



# Rights Framework: Explanatory Note on the Process

---

With respect to the values, approaches and policies outlined in our Rights Framework, we have articulated a process for responding to situations, behaviours and actions impacting on somebody's rights at the Station. This document outlines the process in detail. If you haven't done so already, please see our Rights Framework for our statement of intent.

## Rights in the Process

Our process upholds the following rights for each member.

If you are affected by situations, behaviours and actions that impact on your right to participate at 4ZZZ, you have the right:

- To be listened to and taken seriously,
- To have your needs and goals for the process be kept in mind throughout,
- To be kept abreast of the process and any actions being taken,
- To be given new information that arises during the process,
- To have the opportunity to revise your goals and expectations for the process,
- To our best efforts to maintain confidentiality and anonymity, if requested (though this may limit our capacity to respond),
- To bring a support person into the process (with their prior consent),
- To ask questions about the process,
- To boundaries around appropriate communication about the process,
- To give feedback about the process,
- For the process to not affect your participation at 4ZZZ, and to be free from further harassment, discrimination and/or harm as a result of a process occurring.

If your attitudes, behaviours and actions are impacting on another's right to participate at 4ZZZ, you have the right:

- To be made aware at the appropriate stage that a process is occurring,
- To the delivery and conversation of this information being direct and respectful,
- To an opportunity for response and have this response listened to and considered,

- To be given enough time to meaningfully reflect on what has occurred before giving a response,
- To reflect on and amend your response throughout the process, and for the most recent response to inform the process going forward,
- To have a support person throughout the process (with their prior consent),
- To have the opportunity for positive input into a creative response to the situation, and any personal process of taking responsibility,
- To have reasonable supports in place for change to occur,
- To ask questions about the process,
- To boundaries around appropriate communication about the process,
- To give feedback about the process,
- To an opportunity to demonstrate that you can amend your attitudes and behaviour,
- To be given clear pathways, expectations and conditions for future participation at 4ZZZ.

Members engaged in a response to situations, behaviours and actions impacting on somebody's rights to participate at 4ZZZ, primarily the Station Manager, have the right:

- To be free from demeaning, degrading and dominating attitudes and behaviour during the process,
- To respectful delivery of feedback about the process,
- To boundaries around appropriate communication about the process.

## Process Stages

### **1. If safe and possible - members responding to it quickly and directly**

All members of our station have a responsibility to maintain community safety. We thus encourage our community members to attend to interpersonal discomforts and conflicts with each other directly or within immediate circles. This is best done as soon as an uncomfortable behaviour occurs- *there is no situation too small*.

If you feel you would like to do this but would like support, facilitation or resources to do so, we can also assist with that. However, we note that none of our members should ever feel

obligated to manage a situation in which they are experiencing demeaning or degrading behaviours themselves.

## **2. Making the Station Manager aware**

If the issue is not able to be resolved within immediate circles (for example, it has an identified imbalance of power), or if it is becoming complex, distressing or disruptive, the next step is to make the Station Manager aware. You can disclose the situation to your team lead, volunteer coordinator, or directly to the Station Manager. Please feel free to bring a support person for the conversation, with their prior consent.

If you, as a community member or member of the leadership, become aware through observation or disclosure that someone else is experiencing impacts on their rights at the Station, you have a responsibility to respond. Please encourage them to make the Station Manager aware and offer support to do so. This can occur either by gaining permission to share the information on their behalf, facilitating an opportunity to talk or accompanying them for the talk.

*Even if no further action is requested or the issue has been resolved within the team, passing on information is important so that if another situation occurs, the Station Manager has a clearer picture.*

If the issue involves the Station Manager or you do not feel comfortable talking to the Station Manager, you are able to ask another member of staff to make them aware on your behalf, or you are able to talk to any board member about it. You are also able to approach the board if you feel there is an issue with how the Station Manager enacts this process at any time.

You can contact the Station Manager and board by emailing them at:

- Station Manager: [manager@4zzz.org.au](mailto:manager@4zzz.org.au)
- Board (received by all members): [board@4zzz.org.au](mailto:board@4zzz.org.au)
- Chair: [chair@4zzz.org.au](mailto:chair@4zzz.org.au)
- Secretary: [secretary@4zzz.org.au](mailto:secretary@4zzz.org.au)

## **3. Interim measures and additional provisions**

On becoming aware, the Station Manager will consider interim measures for the next stage, *getting clear*. This is because the next stage is a considered process that, particularly on our weekly station schedule, can take some time.

