. We gain strength from diversity and actively seek participation from those who enhance it. These guidelines exist to enable diverse individuals and groups to interact and collaborate through 2WEB to mutual advantage. This document outlines both expected and prohibited behaviour.

Expected behaviour

The following behaviours are expected of all volunteers and staff at 2WEB:

1. Be Respectful

We strive to value each other's ideas, styles, and viewpoints. We may not always agree, but disagreement is no excuse for poor manners. Be open to different

possibilities and to being wrong. Be respectful in all interactions and communications, especially when debating the merits of different options. Be aware of your impact and how interactions may be affecting people. Be direct, constructive, and positive. Take responsibility for your impact and your mistakes – if someone says they have been harmed through your words or actions, listen carefully, apologise sincerely, and correct your behaviour going forward.

2. Be direct but professional

We must be able to speak directly when we disagree and when we think we need to improve. We cannot withhold hard truths. Doing so respectfully is hard, and hearing such comments when one is the recipient can be even harder still. We need to be honest and direct with each other, as well as respectful.

3. Be inclusive

2WEB staff, directors and volunteers should make every effort to include others in increasing community involvement in broadcasting.

This includes seeking diverse perspectives. Diversity of views promotes innovation, even if it is not always comfortable. Encourage all voices. Help new perspectives be heard and listen actively. If you find yourself dominating a discussion, it is especially important to step back and encourage other voices. Be aware of how much time is taken up by dominant members of the group. Provide alternative ways to contribute or participate.

Be inclusive of everyone in an interaction, respecting and facilitating people's participation whether they are:

- Geographically remote (on phone, video, satellite, internet, or UHF)
- Not English speakers
- From a different cultural background
- From a different time-zone
- Facing other challenges to participate

Think about how you might facilitate alternative ways to contribute. If you find yourself dominating a discussion, step back. Make way for other voices and listen actively to them.

4. Understand Different Perspectives

Our goal should not be to “win” every disagreement or argument. A more productive goal is to be open to ideas that make our own ideas better. Strive to be an example for inclusive thinking. “Winning” is when different perspectives make our work more diverse, richer, and stronger.

5. Appreciate and accommodate our similarities and differences

We at 2WEB come from many cultures and backgrounds. Cultural differences can encompass everything from family living arrangements and religious observances to personal habits to clothing. Be respectful of people with different cultural practices, attitudes, and beliefs. Work to eliminate your own biases, prejudices, and discriminatory practices. Think of the points of view of others. Respect the right of all to privacy and confidentiality. Be open to learning from others.

6. Lead by example

By matching your actions with your words, you become a person other want to emulate. Your actions influence others to behave and respond in ways that are valuable for 2WEB. Hold yourself and others accountable for inclusive behaviours.

Behaviour that will not be tolerated

The following behaviours are unacceptable under these guidelines:

1. Violence and threats

Violence and threats of violence are not acceptable – at the station or outside the station.

2. Personal Attacks

Conflicts will inevitably arise in the 2WEB workplace, but frustration should never turn into a personal attack. It is not okay to insult, demean or belittle others. Attacking someone for their opinions, beliefs and ideas is not acceptable. It is important to speak directly when we disagree and when we think we need to improve, but such discussions must be conducted respectfully and professionally, remaining focused on the issue at hand.

3. Derogatory Language

Hurtful or harmful language related to background, family status, gender, gender identity or expression, marital status, sex, sexual orientation, language, culture, age, ability, race, ethnicity, national origin, socioeconomic status, religion, or other attributes is not acceptable.

4. Unwelcome sexual attention or physical contact

Unwelcome sexual attention or unwelcome physical contact is not acceptable at 2WEB. This includes sexualized comments, jokes or imagery in interactions, communications, or presentation materials, as well as inappropriate touching, groping, or sexual advances. This also includes physically blocking or intimidating another person and sharing or distribution of sexualised images or text.

