



Operations & Procedures Handbook

The policies, operations and procedures outlined within this handbook apply to all near media Co – op volunteers and staff.

Queries should be directed to :

Ciaran Murray (near media co-op Project Co-ordinator) – Ciaran@near.ie

Sally Galiana (near fm Radio Co-ordinator) – Sally@near.ie

Elaine King (near tv Co-ordinator) - Elaine@near.ie

Gavin Byrne (Website & nearOnline co-ordinator) - Gavin@near.ie

Dave O'Connor (near media Co-op Secretary) – Dave@near.ie

Useful Contacts

**near media co-op
Committee of Management**

Vincent Teeling (Chair)	(Vincent@near.ie)
Declan Cahill	(Vice Chair)
Dave O'Connor (Secretary)	(Dave@near.ie)
Peter Cunningham (Treasurer)	(Peter@near.ie)
Bronwen Maher	
Stephen Blayds	Shannette Budhai
Sue O'Neill	Andrew Robinson
Connie O'Reilly	

**near media co op
CoOrdination Committee**

Vincent Teeling (Chair)
Dave O'Connor (Secretary)
Peter Cunningham (Treasurer)
Jack Byrne (Development Co Ordinator)
Ciaran Murray (Project Co Ordinator)
Declan Cahill (Vice-Chair)

Staff Contact List

Based at the Northside Civic Centre (8671190)
Radio Coordinator - sally@near.ie
Technical & Studio Issues - gay@near.ie
Technology & Website - gavin@near.ie
Administration - alan@near.ie

Overall Project Coordinator - ciaran@near.ie
On-air promos & Schedules – adminsupport@near.ie

Based at the Coolock Development Centre (8485211)

Promotions – Promotions@near.ie

Publicity – Publicity@near.ie (Amanda Ni Ghabhann)

IT Admin/Training – Itadmin@near.ie

Productions and Specialist Training - paul@near.ie

Outreach, Introductory Training & OBs - dorothee@near.ie

TV Coordinator - elaine@near.ie

Should you have an issue of concern then contact any of the Trustees below:

Trustees:

Jack Byrne Jack@near.ie

Ciaran Murray. ciaran@near.ie

Vincent Teeling. Vincent@near.ie

Dave O'Connor. Dave@near.ie

Yvonne Hannon.

Brendan Teeling.

(Contact details available from The Secretary)

*Who are we,
what do we do,
and why do we do it
?????*

near media co-op Mission Statement

- To foster social justice, media literacy and promote civil society ownership of media.
- To be a democratic, independent, not-for-profit community building resource.
- To provide an alternative to mainstream media by offering an outlet for those underrepresented or excluded through training and access to distribution facilities.
- Through distinctive programming to contribute to the education, entertainment and development of our community.
- To defend the environment and human rights, particularly the right to communicate.

Failte romhat! بكم وسهلاً أهلاً

Welcome to near media co-op

If Community Media is the answer...what is the question?

near media Co-op

near media Co-op is the legal entity that owns Near fm, Near tv Productions and NearOnline.

near media Co-op is registered as: *Comharchumann Cumarsaide Pobal Bhaile Atha Cliath Thoir-Thuidh Teoranta or, Dublin North-East Community Communications Co-operative Society Limited.*

The term NEAR is an acronym for North East Access Radio and referred to the original licensed radio station. Since then we've added TV, Online activities, an outreach service, a drama group and a record label and now refer to the group activities under the name near media Co-op.

near fm

near fm is our community radio project, on air since 1995. It is licensed by the Broadcasting Authority of Ireland. It is open to all organisations and individuals in Dublin North-East. Near fm broadcasts 24 hours a day on 90.3fm and online.

near tv productions

We operate a Community TV production facility, which is based in the Coolock Development Centre (CDC), just down the road from our radio studios and offices. It is not a TV station. Programmes are provided to Dublin City Television, and made available on our website, www.near.ie

near online

We also operate a community IT facility from the CDC, where we provide IT training to the community. We don't do ECDL, but we do offer training in internet surfing, using email, and how best to access information from the internet. The aim is to get people who have been left behind by technology and get them to a level where they are comfortable with using computers. The courses are suitable for all ages and all levels of skill.

RITA.

Stands for Radio, Internet, Television and Ancillary activities. These include Near drama Company, Outreach, Media Literacy, Training and Consultation. Our podcast is a very large part of our online offering and we offer an extensive selection of programming online and provide training in podcasting so programme makers can make their own content available online. Other activities are constantly being added to this list such as near records a community music label and near choice, which will offers a second chance to her selected on near fm talk, drama and arts programmes

overnight each weekend. We'll also soon be building a large archive of near fm programming from over the years.

Ownership / Management:

We operate on a basic philosophy of equality and democracy. Over the years we have tried to use terms that are less hierarchical to describe what we do. However, it can be confusing for new, and indeed longer serving volunteers and staff. Here is a brief outline of the ownership and management structures of this Community Media Co-op, which we hope may help:

Committee of Management.

This is the group of volunteers to manage the affairs of near media co-op, and therefore the management of near fm, near tv productions and near online. This group meets every month and sets policy. The members of this Committee are elected at the Co-op's A.G.M. Only shareholding members of the Co-op can stand for election to the Committee of Management. This committee is the legal management body of the project.

The Co-ordination Committee.

The Committee of Management meets after each AGM and elects a Chairperson, Vice Chair, Secretary and Treasurer. These office holders are designated the Co-ordination Committee and they meet fortnightly to administer the day to day affairs of the society. They receive daily reports from the paid staff.

Staff.

Each platform (Radio, TV and IT) has a designated salaried Co-ordinator. We also have an Outreach, and Funding Co-ordinator. All of these positions are paid ones. Much of the support services provided for volunteers is by JI and CE staff. The entire operation is supervised by a salaried Project Co-ordinator.

Shareholders.

Anyone wishing to support the ideals of democratic ownership of media may apply to become a shareholder. Shares cost €5 for an individual and €25 for an organisation. Shareholders can attend and vote at the AGM. Each member has only one vote. Application for membership is open to anyone supporting the ethos of near media co-op with particular emphasis of those living in or working in Northside Dublin.

Trustees:

At the 1995 AGM, Jack Byrne, Yvonne Hannon and Brendan Teeling were appointed as Trustees of the Co-op. At the 2006 AGM Dave O Connor, Ciaran Murray and Vincent Teeling were appointed as Trustees.

Finance:

We are established as an organisation “which is not run with a view to profit and ensure their independence by being financed from a variety of sources”
Community Radio Charter for Europe. Point 7.

near media Co-op is a not-for-profit entity. Commercial media makes content in order to make money. We make money in order to make content.

This Co-op was asked to fund itself from a mix of advertising, sponsorship, community and other fundraising, as part of our radio licence application. We have decided to forego full-blooded advertising, as we feel that this is incompatible with community programming.

We now secure our income from:

- * Publicly funded community development initiatives, including training.
- * A form of commercial income based on a Canadian model, and
- * A range of community supported fundraisers.
- * Publicly funded national and international initiatives, such as Sound & Vision funding by the Broadcasting Authority of Ireland and pan-European partnerships.

The accounts of the Society are audited each year by a Public Auditor and approved by the members at AGM. Copies of the annual accounts are available from the Secretary, as are full Co-operative rules.

