BACKGROUND

All community broadcasters must abide by a number of legislative requirements in their programming content and station operations.

The Broadcasting Services Act outlines a number of licence conditions and a few program standards that are applicable to all stations. Licensees are also bound by the conditions upon which they were issued their licence in the original application process.

In addition, all community broadcasters are required to observe the Code of Practice, which guides all areas of station activity. This code seeks to enshrine agreed standards amongst community broadcasters.

The Australian Communication & Media Authority's role is to determine whether stations have implemented the processes outlined in the Code of Practice, and are therefore upholding the standards applicable to all community broadcasters. It is the role of ACMA to assess whether stations comply with this Code and to determine if a breach of the Code has occurred.

The following checklist will help you determine if your station has developed the appropriate policies and procedures to ensure your station is complying with the requirements of the Code.

PURPOSE

This checklist is designed for community radio stations to check whether they are meeting the requirements as set out in the Community Radio Code of Practice.

Section One: Policies and Procedures

Does your station have policies dealing with the following areas:	Yes	No
Programming		
Access and equity		
Anti-discrimination		
Grievance and complaints		
Music - Australian content		
Sponsorship		

Does your station have clear procedures for boards, committees, staff and volunteers dealing with the following areas:	Yes	No
Programming		
Access and equity		
Anti-discrimination		
Grievance and complaints		
Music - Australian content		
Sponsorship		

How does the station management publicise/promote these policies and procedures?	Yes	No
Newsletters		
Noticeboards		
Station Handbooks		
Induction or training sessions		
Other		

How does your station allow for the active participation of members of the community (including broadcasters at your station) in:
Broadcasting and other day-to-day activities

on-air shifts   fundraising

administration   other_____

Management of the station

Board of Directors   Broadcaster Meetings

Subcommittees   Other_____

Section Two: Programming

	Yes	No
Does your station's management monitor its Australian music content to meet the minimum quota?		
Does your station's management approve and monitor all sponsorship on air (this includes in-kind sponsorship)?		
Does your station broadcast a community announcement that informs listeners about self-regulation, the Code of Practice and their rights to complain once per week?		
Does your station have a set of programming guidelines for broadcasters relating to on-air standards concerning broadcasts about or including:		
Violence and brutality		
Simulated news or events		
Drug, alcohol and tobacco use		
Stereotyping and vilification		
Protecting children from 'harmful' content		
Privacy		
News and Current Affairs		
Indigenous programming		
Australian music content		
Sponsorship		
Balancing censorship and freedom of expression		

Section Three: Volunteers

	Yes	No
Does your station have guidelines for volunteers concerning their rights and responsibilities?		
How does your station inform volunteers of their rights and responsibilities?		
Noticeboard		
Newsletters		
Meetings		
Volunteer Induction Kit		
Other:		
Does your station have a complaints procedure for volunteers/staff concerning internal disputes?		
Does your station inform volunteers about the station's internal complaints procedure?		
Does your station have a policy and procedure in place regarding disciplinary action and dismissal of volunteers?		

Section Four: Listener Complaints

	Yes	No
Does your station have a procedure for recording and dealing with listener complaints?		
Does this procedure include providing information to listeners about their rights if they are dissatisfied with the station's response to their complaint?		
Does this procedure ensure the station will respond to complaints, in writing, within 60 days of receiving the complaint?		
How does your station inform volunteers and staff of the procedure for taking a complaint from a listener?		
Newsletters		
Noticeboard		
Meetings		
Volunteer Induction Kit		
Other:		
Is there a designated, responsible person who has been nominated to deal with listener complaints and who is available during office hours?		

What to do if you find your station is not meeting the requirements of the Code of Practice:

1. **If your station does not have a policy or procedure which has been mentioned in the checklist, go to the CBAA website (www.cbaa.org.au) where you will find sample policies and procedures. We suggest you change these to suit your needs.**
2. **After the Board of Directors has collected all the policies and procedures which and approved them, it is advisable that they should be widely circulated within the radio station.**
3. **It is also important to develop ways in which these policies will continue to be publicised efficiently to new broadcasters and other, forgetful ones as well. This could be done at program evaluation time, station meetings, in training sessions, as reminders in newsletters and any other way you can think of getting the message across.**