

**Music Broadcasting Society of Queensland Ltd  
(ABN 39009992554)**

**Policy note no 3 – On-air sponsorship and Music Diary and community announcements**

**Date adopted or last reviewed: 7 March 2022**

**Date to be reviewed: 7 March 2023**

This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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- 1 Music Broadcasting Society of Queensland Ltd (MBSQ) will broadcast information on activities, events, products, services or programs in conformance with its obligations under the *Broadcasting Services Act 1992*.

**Sponsorship**

- 2 Under the *Broadcasting Services Act 1992* (BSA), community broadcasters are not permitted to broadcast advertising. However, sponsorship is permitted on the following conditions:
  - 2.1 sponsorship content will be limited to 5 minutes in any hour (BSA Sch 2 Part 5 clause 9(3)); and
  - 2.2 sponsorship announcements will be clearly 'tagged' (BSA Sch 2 Part 1 clause 2(2)(b)).
- 3 In accordance with the Community Broadcasting Association of Australia Community Radio Broadcasting Codes of Practice, Code 6, MBSQ will ensure that there is a written sponsorship policy that reflects the licence conditions in the Act. This includes:
  - 3.1 broadcasting no more than five minutes of sponsorship announcements in one hour;
  - 3.2 'tagging' each announcement to acknowledge the financial and/or in-kind support of the sponsor.
- 4 All sponsorship announcements will comply with the following three key sponsorship conditions:
  - 4.1 sponsorship will not be a factor in deciding who can access broadcasting time;
  - 4.2 editorial decisions affecting the content and style of individual programs are not to be influenced by program or station sponsors;
  - 4.3 editorial decisions affecting the content and style of overall station programming are not to be influenced by program or station sponsors.
- 5 All sponsorship arrangements shall be recorded on a standard contract and approved by the General Manager or the person responsible for sponsorship matters.
- 6 Sponsorship will not be accepted from companies that promote tobacco or gambling.
- 7 Sponsorship from companies promoting alcohol may be accepted, however the announcements must not promote the misuse of alcohol, or be directed towards minors.
- 8 Sponsorship will not be accepted from individuals or groups whose policies or practices are inconsistent with the general purposes, policies or directions of MBSQ.

- 9 Sponsorship announcements will be produced and presented in a style and form consistent with the program in which they are to be placed.
- 10 Individual presenters and volunteers are not entitled to seek sponsorship on behalf of MBSQ without the written consent of the General Manager.
- 11 Under no circumstances are presenters permitted to accept gifts, products, services or payments in return for promotion of a product, service or business.
- 12 MBSQ reserves the right to refuse to enter into a sponsorship arrangement, and to refuse to broadcast a paid announcement.
- 13 MBSQ is apolitical and will not accept announcements from political parties, or announcements which promote a political view.
- 14 The General Manager or the person responsible for sponsorship matters will approve all sponsorship scripts. Announcers must not deviate in any material way from approved scripts.

### **Music Diary and community announcements**

- 15 Music Diary announcements inform listeners about coming events, primarily music events (classical, light classical, jazz, nostalgia), and other events with a music component, such as ballet, opera, music theatre and filmed opera. Where time permits, other cultural activities such as theatre and gallery and craft displays may be included.
- 16 Music Diary announcements must not contain statements of a political, sporting or religious nature.
- 17 Items appropriate for inclusion, in priority order, are:
  - music performances, including vocal, eg. classical, light classical, jazz, nostalgia, band, folk and ethnic;
  - music theatre, eg. opera and operetta, musicals, mixed media with a live music component;
  - music-oriented fundraising or support events, eg. social, fundraising or recruitment events for MBSQ, Qld Youth Orchestra, community orchestras, choirs;
  - other art events, eg. gallery exhibitions, craft displays, music-oriented plays and films.
- 18 All Music Diary and community announcements must be approved by the General Manager or the MBSQ staff member or volunteer delegated that task. Announcers must not deviate in any material way from approved scripts.

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**Music Broadcasting Society of Queensland Ltd  
(ABN 39009992554)**

**Policy note no 12 – Programming and announcer scheduling**

**Date adopted or last reviewed: 7 March 2022**

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This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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**Preamble**

- 1 Music Broadcasting Society of Queensland Ltd (MBSQ) currently broadcasts programs on three stations: 4MBS Classic FM, MBS Light, and Silver Memories. Program and announcer scheduling on each of MBSQ's stations will be undertaken with the aim of matching program content and announcer styles as closely as possible to anticipated listener 'requirements' for particular times and days of the week.