Commercial Income.

For example with radio we use a form of commercial funding from local business termed ‘Notifications.’ These return advertising to its original meaning of informing or telling people about available services in a more candid way which is defined as follows:

Announcements contain the following information:

"The name of the Notifier, the business address and general description of the types of services or products that the Notifier provides. These statements must not contain references to convenience, durability or desirability, or contain other comparative or competitive references. They can contain information about the Notifiers products, including price, name and brand name of the product."

We are encouraging this approach, as they are a more honest way to inform our listeners about local services available through local businesses, which are supporting our community station. Where possible, you should also seek to support our Notifiers

Such ‘Notifications’ are produced in-house by volunteers. They are broadcast on a bed of music and should be delivered in a neutral manner. See if you can spot the difference between them and ads on other radio stations.

Finally on income you should know that all income becomes part of the resources of the Near media Co-op and is spent across all platforms and activities in the best interest of the entire project.

So.....

As a volunteer or staff member with this community development project we hope you have found this information about our structures useful and we hope you will find your involvement enjoyable. We will do everything we can to keep you informed of, and involved with, developments.

The Role of the Community Media Volunteer.

Part of the title of our Co-operative is 'Community Communications', and the purpose of community communications is to create a non-directive community development process that is enhanced by Information and Communications Technologies.

- Our task is to facilitate community identification of needs and the fostering of local initiation of solutions.
- We want to use our media to allow people to act instead of reacting, enabling people to express themselves on their own terms,
- We'll provide direct channels of communication between the citizens and decision-makers to achieve accountability and dialogue about positive developments.
- What we are about is the initiation of an organisational process that the community build on to grow beyond the need for facilitation by any outsider.
- Personal and communal empowerment is our primary objective.

Across all of our media platforms and through the dynamic melding of these technologies we seek to animate the citizens in community. This is an important aspect of our activity. Community animation focuses *on the process of change*, on organising and mobilising the competencies of people, instead of the resolution of an issue as an end in itself.

This approach is true for any community development activity. However, as we work with information and communication technology, we need to ensure that the process of training, enabling and disseminating people's media creations is seen as a *process of empowerment*.

This will be an entirely different approach to all other media. Other media don't see the process of empowerment as being their remit.

That is why an aware community media facility is so important. For without its existence, such deep empowerment would not happen within the media. This is an

entirely different media skill to being a smooth radio DJ, a coiffured TV presenter, or an elitist IT nerd.

As a Community Media Volunteer, you are here to facilitate *real communication* across all these media within our community.

Give up yer oul' hubris and take pride in your new media facilitation skills.



In becoming a 'community radio volunteer' you have joined a global movement which is emerging on every continent, e.g.

Around the world two types of Community Radio have emerged:

** Special interest: catering for jazz, classical or country music, educational, language or minority interests.*

**Geographic community stations: which offer a mix of community development programming, local participation and special interest music. Near fm is in this category.*

There is also the Community Radio Forum , CRAOL, which is the national organisation for community radio with almost 30 members.

We are attempting to democratise the communications media. Accordingly, part of your task will be to teach people in our community how to become broadcasters/users and help them to use the project for real communication.

How to become a radio volunteer with near media co-op

1. Complete the induction training course; modules include: Introduction to Community Radio, Media Literacy, Law and Media, How to use the studios, How to use portable recorders, Research and Interviewing, Production Values, Running order, How to apply for your own programme.
2. Shadowing, Come into the studio and sit in with a presenter of an existing show a number of times in order to get a deeper knowledge of how a programme is done. See what programme you would like to sit in check what day and time would be good with you and inform Dorothee at dorothee@near.ie who will then contact the according presenter and get back to you.
3. Practice on the desk
Come in to practice the desk in studio 3 for playing music, recordings/editing. Check with the studio book at reception area for available time slots. You can

do that by coming in and signing your name into the book or through ringing the reception and ask the person answering the phone to book you in for a certain day and time.01.8671190. The studio can be booked for one hour at a time.

4. Fill in a New Programme Idea Form

Providing summary of programme, layout, what additional help you may need, etc. This can be done online. We will email you a programme proposal sheet which, once returned, will be forwarded to the Programme committee who will provide you with feedback and look into a possible time slot.

Some things to note, keep in mind:

- You can **book portable recorders for compiling recordings** through Alan or Gay Alan@near.ie, gay@near.ie 01.8671190.
- Check if there is somebody assigned to do **studio duty** on the day you are recording/presenting your programme/segment if you need assistance.
- After you have agreed to do a programme you need to sign the **programme agreement**. Usually slots are given for 13 weeks initially. You can apply for a 30min or 60min or 90min programme.
- Prepare a **promo** in order to let other people know about your new programme. Alan can assist with the promo: alan@near.ie.
- Promote your new programme in the newsletter which is sent out bi-monthly.
- If you'd like some assistance with designing a flyer or poster for your programme, get in touch with Dorothee, dorothee@near.ie
- Keep a **running order** of each programme and send it to the reception, the receptionist will archive it: reception@near.ie.

Research into Community Radio.

Can community Radio achieve any of these tasks we have set for ourselves?

A report commissioned by the Independent Radio and Television Commission in 1997, two years after the first community stations went on air, found that community radios had a number of benefits, particularly the following;

- *Establishing and deepening intra-community linkages and dialogues of all kinds*
- *Acting as a community 'watchdog' and campaign supporter, and*
- *Sustaining and renewing a sense of community identity.*

And in 2002, a second piece of research commissioned by the Community Radio Forum and funded by the Broadcast Commission of Ireland found that;

- *With reference to community and voluntary groups, 99% of respondents felt that community radio was a beneficial resource.*
- *With reference to collaborative work between community radio and local statutory bodies, 71% of respondents felt that the statutory sector could benefit in its work from community radio.*

Since then, community radios have clearly established themselves as a significantly beneficial resource for community organisations and statutory bodies. And Near fm has been a prominent part of this development.

In 2012, research was carried out by Red C and Grey Heron Media on behalf of Craol the Community Radio forum of Ireland. The research showed that 84% of the population felt that community radio would add to the diversity of content available to them as listeners. Community Radio stations are not for profit, representative and accountable to the community they serve. However only 39% of those surveyed were aware that communities can set up their own licensed community radio stations. Currently just over 900,000 Adults 18+ are currently served by 24 fully licenced Community Radio stations.

Approximately 602,000 adults 18+ are aware of a local community radio station and approximately 370,000 have ever listened to one of the stations. Overall, 67% of all in the catchment are aware of any community radio station while 41% have listened to a station (Red C research). Near fm counts over 100 volunteers from the age of just 15 to over 70.

Community Radio is a rapidly growing third broadcasting sector and a force for community development, identity, and expression.

Tina Heffernan, Chair of Craol, explained that “*Community radio gives communities, and the groups and individuals within those communities a voice with which to be heard*”. She added “*The community not only gains in having a broader diversity in listening options, they also gain a forum for sharing experience, discovering fresh perspectives, and supporting community activity.*”

Under the 2009 Broadcasting Act, Community Radio was legally defined for the first time with a definition of being representative and accountable to the communities they serve, being not-for-profit, and delivering a social benefit to their community

Media Literacy.

