



Internal Conflict Policy

Adopted by the Committee of Management: 15/11/20

1. Introduction

From time to time situations arise where a member, presenter or other person may raise an issue, which requires a solution.

- 1.1. Casey Radio wishes as far as possible to ensure an effective and efficient organisation that meets the needs of its members, stakeholders and the community.
- 1.2. Casey Radio will facilitate, through its policies and procedures, strategies designed facilitate management of these situations to its presenters, volunteers and members, and the public.

2. Purpose

Community radio is required to follow a Code of Practice dedicated to managing conflicts within station. Community Radio Code of Practice #1 (1.6) requires all stations to have a policy for internal dispute resolution.

- 2.1. The purpose of this policy is to outline the process for Casey Radio members to express grievances, dissatisfaction and concerns with the volunteer program or organisation and to have their grievances heard, respected and dealt with in a professional, efficient and fair manner.

3. Scope

- 3.1. This policy applies to:

Presenters	CoM members	Volunteers	Guests	Contractors
✓	✓	✓	-	-

4. Policy

- 4.1. Casey Radio is committed to ensuring:
 - the rights of its members with respect to the above;
 - that members are aware of the internal dispute and grievances policy, and
 - that the internal dispute and grievances procedure, as outlined the South Eastern Radio Association - Rules of the Association 2018 – see below, is easily accessible.

Grievance procedure

18. Application

- 18.1. The grievance procedure set out in this rule applies to disputes under these Rules between –
 - a. a member and another member; or
 - b. a member and the committee; or
 - c. a member and the Association.

- 18.2. The parties to the dispute must meet and discuss the matter in dispute, and if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.
- 18.3. If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend that meeting, then the parties must, within 10 days, hold a meeting in the presence of a mediator.
- 18.4. The mediator must be –
 - a. a person chosen by agreement between the parties; or
 - b. in the absence of agreement –
 - i. in the case of a dispute between a member and another member, a person appointed by the Committee of the Association, or
 - ii. in the case of a dispute between a member and the Association, a person who is mediator appointed or employed by the Dispute Settlement Centre of Victoria (Department of Justice).
- 18.5. A member of the Association can be mediator.
- 18.6. The mediator cannot be a member who is a party to the dispute.
- 18.7. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
- 18.8. The mediator, in conducting the mediation must –
 - a. give the parties to the mediation process 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 to the dispute throughout the mediation process.
- 18.9. The mediator must not determine the dispute.
- 18.10. If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute in accordance with the Act or otherwise at law.
- 18.11. The committee may by unanimous vote at a properly constituted committee of management meeting refuse to deal with a complaint if it considers the complaint to be trivial or vexatious in nature.

NB: The above conflict resolution procedures are only to be used in the case of genuine friction or conflict between individuals or groups within the structure of Casey Radio. These procedures are not to be used to reverse programming decisions, broadcasting or sponsorship decisions made by Casey Radio's Committee of Management.

External complaints handling

- CBAA Complaints and Disputes: <https://www.cbaa.org.au/complaints-disputes>
- Victorian Government Volunteering Portal: <http://www.volunteer.vic.gov.au/manage-yourvolunteers/supporting-and-supervising/settling-disputes-and-grievances>

19. Contact information

Should you require further information or assistance, please contact:

Secretary : secretary@caseyradio.com.au