**Programs and program scheduling**

- 2 MBSQ programs will be slotted according to a program schedule based on a weekly cycle. This schedule will be relatively stable, but will vary over time as new programming concepts emerge. The program schedule will adhere to the MBSQ music policy for the relevant station, and will be designed to provide quality broadcasting of a range of appropriate music and features, including interviews and other programs featuring spoken-word segments, each week.
- 3 Where program guidelines have been prepared for particular programs, programmers are expected to follow those guidelines. The program guidelines will be reviewed on a regular basis and may be changed, as required, by the Broadcasts committee.
- 4 MBSQ may publish a monthly or two-monthly 4MBS Classic FM Program Guide (the Program Guide), in print and/or electronic form, which will be delivered or emailed to subscribers.
- 5 Many programs broadcast on 4MBS Classic FM will be scheduled in advance and the programmed pieces listed in the Program Guide. However, certain programs, including programs consisting mainly of shorter pieces, may not have their programmed pieces listed in the Program Guide.

**Announcer scheduling**

- 6 The announcer schedule will be based on pre-determined weekly announcing slots. Generally, an announcing slot will begin at the start of a scheduled program and end at the conclusion of a scheduled program. As far as possible, an announcer may replace the original announcer during a scheduled program only after the broadcast of the final work in the program has commenced.
- 7 Generally, an announcer will be scheduled on a weekly or fortnightly basis for the same announcing time-slot. An announcer may, with his/her agreement, be scheduled for more than one announcing time-slot in a week or fortnight.

### **Role of Broadcasts managers**

- 8 MBSQ may appoint staff members or volunteers as Broadcasts managers for 4MBS Classic FM, MBS Light, and Silver Memories. The Broadcasts managers will be responsible, subject to the general oversight of the Broadcasts committee and the General Manager, for program and announcer scheduling for their stations, and will supervise the work of volunteer announcers scheduled for announcing time-slots for their stations.

### **Role of Slotters**

- 9 Programs are drafted by volunteers and staff members. With a limited number of exceptions (for instance some early morning programs and some late afternoon programs), programs drafted for broadcast on 4MBS Classic FM are considered by the Slotters for broadcasting. The roles of the Slotters include:
- ensuring that draft programs comply with any applicable program guidelines, and contain music suitable for the relevant time-slot;
  - selecting prepared programs for relevant time-slots, ensuring variety and relevance;
  - ensuring that programs are not repeated too soon, and that particular works are not repeated too soon whether in the same time-slot or in another time-slot;
  - assisting in the drafting of program guidelines for new programs, for consideration by the Broadcasts committee.

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**Music Broadcasting Society of Queensland Ltd  
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**Policy note no 16 – Community participation and community service**

**Date adopted or last reviewed: 7 March 2022**

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This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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- 1 The community with which Music Broadcasting Society of Queensland Ltd (MBSQ) engages includes our volunteers, our radio, online and live audiences, artists, musicians and actors, students, community and performing arts organisations, and broadcasting and music distribution organisations.
- 2 Those most involved in serving MBSQ and responsible for performing its role in the community are:
  - 2.1 volunteers, who receive no remuneration or – except with the approval of the General Manager – reimbursement for expenses incurred serving MBSQ;
  - 2.2 employees, who receive wages and other entitlements in accordance with their contracts of employment and operation of law;
  - 2.3 independent contractors, who receive payment for their services.
- 3 At all times, the overwhelming majority of those serving MBSQ will be volunteers.
- 4 MBSQ will have in place policies and procedures that ensure people in our community who may not be adequately or appropriately served by other media or other performing arts organisations have opportunities to take part and be encouraged and assisted to take part in serving MBSQ as volunteers, and participating as audience members and where appropriate as performers in events organised by MBSQ. MBSQ's policies and procedures will include mechanisms that encourage and assist active participation by members of our community in management, programming and general operations of MBSQ.
- 5 MBSQ will have policy documents in place that outline:
  - 5.1 the principles of volunteering;
  - 5.2 the rights and responsibilities of volunteers in the organisation;
  - 5.3 the rights and responsibilities of the organisation to volunteers;
  - 5.4 grounds and procedures for internal conflicts involving volunteers, and disciplinary action involving volunteers.