Media Literacy is a necessary new skill, made more urgent due to the fact that during recent decades, the media landscape and our media culture have undergone major changes giving rise to a constantly increasing supply of media products through many new channels, which are increasingly affecting our attitudes and behaviour.

As new entrants to the world of media we need to have the chance to come to terms with the new skills required of us, not just in our leisure time, as with movies, radio and television, but crucially in our own media creation and in the life of our community.

Being Media Literate permits you to use media in more communally beneficial ways. It will enable you to make more mindful content that is different from other media.

Without a critical Media Literate awareness, we run the risk of establishing a parallel service instead of an alternative one.

Becoming Media literate means that you learn, not about *what is*, (mainstream media, status quo content.) but about *what is not*. (alternative and ignored opinions and worldviews.) You can begin to shift from being an unconscious participant, consumer in society, to being participant-observer-facilitator, of your community, in aware dialogue.

The ultimate goal of Media Literacy and Community Media is to make a wider array of information available and wiser choices possible. Media Literacy is about, how even the slightest amount of awareness allows us to experience an event differently with new eyes, ears and sensibilities. Allowing us to sense the current poverty of, and the potential richness of media. Community media can benefit from your new awareness.

Media Literacy does not change the media so much as it changes us. It changes how we perceive and appreciate the constructed reality we see, hear and live every day.

Make an effort to become media literate you'll benefit from it as will your programme and community.

The Alternative to Mainstream Media

This third sector in broadcasting is an alternative to both commercial and state media. Its most distinguishing feature is the participatory nature of the relationship between the project and its community. Both public service and commercial radio participate in some way in the lives of their listeners/viewers/users, announcing their events and playing their music. Most of these stations also offer their audience a chance to participate by requesting a particular song or by expressing an opinion on a topic selected by the station.

Community radio on the other hand, aims not only to participate in the life of the community, but also to allow the community to participate in the life of the station. Only Community media is based, unequivocally, on this reason for being. This is why it should always be distinguished from commercial and state media – neither of which seeks public participation, except when it suits them to do so. Other stations offer ready-made programmes; community media offers democratic access to the activity of programme making itself. Rather than being communicated at, people are offered the opportunity to communicate themselves.

Community radio has a completely different approach to almost all aspects of broadcasting, even music. Commercial stations can specialise in music, but only as a 'niche marketing tool'. For us special interest music is broadcast by lovers of these genres. We display more passion for our music, we have more informed comment and we are more committed to audience participation.

A restructuring of how information is assembled and presented will offer us, both inside the Co-op and outside, the power to control our own definitions of ourselves, of what counts as news and what is enjoyable and significant about our culture.

Both you as a volunteer and the people using our local community radio should be comfortable with our role. We have not been banished to the outer fringes of the media landscape, we choose to be here. We do not strive for the highest possible ratings but to create a medium of communication for local citizens.

We are not a failed, large commercial venture, but a successful, community radio. We are right where we should be to do our work effectively. We are not public service radio in a new guise, we are an accessible social and cultural tool to be used by our community for personal and communal empowerment. Knowing who we are and who we are not will keep us focused on the tasks ahead. Our community Co-op has more in common with community development organisations than with the media sector. We will be more effective when we think of ourselves less as broadcasters and more as community activists. This won't stop you from developing your media skills, but it may help your other capacities.

Fundamentally, what we want to say to you is that community media is as flexible and spontaneous as the human mind. The only limit is your imagination. We hope you continue to enjoy working with us to develop community radio.

COMMUNITY TELEVISION

As with radio, community television is growing across the world as an exciting resource for community development. There are literally thousands of community television channels in existence now for decades.

The growing global concentration of ownership of media, particularly television, makes it even more important to retain some part of the technology and output for community control and development.

In Ireland, the broadcasting act 2001 made provision for the development of a community television channel for Dublin. Our multi media centre is part of the process of developing content for this initiative.

In contrast to the thrust of commercial television, we will use our medium for personal empowerment and community development and the extension of the range of programmes to achieve this.

Our community television will:

- Provide access to training and production facilities to allow groups to promote their objectives.

- Energise community productions by providing equipment and advice to individuals and community groups.
- Enhance diversity in media content and open education options not otherwise available.
- Permit communities' continuous access to tell their own story.
- Deepen media literacy and critical viewing skills.

Community television will be an important means of making the many community development activities visible. Of bringing the many activists together and of encouraging a growing sense of community and citizenship.

Our task is to visually reflect the various communities of northeast Dublin, particularly the most excluded from existing television.

We should also inform ourselves about the hegemonic ideological nature of the output of commercial television and we should set about creating a more critically aware and media competent audience.

Near media Co-op was active in the establishment of Dublin Community Television Channel. We fully subscribe to the principles of that body, which are;

1. Empowerment of communities currently facing disadvantage or blockages in achieving social, economic and cultural objectives;
2. Participation in every aspect of the channel, as well as in the governance and development of the city, for all the communities and people of Dublin
3. Diversity, both by celebrating and linking the great diversity of communities of all kinds in Dublin and by widening the range of programmes available for people, including minority audiences, to watch.

We intend providing a dynamic and empowering medium for our area, to explore and building partnerships and interactions between individuals and groups.

We have set ourselves the task of devising programmes that are entertaining, educational and communally beneficial. The range of activities we propose will be broader than either public service or commercial television and will stretch our resources to the limit. It would not be possible to plan such a rich diversity of activities without the involvement of our television volunteers.

Broadcasting

Programmes made by Volunteers: Shown on www.dctv.ie and on DCTV (NTL 802)

Programmes made by community groups: for training purposes & can also be shown on www.dctv.ie as requested.

Creative Development

Everyone needs to start somewhere it is important to get out and start developing your skills with other volunteers. The more you practice the better you can become.

Television production is rarely done alone so it is important that you get to know other volunteers. Whether you are holding a boom, interviewing people or using a camera your role is an important one. Working on different types of projects, whether they are documentary, short films or talk shows, helps you to develop different skills.

Please also appreciate the time and energy other volunteers are putting into a production.

Having your work critiqued is an important part of developing your skills and volunteers should endeavour to open their own work up to be critiqued by other volunteers and also input into the development of others work in an honest, kind and friendly manner. In this way all volunteers can develop on the skills they have.

Production Processes

There is a very distinct difference in the production process in community media when compared to commercial media. In community media part of the process is to treat people who are being interviewed with dignity and respect and in particular to include them as much as possible in how they are being portrayed.

While it may not be possible to include everyone in the editing process community media producers should endeavour to stay true to the context in which a person spoke rather than use editing to construct their own viewpoint.

Community TV is an alternative not just because of who is making it but also because of how we make it and how we treat participants. Ask permission to film someone and if they do not wish to sign a release form **never** use the footage. Also if they sign a release form and subsequently change their mind, be open to discussing their issues. People can fear ridicule through media be aware of this and take the time to discuss what you are trying to do.

Equipment

Equipment can be booked by volunteers with a proven track. We ask all volunteers to treat the equipment with respect, never to leave the equipment unattended and remember to charge batteries on their return so they are ready for the next person to use. **Remember by treating the equipment with care you mean will you will have access to it long into the future.**

Technical equipment by its nature may get worn or broken if you find there is something wrong with the equipment please let us know straight away rather than leaving it for the next person to find out while out on a shoot.

Content Committee

Programmes made using near tv productions equipment or assistance should give a credit to near tv productions.

