



WAGGA WAGGA COMMUNITY MEDIA INCORPORATED (WWCMI)

Internal Conflict Resolution

Introduction

The *Broadcasting Services Act 1992* (the Act) outlines the legal framework for community broadcasting and explains the role the sector plays in delivering diverse media services that reflect a sense of Australian identity, character, and cultural diversity.

The Act vests responsibility for monitoring all broadcasting services, including community broadcasting services, in the *Australian Communications and Media Authority* (ACMA). ACMA is responsible for allocating and determining the conditions that apply to broadcasting licences, and for guiding industry groups in developing Codes of Practices.

The *Community Radio Codes of Practice* (the Codes) set out the guiding principles and policies for programming on community broadcasting stations.

This policy complies with the requirements of ACMA and *Codes of Practice* Number 1.5

Background

Problems, misunderstandings and frustrations are inevitable in any workplace and **conflict** among members of WWCMI can potentially arise between and among members as a result, for example, of;

- different beliefs, values and opinions.
- difficulty in understanding or inability to accept other perspectives on issues.
- misunderstanding of certain rules around program allocations.
- lack of training and development for roles and responsibilities.
- dissatisfaction with the implementation of WWCMI policies and procedures.
- conflict with the needs of others at station.
- misuse of station facilities and equipment.
- grievances relating to perceived negative attitudes and behaviour from other members.
- stress or anger resulting in a confrontational manner to others.
- dissatisfaction with disciplinary measures taken by WWCMI management for breaches of policies and procedures.

Conflicts which cannot be resolved on a personal basis between individual members may result in formal complaints being made to the station management and the subsequent necessity for **conflict resolution** strategies to be implemented.

WWCMI considers that harmonious and productive team work and a supportive, open and happy working environment are absolutely essential to the effective management and delivery of its

broadcasting services. Therefore, it is WWCMCI's intention to be responsive to its members and their concerns and to act promptly to resolve internal conflict and complaints.

Purpose

This policy outlines the approach taken by WWCMCI to manage internal conflict and complaints of such serious nature that intervention and resolution by the Board is required.

Policy

1. Serious complaints concerning grievances or unresolved conflict between members are to be made in writing to the Station Manager or the Board of Management.
2. The Board may refuse to deal with a complaint if it considers the complaint to be trivial or vexatious in nature.
3. If the Board decides to deal with the complaint, the Board must:
 - a) cause a notice of the complaint to be served on the member concerned;
 - b) give the member at least 14 days from the time the notice is served, to make submissions to the Board in connection with the complaint; and
 - c) take into consideration any submissions made by the member in connection with the complaint.
4. If the Board considers that the complaint is substantiated it may take disciplinary action against the member against whom the complaint has been made, as outlined in the WWCMCI Constitution.
5. The right of appeal against the decision of the Board is afforded to the member as outlined in the WWCMCI Constitution.

Related WWCMCI Documents

The WWCMCI Constitution, Guidelines for Conflict Resolution.