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**Music Broadcasting Society of Queensland Ltd  
(ABN 39009992554)**

**Policy note no 19 – Volunteers**

**Date adopted or last reviewed: 7 March 2022**

**Date to be reviewed: 7 March 2023**

This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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**Preamble**

- 1 Music Broadcasting Society of Queensland Ltd (MBSQ) (ABN 39009992554) is a company limited by guarantee under the *Corporations Act*, and its Constitution provides the foundation for the company's governance and operation. While the overwhelming majority of those serving MBSQ will be volunteers, because MBSQ operates as a business, with the financial, insurance and other legal obligations of a company limited by guarantee, there must be some formality in the relationship between MBSQ and volunteers.
- 2 This policy attempts to strike a balance between the management of a voluntary and largely unregulated organisation, and the management of a business-like organisation operating in a well-regulated legal environment.
- 3 Except where otherwise stated, this policy applies to current and future volunteers. For the purposes of this policy, a volunteer is a person who serves MBSQ but receives no remuneration or – except with the approval of the General Manager – reimbursement for expenses incurred serving MBSQ. A volunteer is not an employee of MBSQ.
- 4 All MBSQ volunteers are entitled to be treated equally, with respect and trust. MBSQ expects its workplace to be safe, welcoming and friendly. MBSQ endeavours to provide a working environment that is enjoyable and flexible so that volunteers may gain the benefits they hope for from volunteering, and intends that the services provided by volunteers will be manageable and fulfilling. MBSQ expects that volunteers will act professionally, with respect and trust and in good faith towards each other, and towards MBSQ staff members and all others whom they encounter whilst serving MBSQ. MBSQ also expects that volunteers will not act in a way which is detrimental to the reputation and interests of MBSQ.

**Recruitment**

- 5 In its recruitment, including its recruitment of volunteers, MBSQ is non-discriminatory and applies principles of fairness, equity and inclusion.
- 6 Those who are recruited as volunteers are persons who are judged to be able to serve MBSQ by performing tasks that contribute to MBSQ's activities, efficiency or effectiveness. MBSQ recognises that it may be unable to offer a role as a volunteer to every person who offers to serve as a volunteer, and that some who offer to become volunteers may be unable to comply with MBSQ policies, including this policy.
- 7 A person offering to serve as a volunteer may be interviewed by a staff member or a nominated volunteer in relation to their interests and abilities, and will be required to provide a limited amount of personal information for workplace health and safety reasons and for the person's own health and safety. It is desirable that the person have some skills in an area in which he/she wishes to work, but he/she will not be rejected for lack of a skill that may be easily acquired with training. Appropriate training will be provided to a volunteer, if required.

MBSQ intends that volunteers will be allocated only tasks that they have the knowledge and ability to perform, and which they are confident they are able to perform.

- 8 When, after the adoption of this policy, a volunteer commences with MBSQ, he/she will be required to confirm their acceptance of the Code of Conduct by signing a copy of it. The signed copy of the Code of Conduct will be retained by the General Manager.
- 9 A volunteer may be appointed to perform particular tasks, for instance reception duties, preparing programs, or presenting programs on one of MBSQ's stations, but volunteers may also be appointed to perform tasks which have yet to be determined. For volunteers in the latter category, they may be taken through a period of training designed to familiarise the volunteer with some of the fundamentals of MBSQ's operations, after which they may be assigned particular tasks.
- 10 Volunteers who commence with MBSQ will be appointed subject to a period of probation. The period of probation will give the volunteer an opportunity to assess whether they wish to be assigned tasks on a regular basis; it will also give MBSQ an opportunity to assess whether the volunteer appears to be able to perform tasks that contribute to MBSQ's activities, efficiency or effectiveness, and able to comply with MBSQ policies, including this policy.

### **Training and mentoring**

- 11 Where formal training is not required, new volunteers may be paired with a more experienced volunteer as a mentor who works in the same area; mentoring arrangements may be informal, or may be formal under a mentor scheme established for volunteers by MBSQ.
- 12 Attendance at formal specialist courses may be arranged for volunteers by MBSQ. Training may be through in-house courses or courses provide by external providers. Where a volunteer's attendance at a formal course is required, the volunteer will normally be expected to meet any course costs.

### **Supervision**

- 13 MBSQ staff members, whether paid or unpaid, and MBSQ volunteers, are answerable to the General Manager and subject to his/her direction and control with respect to any issue regarding MBSQ, its operation, or their duties.
- 14 The General Manager may appoint one or more volunteer supervisors – who may be an MBSQ staff member or another volunteer – to supervise volunteers and their performance of their duties, on behalf of the General Manager. Volunteer supervisors will report to the General Manager as required.