DCTV aim to facilitate broadcast of programmes made by near tv productions volunteers however they reserve the right to broadcast.

Your challenge as a volunteer will be to facilitate others to make community television and through your own productions to help near media co-op to create programmes to achieve these objectives.

INFORMATION TECHNOLOGY

We are developing a series of methods of using IT systems to enlarge our range of actions in support of community development and personal empowerment.

For example, we have an Internet Café, which is at the disposal of those who lack such a facility. We also run training courses for individuals and community organisations in a range of ICT skills so that they can utilise this new technology to access services, to share information and to link with similar action groups across the planet for collective actions on a range of global and local issues. near online can help you book a flight, send an email or change the world!!

Convergence.

In recent years social media has become more and more popular. Many of our volunteers and staff have their own twitter or facebook accounts, or indeed other social media accounts. We have set up @near fm @near tv and others and try to use this new form of communication to promote Near media and to engage in dialogue with others who not have heard about near and wish to participate. We were first to use podcasting when it was in its early infancy and have invested in www.nearpodcast.org which is an audio and visual record of our podcasts. We train programme makers to be responsible for their own content in podcasts and encourage them to use different social media accounts to promote their online content.

As you can see, we are devising a wide range of uses for these technologies and an exciting range of activities for those who are interested in IT. The difference between our operation and others is the social use we wish to put this technology to. This is new territory for IT development and our IT volunteers have a great opportunity to help us shape such use, which could influence mainstream evolution of ICT.

Archiving

We are establishing an audio-visual archive to record and store the living history of our area. To make archiving possible it's important for programme makers to keep good running orders and a record of the content of their programmes.

Your challenge as a volunteer will be to facilitate others in acquiring the knowledge to harness these technologies for community development and empowerment.

CONTENT POLICY

Provide access to training, production and distribution facilities; encourage local creative talent and foster local traditions, and provide programmes for the benefit, entertainment, education and development of their audience;
Community Radio Charter for Europe, point 2

In keeping with the stated objectives of our Community Media Co-op, content will incorporate a positive emphasis on:

- * Facilitating and supporting community development
- * Contributing to the media diversity in our area.
- * Encouraging education and life-long learning.
- * Providing information on employment and other issues which will assist people in meeting their information needs
- * Providing access for a wide range of groups within the community, in particular minorities and those under-represented in public service and commercial media
- * Providing a platform for local arts, musical, literary, sports, and other cultural activities
- * Providing a platform for Irish culture, including the Irish language and Irish music
- * Promoting civic pride

All of our proposed content will be measured against the Co-op's objectives and the policy statement, and against any guidelines laid down from time to time by the Content Committee.

THE CONTENT COMMITTEE

We promote the right to communicate, assist the free flow of information and opinions, encourage creative expression and contribute to the democratic process and a pluralist society.

Community Radio Charter for Europe, Point 1.

The Content Committee is appointed by the Committee of Management. The current Committee are Sally Galiana, Ciaran Murray, Peter Cunningham, Alan Braddish and Dorothee Meyer-Holtkamp. The Committee's job is to plan the schedule, allocate time to new contents, revise the Schedule and individual programmes on a continuous basis, and deal with problems including legal, regulatory and near ethos to broadcasting as they arise.

In keeping with the policy, contents will change from time to time. No one will OWN a particular time slot or programme, so if you are asked to move the time of the programme, or if the programme/area you are working on is dropped, please accept it in the spirit of the Co-op. Naturally, the Committee will consult with you before taking any such decision.

At times near organises special programmes from outside the studios, so called Outside Broadcasts, OB's. We generally give 8 days notice prior to cancelling a programme.

When dealing with TV issues the Content committee will include the TV coordinator, and when dealing with online issues the IT coordinator will be included.

Types of content

Content will include:

1. Those made by volunteers within the project itself, such as local current affairs, arts, sport, specialist music and
2. Those made by groups within the Community.

Many volunteers will be involved for the most part in type 1, but there is a very important role to be played in providing help and support to groups taking part.

Content

All content, whether music or speech-based, should focus on local issues and local talent. In planning your programme please try to bear this in mind, as it is easy to lose sight of our objectives when you are caught up in the mechanics of actually producing content. This does not mean that national or even international issues cannot be dealt with; it just means that in dealing with them you should try to take a local or community angle – there is ALWAYS a local angle!

Style

This Co-Op does not aim to have a particular "style" of broadcasting but we aim to AVOID particular styles. Commercial media has a particular "sound" and "look" which is instantly recognisable: if you tune into a radio station you will know if it is a commercial one almost instantly, whether you hear a "DJ", an advertisement, or even, sometimes, a piece of music. In fact, you could travel around Ireland listening to commercial radio and in many cases you would think you had never left Dublin. Near fm should sound as though it comes from North-East Dublin. In other words, people involved in the Co-op, and on the station should sound like themselves, speaking in their own accents, in their own language. We do NOT want to sound like a pale imitation of commercial media.

The question of style goes deeper than accents: it also covers such issues as our attitude to our audience. Serious issues are often treated sensationally and personal stories can be used in a way that exploits the person telling them. It is useful when making content to ask yourself if you are treating your audience, and indeed your guests (if any) with the respect and dignity due to all human beings.

Sponsorship

You may feel that your area could benefit from a link with a sponsor. ANY such links need to be discussed IN ADVANCE with the Project Co-ordinator. This is very important as our approach to Sponsorship is very specific and is part of our licence conditions.

Complaints

From time-to-time complaints about particular items can arise. If you receive a complaint about your content, please let the Content Committee know. If the Committee receives a complaint about your content they will talk to you about it before taking any action. They may write to you directly setting out the basis of the complaint and may take a decision to cease your broadcasting of similar or all material. You will be advised of your right of appeal to the Committee of Management, should this happen.

Programme Review Panel

The programme review panel is a group of experienced broadcasters who will review programming on a regular basis. It is an important part of our ethos and strategic plan to give regular feedback to programme producers to try to encourage stronger community programming. The panel receives a standard form and a link to podcasts of the programmes to be reviewed. Each panel members listens to the programmes and give the feedback to the co ordinator. The material is collated and sent to the programme producer/presenter(s). Programmes are reviewed under the following headings:

Content: We are looking to see if the content matches the programme guidelines or programme proposal.

Community relevance: This can be understood in quite broad terms, especially with a music programme, where the community may mean the listeners with an interest in this type of music eg is there information about upcoming gigs.

Production: We are trying to see if the programme is well researched and planned, and was there promotion.

Technical presentation: Was there dead-air, or poor sounds or phone levels. Did it sound like the person was wearing headphones etc?

Right of reply: All reviewed programmes have a right of reply, where they can write to the secretary, if they feel unjustly treated.

The comments are intended to be constructive and help improve your programme and are not to be taken as a personal criticism.

COMMUNITY RELATIONS/OUTREACH

We seek to honestly inform our community on the basis of information drawn from a diversity of sources and provide a right of reply to any person or organisation subject to serious misrepresentation.

Community Radio Charter for Europe. Point 6.

Community Relations is not the same as public relations. Community Relations seek to establish Co-operative relationships with people, voluntary community organisations, statutory bodies and local business in our area.

A good Community Relations plan is one which encourages all of us to constantly appraise, both our own actions and those of others in relation to the service we are providing for our community.

