

Breaches of the Community Radio Broadcasting Codes of Practice, by issue 1996–2004

Issue	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	Total
	No. %	No. %	No. %	No. %	No. %	No. %	No. %	No. %	1996 – 2004 No. %
Participation in management	0 0	0 0	0 0	0 0	0 0	1 8.3	0 0	0 0	1 1.6
Protection of children	0 0	0 0	0 0	1 25.0	0 0	0 0	0 0	0 0	1 1.6
Policy/community involvement	1 16.7	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 1.6
Regard for audience / context	0 0	0 0	0 0	1 25.0	0 0	0 0	1 7.7	0 0	2 3.3
Stereotype/vilification/ incite hatred	0 0	1 33.3	0 0	0 0	1 7.1	0 0	0 0	0 0	2 3.3
News/current affairs-accuracy / correction of errors	0 0	0 0	0 0	0 0	1 7.1	1 8.3	0 0	0 0	2 3.3
Complaint handling	1 16.7	2 66.7	1 16.7	2 50	4 28.6	5 41.7	3 23.1	0 0	18 29.5
Sponsorship – program influence	0 0	0 0	0 0	0 0	1 7.1	1 8.3	0 0	0 0	2 3.3
Volunteers – principles in place, guidelines and rights	2 33.3	0 0	0 0	0 0	0 0	0 0	2 15.4	0 0	4 6.6
Conflict resolution	2 33.3	0 0	5 83.3	0 0	7 50	4 33.3	7 53.9	3 100	28 46.0
Total:	6 100	3 100	6 100	4 100	14 100	12 100	13 100	3 100	61 100

Source: ABA investigations database.

Table 2: Top three breach issues 1996-2004

Issue	No. %
Conflict resolution	28 46.0
Complaints handling	18 29.5
Volunteers – principles in place, guidelines and rights	4 6.6

In the eight years, the top three breaches were conflict resolution (46 per cent of breaches), complaint handling (30 per cent), and volunteers – principles in place, guidelines and rights (7 per cent).

Conflict resolution is covered in section 6 of the Code, the purpose of which is to ensure that licensees have appropriate dispute resolution procedures in place to deal with internal disputes. This code also requires that stations act in a timely and

conscientious manner in resolving disputes, and actively manage the conflict resolution process.

Complaints handling is covered in section 7 of the code, outlining the most appropriate way for stations to respond to complaints and other comments from members of the public.

Section 5 of the code recognises the community broadcasting sector’s reliance on volunteer workers for its continued operation. This section requires community broadcasting licensees to have guidelines in place that outline the principles of volunteering, and the rights and responsibilities of volunteers within the organisation. It also states that community broadcasting licensees will make these guidelines easily available to all volunteers in document form. ☐