5. Disruptive behaviour

Disruption of broadcasts, studio use, events, forums, or meetings, including talks and interviews, will not be tolerated. This includes:

Consequences of unacceptable behaviour

Bad behaviour from anyone at 2WEB, including those with management authority, will not be tolerated. Intentional efforts to exclude people (except as part of a consequence of the guidelines or other official action) from 2WEB activities are not acceptable and will be dealt with appropriately.

Reports of harassment and/or discrimination will be promptly and thoroughly investigated by the people responsible for the safety of the 2WEB environment. Appropriate measures will be taken to address the situation.

Anyone asked to stop unacceptable behaviour is expected to comply immediately. Violation of these guidelines can result in the offender being asked to leave the station or station event. Also, staff members or volunteers who abuse the reporting process will be in violation of these guidelines and subject to the same consequences. False reporting, especially to retaliate or exclude, will not be accepted, or tolerated.

Reporting

Anyone experiencing unacceptable behaviour at 2WEB should report the matter to the station manager.

After receiving a description of the situation, the station manager will review and determine next steps. The station manager will consult the board of directors and involve other colleagues or outside specialists, as needed, to appropriately address each situation.

Please also report if you see a potentially dangerous situation, someone in distress, or violations of these guidelines, even if the situation is not happening to you. If you feel you have been unfairly accused of violating these guidelines, please follow the same reporting process.

Some strategies for attracting and retaining volunteers

Strategies that the WREB Co-op Limited has adopted to attract and retain volunteers includes direct contact, newspapers, on-air announcements, and discussion, and in digital media. For example:

i. On-air

We regularly run several announcements on-air encouraging people to become volunteers at the station. A copy of these announcements is attached to this licence application.

ii. Print media

In the local newspaper we run articles about volunteering and notices encouraging people to become volunteers and members of the WREB Co-op Limited – several articles are attached to this licence application.

iii. Web site

Our website, [outbackradio.com.au](http://www.outbackradio.com.au) (at <http://www.outbackradio.com.au/>) provides listeners with information on programs, training, volunteering, how to become a member of the WREB Co-op Limited and other matters.

iv. Social media

We have an active page at <https://www.facebook.com/outbackradio>. Here we also provide listeners with information on training, volunteering, how to become a member of the WREB Co-op Limited and other matters.

v. Outside Broadcasts

2WEB conducts several outside broadcasts each year at which we encourage people to become members and volunteers. Attached to this licence application are several handouts that we regularly use at outside broadcasts and other events to encourage volunteers and community input into the 2WEB service.

Please see attached our related policies in relation to volunteering:

- The rights and responsibilities of our volunteers, and
- Procedures for disciplinary action and dismissal of volunteers

WREB Co-op Limited

The rights and responsibilities of 2WEB volunteers

Introduction:

2WEB is a community radio station, which has always relied on the contributions of volunteers to maintain operations.

Our volunteers come from all walks of life, and they volunteer for many and various reasons, including:

- to contribute something to the community,
- to develop professional skills,
- to maintain existing skills,
- to establish a pathway to paid work,
- to enjoy the social nature of the organisation, and
- to facilitate personal growth and development.

At 2WEB we aim to treat all our volunteers equally, with respect and trust, and to provide a workplace that is safe, enjoyable, and fulfilling. We will endeavour to provide a working environment that is flexible, to allow our volunteers to gain the benefits they wish from volunteering.

On the other hand, we expect our volunteers to act professionally and in good faith towards our station. We expect that they hold the interests of 2WEB and its community in equal regard to their own to ensure positive outcomes for themselves, 2WEB and the community we serve.

Purpose

This document sets out 2WEB's policy on the responsible management of our volunteer program. The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers and our station.