Our Community Relations Plan will set out to achieve two things:

- * Our awareness of the community's needs and opinions of the Co-op, and
- * The community's awareness of the facilities and services available to them through the Co-op.

Community Relations is a two way dynamic. Us telling the community what our aspirations are, they telling us what they think of our efforts so far, us reacting positively to this information and the community responding with fresh insights....and so on. This will be done regularly through evaluation.

The purpose of our Community Relations programme is to ensure each platform is of benefit to our community and is getting the credit for it.

Our Community Relations Committee will undertake to monitor and implement the following actions:

- * Everything that will ensure that all involved (Staff and Volunteers) realises that they are part of the Community Relations Plan.
- * Actions to ensure that the station remains an influence for good within our community.
- * Actions to ensure continuous Community Awareness our activities.
- * Getting our people out to meet the community, and getting the community in to meet station personnel.
- * Ensuring that this community development project meets the needs of all.

The Community Relations Plan will engage in practical ongoing evaluation of the following areas:

- * How is the phone answered?
- * How are visitors to near media Co-op received?
- * How are queries and comments handled?
- * How responsive is near media Co-op to requests for access?
- * How much help is given in backup, monitoring and follow-up to specific areas?

Outreach also means to welcome the diversity of your community; to establish an open door policy allowing for all members of the community to become involved and to have equally easy access.

"Community radios promote the right to be different, to think with our own heads and to have our own tastes."

- José Ignacio López Vigil, Latin American Coordinator for AMARC

PROMOTIONS

Promoting near fm, near tv productions and near online is also part of the function of the Community Relations Committee.

The most positive benefits of promoting are:

- a. People become aware of the Co-op's existence.
- b. The three platforms become more popular
- c. Your work gets a larger audience, and
- d. Our Co-op becomes more effective in its community development work.

Guidelines and Policy for promoting Your Programme.

All promotional material must be approved by the Community Relations committee before being used or displayed. This is to ensure consistency. Talk to the committee, they may be able to signpost the event. The present Community Relations committee is Dave O'Connor, Ciaran Murray and Dorothee Meyer-Holtkamp

Display Material

Posters also add to the attraction of your work. If you have a special feature or are inviting a guest in to talk on a topical subject, draw up details of a poster announcing this. The office will help you to produce and distribute these. Most shop owners, libraries, community halls etc. will display your poster – but ask before you display.

Recorded Promotional Material on radio

We encourage and ask all volunteers to record a promo prior to starting your programme. The policy is to keep all promos to about 25-30 seconds. Please contact Alan Braddish, alan@near.ie for assistance.

Getting into the Community

Another way to promote each platform is to go and visit public places. Shopping centre and community centre visits can be quite successful, as has been proven in the past. Also, becoming involved in the active life of our community can help us to promote our work. We need to use new technologies to do this more effectively. We aim to continue with these and other promotional actions, station volunteers and employees are expected to participate in these events, and to inform the Co-op about upcoming events in their part of the community. Our outreach platform can provide help with this. Contact dorothee@near.ie for more details.

Poster and Leaflet Drops

This is carried out on an ongoing basis. We also have programme schedules printed up in the office. Take some and distribute to friends, organisations, and community groups in your area. This is an easy, inexpensive way of promoting our project. Cross promotion between the platforms is encouraged.

In conclusion if you have any ideas to promote our Community Radio Station, please contact any member of staff or the committee.

Social Media

If you have a social media account such as facebook or twitter then this is a great way to promote the station and your programme. And can be especially useful in getting people to find content on the podcast. If you want anything promoted from the near social media channels then contact gavin@near.ie

If you use social media to promote your programme or any of your activity with near media Co-op, you must put a disclaimer on your site – twitter, youtube, facebook, soundcloud, mixcloud etc etc

SOCIAL FUNDING

The relationship between our Co-op and its funders is as important as the finance. We will therefore develop the following funding strategy.

PUBLIC

Statutory bodies will be encouraged to provide core funding for our broad community development remit, also to provide programme-related grants and to contract us to deliver training services to eligible recipients.

COMMUNITY

We will develop our community/listenership/viewership support by encouraging individuals and community organisations to support our various fundraising events.

PRIVATE

We will seek local business commercial income, which is compatible with the Community Radio Charter. Caring organisations will also be encouraged to fund relevant projects. e.g. training in programme making for persons in their particular sector.

Such an approach seeks to develop a ‘Social Partnership’ between Near media Co-op and its funders who understand and support our broad community development aims.

We also seek to finance our Co-op from community events, such as pub quizzes and auctions and from grant aid from public and private bodies in relation to specific community development programmes and training projects.

All monies received go back into developing and promoting our project. We expect all volunteers, where possible, to support our community fundraising efforts.

On the following pages
you'll find our policies and
procedures.....

POLICIES

Co-op policy is set by the democratically elected Committee of Management of the Co-operative, and is based on the best and most relevant information available to the committee.

Structures are in place for consultation with all persons involved through regular meetings, sub-committees, an internal newsletter and community consultations.

Some Policies You Should Know About

Access

The Co-op is based on providing the widest possible access for persons and organisations in our area.

Censorship

This Co-op subscribes to the principle of each person's 'Right to Communicate'. Rights, however, bring responsibilities. If you are provided with uncensored time, (TV, radio or internet) you are expected to behave responsibly. Don't defame under any circumstance. Don't set out to shock or offend, unless the context of the piece requires it. If your content is censored and you're not happy about it, make a written report to the Programme/Content Committee. If you not satisfied with the outcome, you can appeal the decision to The Secretary, Committee of Management.

Content Policy

*Provide access to training, production and distribution facilities;
encourage local creative talent and foster local traditions, and provide programmes for the benefit, entertainment, education and development of their audience;*

Community Radio Charter for Europe, point 2

In keeping with the stated objectives of our Community Media Co-op, content will incorporate a positive emphasis on:

- * Facilitating and supporting community development
- * Contributing to the media diversity in our area.
- * Encouraging education and life-long learning.
- * Providing information on employment and other issues which will assist people in meeting their information needs
- * Providing access for a wide range of groups within the community, in particular minorities and those under-represented in public service and commercial media
- * Providing a platform for local arts, musical, literary, sports, and other cultural activities
- * Providing a platform for Irish culture, including the Irish language and Irish music
- * Promoting civic pride

All of our proposed content will be measured against the Co-op's objectives and the policy statement, and against any guidelines laid down from time to time by the Content Committee.

Furthermore, the Broadcasting Authority of Ireland (BAI) has stated that Near FM has editorial and operational independence in terms of scheduling, programme content, and staff / volunteer utilisation. In doing so it must comply with necessary legislation and adhere to its own guidelines.

Balance in Current Affairs programming

Mission Statement

- *To foster social justice, media literacy and promote civil society ownership of media.*
 - *To be a democratic, independent, not-for-profit community building resource.*
 - *To provide an alternative to mainstream media by offering an outlet for those underrepresented or excluded through training and access to distribution facilities.*
 - *Through distinctive programming to contribute to the education, entertainment and development of our community.*
 - *To defend the environment and human rights, particularly the right to communicate.*
1. Presenters and producers should be very familiar with the **mission statement**, as set out above. These demonstrate our commitment to empowerment, minority voices and our duty to support these voices. This does not mean that there cannot be another side to the story. Having a counter argument can make the telling of an issue more interesting and engaging for the listener. It is part of our role to offer some level of opposing viewpoint and where necessary to play devil's advocate.