### **Volunteers' rights**

- 15 Volunteers will:
  - 15.1 be provided with a comfortable working environment;
  - 15.2 as far as possible, be given all necessary information and consulted on matters related to their duties, and may be invited to participate in the work of MBSQ committees;
  - 15.3 be permitted, where possible, to work in positions within their competence and interest, as opportunities arise;
  - 15.4 not be asked or placed under pressure to work long or personally inconvenient hours; under normal conditions, the maximum commitment sought from a volunteer will be 16 hours in any week.

## **Volunteers' responsibilities**

16 Volunteers are expected:

- 16.1 to perform their allocated duties conscientiously;
- 16.2 to perform their tasks safely and to take good care of company equipment;
- 16.3 to be helpful and considerate when dealing with other volunteers, paid staff and members of the public;
- 16.4 not to act in a manner that may bring into disrepute MBSQ, its activities, its staff members or other MBSQ volunteers;
- 16.5 to observe MBSQ policy and the Code of Conduct;
- 16.6 if unable to work as rostered on any particular occasion, to inform their supervisor, the General Manager, or another staff member, in good time (preferably at least 48 hours before the rostered time) so that other arrangements may be made;
- 16.7 to notify their supervisor or the General Manager as soon as possible of any problem or deficiency in MBSQ procedures or equipment;
- 16.8 to take responsibility, when necessary, for maintaining MBSQ facilities, and to respond in MBSQ's best interests on occasions when the appropriate person is not available;
- 16.9 not to purport to represent or speak for MBSQ publicly or commercially unless prior arrangements have been made with the General Manager.

## **MBSQ's responsibilities**

17 MBSQ will:

- 17.1 provide an environment and equipment appropriate to operational requirements and in compliance with the *Managing the Work Environment and Facilities Code of Practice* published by [Worksafe.qld.gov.au](http://Worksafe.qld.gov.au);
- 17.2 provide clear duty statements, job specifications or instructions, to ensure that volunteers are familiar with what is expected of them, and know who is their supervisor;
- 17.3 provide guidance and training to ensure proper performance of duties;
- 17.4 provide insurance in case of injury at work;
- 17.5 take all reasonable steps to meet the reasonable expectations of job satisfaction by volunteers;
- 17.6 ensure that MBSQ's expectations of the performance of volunteers are not unreasonable;
- 17.7 provide in-house training, as required, to enable volunteers to contribute to the best of their ability to MBSQ's activities;
- 17.8 listen sympathetically to, and respond appropriately to, volunteers' suggestions and complaints;
- 17.9 maintain conflict resolution procedures for dealing with disputes or disagreements between volunteers or between volunteers and MBSQ staff members, and promote the observance of these procedures;
- 17.10 ensure volunteers are aware that MBSQ values highly their contributions to MBSQ's activities and achievements.

## **MBSQ's rights**

18 MBSQ is entitled to expect from volunteers:

- 18.1 cooperation in working to uphold and maintain MBSQ's mission statement and values, including its commitment to principles of **non-discrimination, fairness, equity and inclusion**;
- 18.2 punctual, effective and reliable performance of tasks they have agreed to undertake;

- 18.3 respect for the confidentiality of personal information or commercial-in-confidence information received by them as volunteers;
- 18.4 acceptance and compliance with MBSQ policies and procedures;
- 18.5 careful treatment of MBSQ equipment and other resources;
- 18.6 use of MBSQ equipment and other resources only for the purposes of MBSQ, and not for personal or private purposes;
- 18.7 cooperation in ensuring that MBSQ has a volunteer's current contact details, including details of next-of-kin;
- 18.8 respect for and tolerance of the ethnic backgrounds and religious, political and sexual preferences of other volunteers, MBSQ staff members, and others with whom the volunteer has contact in the performance of his/her role as an MBSQ volunteer.

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**Music Broadcasting Society of Queensland Ltd  
(ABN 39009992554)**