Principles of volunteering

2WEB has been built and operated on the efforts of thousands of volunteers over years from 1976, when the station was first planned, until this day. Following are some of the principles of volunteering:

- Volunteering benefits the community and the volunteer,
- Volunteering is always freely carried out as a matter of choice,
- Volunteering is an activity that is unpaid and not undertaken for the receipt of wages, salary, pension, government allowance or honorarium,
- Volunteering is a legitimate way in which citizens can participate in the activities of their community,
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs,
- Volunteering is not intended to replace paid workers or constitute a threat to the job security of paid workers,
- Volunteering respects the rights, dignity, and culture of others, and
- Volunteering promotes human rights and equality.

The rights of volunteers at 2WEB

All volunteers at Outback Radio 2WEB have the right to:

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

The responsibilities of volunteers at 2WEB

Aside from having rights at Outback Radio 2WEB, all volunteers also have the responsibilities, which include to:

- Adopt a professional attitude towards any voluntary work,
- Be prompt, reliable and productive regarding commitments and agreements made with 2WEB,
- Notify the appropriate person if unable to meet commitments,
- Accept and abide by 2WEB station rules,
- Understand and adhere to the codes and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- Refrain from representing 2WEB publicly or commercially unless prior arrangement has been made,
- Not to bring into disrepute the operations, management, staff, or other volunteers of Outback Radio 2WEB,
- Treat technical and IT equipment with due care and respect and to notify technical staff of faults and problems,
- Undertake to complete a minimum of the basic level of training offered at the station if you are intending to work in any area of programming,
- Use station resources and equipment only in carrying out work for 2WEB and not for personal or private purposes,
- Ensure that the station has your current contact details,
- Respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and to work to ensure that 2WEB is a safe workplace for everyone,
- Contribute to the achievement of a safe, tolerant, and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory.

The rights and responsibilities of 2WEB concerning volunteers

Outback Radio 2WEB has the right to:

- Expect the cooperation of volunteers in working to uphold and maintain the station's mission statement, the station charter and program policies,
- Expect each volunteer to be familiar with the laws relating to broadcasting, station policies and procedures,
- Expect volunteer workers to be prompt, reliable and productive regarding commitments and agreements made with 2WEB,
- Have confidential information respected,
- Decide, in consultation with each volunteer, as to where your services and skills would best be utilized,
- Make decisions which may affect the work of each volunteer,
- Make programming decisions in accordance with programming policies and procedures,
- Develop, implement, and enforce rules, policies, and procedures for all aspects of station operation,

- Provide volunteers with feedback to enhance programming and on-air development,
- Always expect clear and open communication from each volunteer,
- Suspend or dismiss a volunteer in accordance with station policies and procedures due to contravention of station rules.

Outback Radio 2WEB has the responsibility to:

- Provide each volunteer with a work environment which embraces the principles of access and equity.
- Value the importance of the role of each volunteer within the organization,
- Place each volunteer in an appropriate, suitable position and environment,
- Give each volunteer appropriate tasks in accordance with their strengths, abilities, training, and experience,
- Provide each volunteer with training to expand their expertise and abilities,
- Acknowledge the contribution of each volunteer to the station and provide each volunteer with appropriate recognition,
- Ensure staff have the appropriate skills required to work with volunteers,
- Provide adequate opportunities for constructive feedback,
- Provide each volunteer with information regarding any activities or changes at the station which may affect the work of volunteers,
- Where possible, consult with each volunteer on issues that may affect the work of volunteers
- Ensure that all democratic processes are adhered to, and that each volunteer is consulted in major decision-making processes,
- Ensure that each volunteer is aware of democratic processes within the organisation and that each volunteer is encouraged to participate in these democratic processes.

Procedures for Disciplinary Action and Dismissal of Volunteers

Introduction

Volunteers are a precious resource to Outback Radio 2WEB and have always been so. Our primary aim is to encourage and support their contribution to our station.

Nevertheless, there may be times when a volunteer needs to be counselled, disciplined, and perhaps dismissed.

We intend to handle these situations in a professional manner, ensuring communication between 2WEB and the volunteer is clear, fair, objective and adheres to the policy outlined below.