2. Counter-argument

This is something we should strive for. We have to use our experience and expertise as community media people to decide where, when and to what extent. e.g. We may not be looking for counter-arguments during an anti-racism week. But this is not to say that xenophobia couldn't better challenged by allowing people to have a voice a put forward their point of view.

3. Time frame

We cannot always bring balance to a discussion within the one interview. There are simple constraints such as resources and availability. Therefore the timeframe in which we bring about the counter argument can be over a given period, two months being the maximum time.

Additional guidelines

Here are some of the key issues when dealing with current affairs interviews.

- The presenter needs to put questions to the interviewee that represent the other side of the argument. The presenter **cannot** be seen to be endorsing or supporting an interviewee's side of the argument.
- A person representing the other side of the argument can be interviewed on a future programme, therefore balance can be achieved over a number of programmes. **But** the timing between the interviews is important and they cannot be too far apart. (There is no strict duration, but depending on the issue, a month is about the limit)
- It is not enough that there is **balance** over a broad theme (e.g. the Israel /Palestine conflict) More so, we have to try to achieve balance with a topic under that theme (eg, the flag protests in Belfast is a topic and the troubles in the North of Ireland is a broad theme)
- A connection must be stated between the interviews. We need to be explicit in stating what we are doing. So "this interview gives another side of the story to the one we played about the 'given topic' two weeks back.

If you have any questions please come back to Ciaran, Sally or Alan.

Competitions

As an alternative service to both commercial and national public service media, we are experimenting with alternative ways of doing things. One you should be aware of is our 'non-competitive' policy. This means that no competitions are allowed. Instead, if you have a gift to give away, you should ask your audience to submit their names for a draw for the item. No competitive questions are to be asked. Similarly, we will attempt to find non-competitive ways to promote the Co-op, to encourage more involvement of the local citizens.

Celebrity Free Zone

As a Co-op, which seeks to offer an alternative to that presented by other media, we do not promote the 'cult of the celebrity'. While we can acknowledge creative talent, we do not see ourselves as a publicity machine for celebrities, personalities or 'Very Important People'. In community project the celebrities are the local citizens.

This list is not definitive, we'll no doubt add to it in the light of experience as we go along.

For Radio, Taking A Break

Programme schedules are printed and distributed every quarter for publicity purposes. These schedules are many weeks in the preparation, if you decide to take a break from your programme, give the Contents Committee at least six (6) weeks notice. This will ensure that our printed programme schedule is not out of date as we publish.

Studio Booking and Equipment Sign-Out

We ask that all volunteers book studio time in advance. Contact reception for further information, and available studio time. If you are taking out portable recording equipment, we ask that you sign it out. This is for insurance purposes. We ask for your Co-Operation in this.

Some things to note, keep in mind:

- You can **book portable recorders for compiling recordings** through Alan or Gay Alan@near.ie, gay@near.ie 01.8671190.
- Check if there is somebody assigned to do **studio duty** on the day you are recording/presenting your programme/segment if you need assistance.
- After you have agreed to do a programme you need to sign the **programme agreement**. Usually slots are given for 13 weeks initially. You can apply for a 30min or 60min or 90min programme.
- Prepare a **promo** in order to let other people know about your new programme. Alan can assist with the promo: alan@near.ie.
- Promote your new programme in the newsletter which is sent out bi-monthly.
- If you'd like some assistance with designing a flyer or poster for your programme, get in touch with Dorothee, dorothee@near.ie
- Keep a **running order** of each programme and send it to the reception, the receptionist will archive it: reception@near.ie.

Project Leaders

From time to time, the Co-op applies for funding for specific projects. These are once off, and of limited duration. Ideally, each project should have a team. Why don't you get together with some other volunteers and offer to be a 'Project Team'. You will get production and administrative experience and the satisfaction of seeing a short-term project through to completion. You would not be asked to do more than one each year.

Equal Opportunities

near media co-op is committed to equality of opportunity in all its employment practices, policies and procedures and to the creation of a working environment free from discrimination. near media co-op's employment policy fully conforms to the Employment Equality Act, 1998 and accordingly, the Co-op will ensure that no job

applicant or employee will receive less favourable treatment due to any of the nine grounds contained in the Act (i.e. age, gender, marital status, family status, religious, race, sexual orientation, membership of the traveller community, disability), pay and conditions of work, training and work experiences and opportunities for career development and promotion. Selection, promotion and treatment of all employees will be on the basis of their abilities and merits only and according to the requirements of the job. This policy also extends to volunteers. The responsibility for ensuring the provision of Equality of Opportunity rests primarily with near mediaCo-Op. . Managers and Supervisors have particular responsibility to engender respect for difference and to accommodate Diversity where appropriate. All staff and volunteers have an important role to play in ensuring Equality of Opportunity throughout the organisation. It is also recognised that individual employees and volunteers on behalf of near media Co-op have responsibilities in law and are: a) Required to co-operate with any measures introduced by near media Co-Op to promote Equal Opportunities. b) Must not themselves, either directly or indirectly, discriminate against fellow employees or harass or intimidate them in any way.

(See also, our Intercultural Policy)

Sound and Vision Productions - Guidelines for Volunteers

Background

Sound and Vision is a fund that comes from the TV licence fee. It is something that near media Co-op and community media lobbied for for many years and it is set up to “develop community broadcasting” Broadcasting Act. near media Co-op sees this funding primarily as a method of maintaining and developing our Co-op.

The Sound and Vision makes funding available to make certain types of radio and television programmes; history, heritage, arts, drama, Irish experience in international and European context; Irish language, environment, documentaries, drama, children and youth programming.

Policy

All projects are near media co-op productions. (near fm and near tv)
Proposals can be made to the Contents (programming) Committee 3 months in advance of deadline. Contact Paul Loughran (paul@near.ie) or Ciaran Murray (ciaran@near.ie)

As part of a production team volunteers may be paid for facilitating/coordinating/organising/ producing/researching/etc. This is not a professional fee, but a reward for the extra volunteering time and effort that goes into these projects.

Volunteers need to show:

- that they have an interest in the area
- that they have experience in making the kind of programme in question
- that they have a strong track record in delivering.

If there is no track record volunteers may be asked to volunteer with a programme area for a period of time before the proposal can be taken up.

Note: near media co-op are the legal owners of all material, there is also a policy on artistic ownership, whereby the Co-op may retain as little as 10% ownership.

Environment

near media Co-op realises the importance of addressing global and regional environmental problems, including the degradation of natural resources. It is essential to deal with problems that are seriously threatening the ecological balance of the planet as a whole, such as ozone layer depletion, global warming, biodiversity loss and deforestation.