**Policy note no. 21 – Listener complaints**

**Date adopted or last reviewed: 7 March 2022**

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This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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- 1 Music Broadcasting Society of Queensland Ltd (MBSQ) acknowledges the right of our listeners, staff members and volunteers to comment and make complaints in writing concerning:
  - 1.1 alleged non-compliance with the licence conditions in *the Broadcasting Services Act*, the Community Radio Broadcasting Codes of Practice, or our licence conditions;
  - 1.2 program content;
  - 1.3 the general service provided to the community.
- 2 We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
- 3 MBSQ will make every reasonable effort to respond to and resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
- 4 MBSQ will ensure that:
  - 4.1 complaints that have been received will be acknowledged in writing and referred to the General Manager;
  - 4.2 complaints will be conscientiously considered, investigated if necessary and responded to substantively within 60 days. Responses will include a copy of the Community Radio Broadcasting Codes of Practice, or advise where an electronic copy may be located without charge;
  - 4.3 complainants will be informed in writing that they have the right to refer their complaint to the Australian Communications and Media Authority (ACMA) if they have formally lodged their complaint in writing (letter or email) with MBSQ, and received a substantive response but are dissatisfied with that response or did not receive a substantive response within 60 days of making the complaint.
- 5 The General Manager will maintain a record of complaints made to MBSQ including copies of complaints made in writing and responses by MBSQ for at least two years from the date of the complaint.
- 6 The material relating to a particular complaint will be made available to ACMA, together with any logging tape or audio copies of broadcast material, and written documentation, on request. MBSQ's record of complaints and responses will also be made available to ACMA on request.

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**Music Broadcasting Society of Queensland Ltd  
(ABN 39009992554)**

**Policy note no. 22 – Resolution of internal conflicts and counselling and disciplinary action involving volunteers**

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This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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**Conflicts between volunteers**

- 1 The objective of Music Broadcasting Society of Queensland Ltd (MBSQ) in relation to internal conflicts involving volunteers is that such matters be resolved fairly, in a timely fashion, and as close as possible to the source of the conflict.
- 2 Volunteers are an essential part of MBSQ, and their cooperation with MBSQ staff and with each other is a vital aspect of MBSQ's operations. However, conflicts between volunteers that require third party resolution may arise.
- 3 A volunteer (the complainant) may raise a complaint involving conflict with one or more other volunteers (the other party) with the General Manager. If the General Manager considers it appropriate to do so, he/she may refer the matter to the Broadcasts Manager 4MBS/Silver Memories, the MBS Light Broadcasts Manager, the Concert Recording Team Coordinator, or the Volunteer Coordinator, for attention. The complainant may withdraw his/her complaint at any time.
- 4 The complainant may be asked to provide a written outline of the details of his/her complaint. If a written outline is requested and provided, a copy of it will be provided to the other party.
- 5 The General Manager or the person to whom the General Manager has referred the matter (the delegate), as the case may be, will speak separately to the complainant and to the other party (if the other party includes more than one volunteer, to each of them separately), and may also speak to the complainant and the other party together. Any proposed resolution of the complaint will be formulated in writing by the General Manager or the delegate and copies provided to the complainant and the other party.

**Counselling**

- 6 Counselling of a volunteer will be by the General Manager. Where the General Manager decides that it is necessary that a volunteer be counselled, he or she will give written notice to the volunteer, and arrange a suitable date and time. The written notice is to include details of the matter which led to the decision that the volunteer be counselled; if a written complaint or report was provided to the General Manager, a copy of it will also be provided to the volunteer. The General Manager may suspend the volunteer's involvement as a volunteer with MBSQ pending counselling; if the volunteer is to be suspended the written notice is to say so.
- 7 The volunteer will be entitled to be accompanied by a support person when meeting with the General Manager for counselling.

- 8 Any proposed outcome resulting from the counselling will be formulated in writing by the General Manager and a copy provided to the volunteer.

