



INTERNAL CONFLICT POLICY

Adopted by The Committee of Management: October 23 2025

1. Introduction

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. Purpose

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

This policy applies to:

Presenters	CoM Members	Volunteers	Guests	Contractors
✓	✓	✓		

4. Application

4.1. The grievance procedure set out in this policy 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.

5. Grievance Procedure

5.1. 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.

- 5.2. 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.
- 5.3. The mediator must be –
 - 5.3.1. a person chosen by agreement between the parties; or
 - 5.3.2. 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).
- 5.4. A member of the Association can be mediator.
- 5.5. The mediator cannot be a member who is a party to the dispute.
- 5.6. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
- 5.7. The mediator, in conducting the mediation must –
 - 5.7.1. give the parties to the mediation process every opportunity to be heard; and
 - 5.7.2. allow due consideration by all parties of any written statement submitted by any party; and
 - 5.7.3. ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
- 5.8. The mediator must not determine the dispute.
- 5.9. 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.
- 5.10. 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.

Please Note: 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.

6. External complaints handling

2.1. CBAA Complaints and Disputes: <https://www.cbaa.org.au/complaints-disputes>

2.2. Victorian Government Volunteering Portal:
[http://www.volunteer.vic.gov.au/manage-your
volunteers/supporting and
supervising/settling-disputes-and-grievances.](http://www.volunteer.vic.gov.au/manage-your-volunteers/supporting-and-supervising/settling-disputes-and-grievances)

7. Contact information

Should you require further information or assistance, please contact the Secretary:
secretary@caseyradio.com.au