There is now international consensus that degradation of natural resources, poverty and unsustainable patterns of production and consumption are not separate issues but are in fact closely interconnected and can be contributory factors to conflict within and between nations. In addition, collective action in these areas is necessary not only because many environmental problems require concerted action to achieve a satisfactory resolution, but also to avoid market and competitive distortion that might result from unilateral actions.

near media Co-op follows the guidelines established by the Earth Summit in Rio de Janeiro in June 1992 recognised the need to deal with the complex inter-relationship of these issues in a comprehensive and balanced manner, adopting Agenda 21 as a guide for this organisation in their pursuit of sustainable development, and specifically, referring to Chapter 36 of Agenda 21, dealing with reorienting education towards sustainable development, increasing public awareness and promoting training.

near media Co-op commits itself to increase public sensitivity to environment and development problems and involvement in their solutions and foster a sense of personal environmental responsibility and greater motivation and commitment towards sustainable development

NEAR MEDIA CO-OP GRIEVANCE PROCEDURE FOR VOLUNTEERS

1. Introduction

near media co-op aims to create an environment where volunteers feel valued at while volunteering with the Co-Operative. Near also recognises that there may be occasions when volunteers have concerns or grievances and this grievance procedure enables individual volunteers to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly before they fester and become major problems.

2. Informal Discussions

In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with their relevant platform co-ordinator (i.e nearfm, near tv, near online, outreach, training and production) or another co-ordinator if the grievance involves the platform co-ordinator. The co-ordinator will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

Formal Procedure

3. Stage 1

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their relevant platform co-ordinator. If the complaint involves the volunteer's platform co-ordinator the complaint should be put in writing to another co-ordinator in the organisation or the Project Co-Ordinator, Ciaran Murray.

A meeting will be held between the volunteer and their platform co-ordinator (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed.

Following the meeting, the platform co-ordinator (or other appropriate person) will give a written response within 10 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the platform co-ordinator (or other appropriate person) will need to carry out further meetings or investigations. In this case, the 10 working days limit above, may need to be extended. The response will issue follow this meeting and include a reference to the right of appeal.

4. Stage 2

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Co-Op Secretary. The Secretary will advise the Chair of the Committee of Management. The Secretary will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation.

Following the meeting, the Secretary will give a written response within 10 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Secretary will need to carry out further meetings or investigations. In this case, the 10 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

5. Right of Appeal

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within 10 working days of the decision being communicated to them to the Chair of the Committee of Management. The Chair will convene an Appeals Sub committee to hear the appeal and the volunteer will be invited to a meeting with the Appeals Sub committee.

The Chair will not form part of the Appeals subcommittee. The Appeals sub committee's decision will be final.

A grievance made against other near media co op processes which have an appeal mechanism, are handled through that appeals process. Only one grievance will be processed at anyone time.

Please note – near media co-op has a separate Harassment and Bullying Policy which should be used if the complaint relates to Harassment or Bullying.



Near Media Co-op Volunteer Governance Accord.

To deal with disputes and unacceptable behaviour by any Volunteer involved in this Community Media Project.

Objectives: The objectives of this Accord are:

- to ensure that volunteers against whom allegations are made are dealt with in a fair and equitable manner, and
- to provide an adequate means by which impropriety can be dealt with effectively and the highest standards of conduct be maintained.

Causes for activating the Accord: There are several areas covered by this Accord, including but not limited to:

- Unsatisfactory performances of one's voluntary duties.
- Absence without proper notification
- Any form of abuse or aggression
- Being unfit to carry out one's duties
- Ignoring a request or requirement of the Co-op Management.
- Breaching the Rules and Policies of the Media Co-op.

Procedures: The Committee of Management, acting through its agents, the Coordination Committee and the Project Coordinator, as the persons dealing with Operations, will write to the volunteer(s) in question, requesting them to attend a Formal Review Meeting, explaining the reasons for the meeting:

- Outlining the volunteers alleged misconduct.
- Reiterating possible outcomes, including; lifting of any sanctions, continuation of suspension or confirmation of dismissal, which will depend on severity of alleged activity.

The normal course of events will be:

- First written warning
- Final written warning
- Dismissal.

The Formal Review Process: In cases where a volunteer has been deemed to be in breach of procedures or where conduct is deemed to be unsatisfactory, the Coordination Committee can decide to request the attendance of the volunteer(s) at a formal review of the situation, The nature and/or degree of a volunteers misconduct will generally determine the appropriate action to be taken.

- Reconciliation: If the matter under consideration is of a lesser nature, the Coordination Committee may seek to resolve the matter amicably with the volunteer and to find a way for the volunteer to continue in that role.
- Suspension: Depending on the scale of the alleged misconduct, the Project Coordinator with the consent of the Coordination Committee may decide in the interim, to suspend the volunteer(s) and the relevant programme, if in question, before the review meeting, or upon the issue of a written warning.

- **Dismissal:** In the case of gross misconduct, the Committee of Management, through the Coordination Committee, reserve the right under this accord to immediately dismiss a volunteer or volunteers. Such a letter of dismissal will be sent to the dismissed volunteer(s) by the Co-op Secretary.
- **The Review:** Written communication between the Coordination Committee and the volunteer under review shall be confined to: 1) any written warning(s), 2) the summoning to the formal review meeting, outlining the volunteers alleged misconduct and reiterating possible outcomes and finally, 3) a written notification to the volunteer of the outcome. A file on this correspondence shall be kept for a reasonable time. It may be necessary to include relevant correspondence from the volunteer prior to the review, but these should not be responded to, but should be dealt with during the review meeting.
- The Committee of Management shall deal similarly with an appeal, issuing only a letter of outcomes.
- All volunteers will be expected to co-operate fully in the review of allegations of impropriety by providing such explanations as are sought in the course of the review.

Discretion: The matter under review shall be dealt with by the Coordination Committee, in a manner that protects the dignity of the volunteer and shall not be conducted in the presence of other volunteers, staff or the general public. For operational reasons the Coordination Committee may need to inform necessary parties of a suspension, but otherwise, it will not be alluded to by them in any public fora. A volunteer in this review process, with no such operational imperatives, will be expected to conduct themselves in a similarly discreet manner and to confine their comments on the matter to the formal review exercise.

Participation: The Coordination Committee will act to hold the formal review of the alleged action(s) as soon as possible and will establish an agreed date and time with the volunteer. Should the volunteer fail to attend, the absence and conclusions will be noted in the minutes of the meeting. The minutes of the review meeting are the property of the Media Co-op and may be shared with the volunteer if deemed appropriate. A volunteer under review, if they wish, may keep their own contemporaneous written notes and/or bring another volunteer to such review meeting.

Outcome: Following the review meeting, the Coordination Committee will discuss the matter and make a decision. As the Coordination Committee is primarily composed of volunteers, the decision will be taken and communicated in writing to the volunteer under review as soon as possible, but not later than 28 days.

Appeal: A volunteer sanctioned under this governance accord may appeal the result to the Committee of Management, who will attempt to have the matter dealt with at the next available meeting of that committee. The appellant will receive written notification of the outcome soon thereafter. Or, the sanctioned volunteer may lodge a complaint through the grievance route, but not before the review process is completed.

The Committee of Management: The elected Management Committee of the Media Co-op will have several functions in such a situation. If there is an appeal, to deal with

it, minute it, and communicate the decision to the appellant. If there is no appeal, to hear and minute a report on the matter from the Project Coordinator.

Notification: While the Committee of Management, nor its agents, will make no public comment during the formal review period, at the conclusion, they may decide that the general membership and any interested parties would benefit from clarification of such governance outcomes.

Status: This Governance Accord was approved by a General Meeting of Near Media Co-operative on 5th March 2014.