### **Disciplinary action**

- 9 Conduct by a volunteer which may lead to disciplinary action includes but is not limited to:
- 9.1 inability or failure to comply with policies and procedures, including broadcasting procedures;
  - 9.2 inability or failure to follow program sheets;
  - 9.3 actions, including broadcasting material, in breach of the Community Radio Broadcasting Codes of Practice, MBSQ's licence conditions, the *Broadcasting Services Act 1992*, or other legislation, or copyright or defamation laws;
  - 9.4 inappropriate or careless handling or use of MBSQ equipment or other property;
  - 9.5 rudeness or hostility towards other volunteers, MBSQ staff members, or performers or visitors to MBSQ premises;
  - 9.6 presence on MBSQ premises whilst intoxicated or under the influence of illegal drugs;
  - 9.7 publicly bringing MBSQ or community broadcasting into disrepute.
- 10 Except in the case of gross misconduct (see 17 below), the procedure for disciplinary action involving a volunteer includes these steps:
- 10.1 first formal notice in writing (the first show cause notice);
  - 10.2 hearing;
  - 10.3 second formal notice in writing (the second show cause notice);
  - 10.4 volunteer's opportunity to show cause in writing;
  - 10.5 written notice to volunteer of outcome.
- 11 Where the General Manager decides that disciplinary action involving a volunteer may be necessary, he or she will give the first show cause notice to the volunteer, and arrange a suitable date and time for a hearing. The notice is to include details of the matter which led to the first show cause notice being given; if a written complaint or report had been provided to the General Manager, a copy of it will also be provided to the volunteer. The General Manager may suspend the volunteer's involvement as a volunteer with MBSQ pending disciplinary action; if the volunteer is to be suspended the first show cause notice is to say so.
- 12 Except in the case of gross misconduct (see 17 below), every effort will be made to ensure that notice of disciplinary action, whether formal or informal, will not be given at a time which might interfere with the volunteer's immediate performance of duties as a volunteer, such as before or during work as a presenter or when preparing a pre-recorded program.
- 13 The volunteer will be entitled to be accompanied by a support person or a representative when meeting with the General Manager for the hearing.
- 14 As a result of the hearing, the General Manager may decide to:
- 14.1 take no further action;
  - 14.2 counsel the volunteer;
  - 14.2 vary the role or duties performed by the volunteer as a volunteer with MBSQ;
  - 14.3 suspend the volunteer's involvement as a volunteer with MBSQ;
  - 14.4 terminate the volunteer's involvement as a volunteer with MBSQ.
- 15 After the hearing the General Manager shall either give written notice to the volunteer that he or she intends to take no further action or intends to counsel the volunteer, or give the volunteer a second show cause notice. The second show cause notice is to state the

General Manager's findings and the action he/she intends to take, and to state that the volunteer has a reasonable opportunity to show cause in writing why that action should not be taken.

- 16 If the volunteer does not take up the opportunity to show cause in response to the second show cause notice, or after considering the volunteer's response, the General Manager is to give written notice to the volunteer of the outcome of the disciplinary action. In doing so the General Manager may give notice of an outcome which is less severe than the outcome referred to in the second show cause notice.
- 17 The General Manager may terminate a volunteer's involvement with MBSQ as a volunteer without prior notice if the volunteer engages in conduct which is gross misconduct. Conduct which may be gross misconduct includes but is not limited to:
- 17.1 verbal or physical rudeness or hostility towards another volunteer, MBSQ staff member, or performer or visitor to MBSQ premises, particularly in respect of race, sexuality or religion;
  - 17.2 wilful damage to or theft of MBSQ equipment or other property, or of property of another volunteer, MBSQ staff member, or performer or visitor to MBSQ premises;
  - 17.3 falsification of any MBSQ records for personal gain;
  - 17.4 commercial misrepresentation of MBSQ.

#### **Right of appeal**

- 18 A volunteer who is dealt with under the paragraphs in this Policy note relating to counselling or disciplinary action and who is aggrieved by the outcome may by notice in writing given to the Chairman of the board of directors of MBSQ appeal to the board of directors. The board may determine the appeal after receiving submissions in writing from the volunteer and the General Manager, but may give the volunteer or a representative, and the General Manager, an opportunity to make additional oral submissions. The Board's determination of the appeal shall be final.

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**Music Broadcasting Society of Queensland Ltd  
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**Policy note no. 26 – Corporate governance**

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This policy note supersedes other policy notes to the extent that they relate to the same subject matter.

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- 1 Music Broadcasting Society of Queensland Ltd (MBSQ) is a company limited by guarantee under the *Corporations Act*, and its Constitution provides the foundation for the company's governance and operation. The Constitution outlines, amongst other things:
  - 1.1 the principles of financial membership;
  - 1.2 the rights and responsibilities of members;
  - 1.3 the rights and responsibilities of the organisation to members.

MBSQ maintains a register of members and the register will be made available to the Australian Communications and Media Authority on request.
- 2 MBSQ is independent and through its members and its engagement with communities, artists and sister organisations it represents its communities' interest.
- 3 MBSQ aspires to best practice in its governance, and will have in place and maintain written corporate governance policies and procedures that support management, financial, and technical operations to meet all legal requirements. Copies of policy documents and documents setting out procedures will be available for perusal at MBSQ's premises.
- 4 Through mentoring and training MBSQ will ensure that everyone associated with its operations is aware of his/her legal obligations and is able to participate effectively in performing their role.
- 5 The matters that MBSQ's written policy documents will outline will include:
  - 5.1 dealing with internal conflict;
  - 5.2 handling complaints from members and volunteers.
- 6 MBSQ holds a community broadcasting licence under the *Broadcasting Services Act 1992*, and is legally obliged to follow the licence conditions and the Community Radio Broadcasting Codes of Practice.

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