Interim measures will be based on the complexity and gravity of the concern, and might include:

- A temporary pause to any broadcasting or participation at 4ZZZ of the person whose behaviour is causing distress whilst completing the *getting clear* stage,

- Communicating the relevant key information to other team members, such as the volunteer coordinators, so that they can use their discretion to manage the situation,
- Nominating a safe person to be at the venue during key moments, who can observe the situation.

We will also consider additional provisions for the process based on individual needs. For Indigenous members, this can include the presence of an Elder of choice for support, to whom 4ZZZ can pay an honorarium. If other particular needs arise in the process and you require an externally-sought advocate, this can also be incorporated.

#### **4. Getting clear**

The Station Manager will then engage in a process of 'getting clear'. This may involve:

- Ascertaining the needs of the person/s affected, their priorities, and their goals for the process,
- Checking back in with the person/s affected to clarify elements of the situation, and update them on the process,
- Ascertaining what has occurred through sensitive and deliberate conversation with any other people affected and relevant community members who work in proximity,
- Considering what has occurred in the larger organisational and social/systemic context,
- Consulting with others who have relevant skills, experience and/or subject matter knowledge,
- Consulting with the board,
- Gaining enough specificity to put appropriate and discerning language to the situation.

The picture that is painted will be continually revised as new information becomes available throughout the process.

#### **5. Approaching the person whose attitudes, actions and/or behaviour are impacting on somebody's rights at the station**

The Station Manager will approach the person whose attitudes, actions and/or behaviour are impacting on somebody's rights at the station and request a meeting. The person will have the opportunity to put their perspective forward, and bring a support person. The Station Manager will talk with them to ascertain:

- Their awareness of their attitudes and behaviour and their impact on others,
- Their understanding of how these attitudes and behaviours operate in the larger organisational and social context,
- Their response to the situation.

## 6. Circling

The Station Manager will circle stages 4-5 (*getting clear and approaching the person whose attitudes, actions and/or behaviour are impacting on somebody's rights at the station*) as necessary to update, check in and clarify with members of the process, whilst forming the plan for stage 7 (*individual station response*).

## 7. Individual station response

In consultation with relevant members of the process, the Station Manager will communicate a plan which responds appropriately, and supports individuals to take responsibility for their attitudes, actions and/or behaviour. These *may* include the following options:

- Acknowledging and repairing the impacts:
  - An acknowledgement of poor behaviour and a desire to apologise,
  - A written or verbal apology,
  - A request to make amends,
- Gaining understanding of the impacts:
  - A suggestion to engage with specified courses or resources,
  - A creative task to research a certain social issue and create broadcastable content about it,
  - A task to define a programming/presenting framework or values statement to guide future on-air activity,
  - Demonstrated understanding of the issue, for example through a written reflection,
  - A request to seek additional external support,
- Harm reduction:
  - A request to refrain from a certain kind of behaviour or interaction

- A request to pull back interaction with certain individuals to production matters only,
- Changes to roles or schedules,
- Community accountability:
  - Station support networks: nominating support/accountability buddies at the station (with their prior consent),
  - Suggestions to seek feedback on behaviour from other station members (who have given prior consent),
  - Further meetings,
- Permanent exclusion from participation at the station, which is considered a final resort and will occur in consultation with the board.

This plan will be communicated in an email, which will outline clear pathways, expectations and conditions for future participation at 4ZZZ.

## **8. Closing the process**

After the previous steps have been completed, and a plan has been communicated and progressed through appropriately, the Station Manager will check in with the person/s affected and to communicate that the process is considered closed. Any further situations that occur will be considered a new process.

## **9. Collective/structural station response**

In recognition that oppressive attitudes and behaviours do not occur in a vacuum, we will consider possibilities for a broader response within the station that incorporates and shares our learnings from the process. This might look like:

- A group discussion or training,
- Adjusted organisational or leadership structures,
- Renewed focus on communications, reinforcing our messaging around station culture,
- Adjusted or improved access and inclusion initiatives,
- Updates to the rights framework,
- Sharing our learning- with members of the station, and with other organisations.