Throughout the process our board will reflect on its own operations as well as those of the station and will consider the circumstances, actions and behaviour leading to the situation. The following questions will guide this process:

- Have the roles, values and expectations of the organisation been clearly communicated to the volunteer and subsequently reinforced during prior conversations regarding the volunteer's performance?
- Are there any other factors that may be contributing to the volunteer's poor performance e.g. learning difficulties or language barriers?
- Has the volunteer been reminded of expected codes of conduct and consequences for breaches?
- Has the volunteer received training, mentoring, and/or coaching to improve performance?
- Has a verbal and written warning been given to the volunteer explaining that any further non-compliance will result in suspension or termination of the volunteering opportunity?
- Did the volunteer an opportunity to respond to prior verbal and written warnings?

Purpose

This document outlines a policy and procedure for disciplinary measures and dismissal at Outback Radio 2WEB. It aims to provide a clear and fair structure that is understandable to both 2WEB management and volunteers at 2WEB.

The policy includes an appeals mechanism to ensure a 'right of reply' to a volunteer who has been disciplined.

This is further complemented by 2WEB's Internal Disputes policy and procedure, which may be used where a volunteer believes they have not been fairly heard or that the 'Procedures for Disciplinary Action and Dismissal of Volunteers' has not been adequately followed. This document does not include the procedure for expulsion of a member from the association, which is laid out in the Rules of the WREB Co-op Limited.

2WEB policy:

1. The procedure for disciplinary action is a three-step process which includes:
 - a. A first formal notice in writing
 - b. A second formal notice in writing, and
 - c. A notice to the volunteer of dismissal from duties.
2. For minor issues, a conversation with the volunteer may be appropriate; however, this will not be considered part of the formal disciplinary action (although it may be referred to in later action).
3. Written notice will include details of the issue and, where feasible, evidence. In a case where the disciplinary measure has been instigated by a complaint, it may be appropriate to include a copy (with identification removed) or extract of this complaint.
4. Further disciplinary actions, such as a suspension of volunteer duties for a period, may also be appropriate. In such cases these actions will be included with the formal notice in writing.
5. 2WEB management will ensure that notice of a disciplinary measure is given at an appropriate time, eg: not immediately prior to, or during a broadcast.
6. Notice of a disciplinary measure will be given by a designated staff or board member.
7. An affected volunteer will be provided an appeal against the action. This may take the form of a meeting with the appropriate staff or board member, or a representation in person and/or in writing to the board.
8. The volunteer may bring a representative to any such meeting.
9. Should an appeal result in a change of the disciplinary action, or removal of it, this will be confirmed in writing to the volunteer.
10. Conduct which may lead to disciplinary action includes, but is not limited to:
 - a. Poor timekeeping and unreliability,
 - b. Not following pre-existing station rules and policies, including programming policies and program briefs,
 - c. Engaging in acts or broadcasts which may breach the codes,
 - d. Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation laws,
 - e. Inappropriate handling or use of station equipment or other property,
 - f. Rudeness or hostility towards other volunteers or staff members,
 - g. Intoxication through alcohol or other substances during working hours,
 - h. Publicly bringing Outback Radio 2WEB into disrepute.

11. Some conduct may be deemed as 'gross misconduct', and in this instance a volunteer may be dismissed without warning.
12. Conduct which may be deemed gross misconduct may include, but is not limited to:
 - (a) Verbal or physical harassment of any other volunteer, employee, member, or guest of 2WEB, particularly in respect of race, sex, or religion
 - (b) Wilful damage to, or theft of property belonging to 2WEB or another volunteer, employee, member, or guest of 2WEB
 - (c) Falsifications of any of the organisation records for personal gain,
 - (d) Commercial misrepresentation of 2WEB.
13. In the case of a volunteer being dismissed without warning, the volunteer will be provided an appeal as outlined in point 7 (above).