Social Media Policy

Background

Social and digital media technologies are changing the way we work, offering a new model to engage with our target audience, our community and with each other. We believe this kind of interaction can help us to build stronger, more successful community and voluntary relationships. And it's a way for all of us to take part in a local conversation that is related to the work we are doing at near media Co-op and the things we care about.

Policy

This is the official Policy, approved by the Committee of Management, for participating in social media for near media co-op. If you're a near media co-op employee or volunteer creating or contributing to blogs, wikis, social networks, social bookmarking or any other kind of social media, these guidelines are for you. They will evolve as new social networking tools emerge, so check back regularly to make sure you're up to date.

We believe that, participation in social computing on behalf of near media co-op is not a right but an opportunity, so please treat it seriously and with respect. If you want to participate on behalf of near media co-op ensure you check with the Social Media co-ordinator and team for what is expected of you. Failure to abide by these guidelines and the near media co-op internet safety guidelines could put your participation at risk. Please also follow the terms and conditions for any third-party sites.

Use of the near Brand

Use of 'near', 'near fm' or anything other variant of the near brand in personal email / Facebook / Twitter or any other Social Network accounts must be cleared by near media co-op Management, please check with the Social Media Co-ordinator before

setting up any user name containing the near brand. If you set-up any account without prior approval, near media Co-op reserve the right to require it to be discontinued.

Your honesty - or dishonesty - will be quickly noticed in the social media environment. Please represent near media ethically and with integrity.

- **Be transparent:** Use your real name, identify that you work for near media, and be clear about your role.
- **Be truthful:** If you have a vested interest in something you are discussing; be the first to point it out and be specific about what it is.
- **Be yourself:** Stick to your area of expertise; write what you know. If you publish to a website outside near media, please use a disclaimer something like this: “The postings on this site are my own and don't necessarily represent near media’s positions, strategies, or opinions”.

Make sure all that transparency doesn't violate near media's confidentiality or legal guidelines - or your own privacy. Remember, if you're online, you're on the record - everything on the Internet is public and searchable. And what you write is ultimately your responsibility.

- **Don't slam another organisation:** Play nice. Anything you publish must be true and not misleading, and all claims must be substantiated and approved.
- **Don't over share:** Be careful out there - once you hit "share", you usually can't get it back. Plus being judicious will help make your content more crisp and audience-relevant.

Perception is reality and in online social networks, the lines between public and private, personal and professional are blurred. Just by identifying yourself as an near employee or volunteer you are creating perceptions about your expertise and about near media.

- **Add value:** There are millions of words out there - make yours helpful and thought-provoking. Remember it's a conversation, so keep it real. Build community by posting content that invites responses then stay engaged. You can also broaden the

dialogue by citing others who are writing about the same topic and allowing your content to be shared.

- **Keep it cool:** There can be a fine line between healthy debate and incendiary reaction. Try to frame what you write to invite differing points of view without inflaming others. And you don't need to respond to every criticism or barb. Be careful and considerate.
- **Did you screw up?** If you make a mistake, admit it. Be upfront and be quick with your correction. If you're posting to a blog, you may choose to modify an earlier post, just make it clear that you have done so.

Moderation

Moderation (reviewing content) applies to any social media content written on behalf of near media, whether the site is on or off near.ie.

We do not endorse or take responsibility for content posted by third parties, a.k.a. user-generated content (UGC). This includes text input and uploaded files, including video, images, audio, executables and documents. While we strongly encourage user participation, there are some guidelines we ask third parties to follow to keep it safe for everyone.

- **The “house rules”:** Whether content is post-moderated or community moderated, we use this rule of thumb: **Tell the truth and don't be nasty.**
- If the content is positive or negative and in context to the conversation, then it is okay, regardless of whether it's favourable or unfavourable to near media. But if the content is ugly, offensive, denigrating, and/or completely out of context, then we ask our moderators and communities to reject the content.

Please keep in mind that near media monitors social media related to our organisation, including the activities of our community. If we find any non-disclosed relationships or statements that are false or misleading, we will contact you for correction.

- **Be yourself:** We encourage you to write in the first person and stick to your area of expertise as it relates to near media activities.
- **Be conscientious:** Keep in mind that what you write is your responsibility and failure to abide by these guidelines could put your near media activities at risk. Also

please always follow the terms and conditions for any third-party sites in which you participate.

- Remember as near volunteer you are a representative of near media co-op and you have committed yourself to positively promoting this project. Should you have problems or difficulties within the organisation these should be dealt with through the specified Grievance Procedure and not publicly through any social media platform.

near media co-op Intercultural Policy

near media co-operative aims to promote positive social interaction, communication and mutual understanding between all cultures within our community. near media Co-operative avoids defining cultural differences and intercultural relations only by proxy using ethnicity, religion, country of birth, nationality or language as indicators.

Rather, near media Co-operative adopts a broad approach to integration, understanding interculturalism and equality to positively encompass all the different facets of identity that comprise the full diversity of individuals and groups, including, but not limited to: race, ethnicity, gender, religion or belief, membership of the Travelling community, physical or intellectual ability, age, youth, sexual orientation, gender identity or expression, language, migration status, health status, marital status, family status, or socio-economic background. The aforementioned groups, who are equally embraced by near media Co-operative, will herein be referred to as 'our diverse community'.

Media has the power to shape the way in which all members of our diverse community are perceived and evaluated by the wider society. For this reason, we have adopted this policy which promotes the production of responsible communications that inform and shape public opinion with respect to these groups.

near media co-operative promotes diversity at all organisational levels and ensures that the content produced by stakeholders at near media co-operative are balanced, accurate and informed on intercultural issues.

To promote interculturalism, near media co-operative:

- Guarantees the rights of all people involved with near media co-operative;
- Ensures representation of voices that are consistently marginalised in the media;
- Fosters a sense of belonging for all who participate with near media co-operative;
- Communicates near media co-operative's ethos and intercultural approach in an accessible way;
- Protects near media co-operative from charges of incitement to hatred;
- Makes a clear statement to those within and beyond near media co-operative about the fundamental importance we place on equality

near media co-operative, June 2013



Data Protection Policy

Introduction

near media co-operative needs to collect and use data (information) for a variety of purposes about its staff, volunteers and other individuals who come in contact with the Co-operative. The purposes of processing data include the organisation and administration of training courses, radio and TV programming, research activities, the recruitment and payment of staff, compliance with statutory obligations, etc. Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. The Data Protection Act 1988 and the Data Protection (Amendment) Act 2003 confer rights on individuals as well as responsibilities on those persons processing personal data. Personal data, both automated and manual, are data relating to a living individual who is or can be identified, either from the data or from the data in conjunction with other information.

Purpose of this policy

This policy is a statement of the Co-operative's commitment to protect the rights and privacy of individuals in accordance with the Data Protection Act 1988 and the Data Protection (Amendment) Act 2003.

Collecting information about you.

We collect and use information to provide the following services:

- to provide a community media service, which includes nearfm , neartv productions and near online.
- To undertake this service with the financial support of statutory bodies, including the City of Dublin Education & Training Board, Department of Social Protection/INTREO and the Broadcasting Authority of Ireland.
- To provide you with regular updates about near media co-op using our newsletter, which is circulated via email, hard copy and on our website.
- To provide you with information about ongoing training, general meetings and other activities in near media co-op
- to perform accounting and other record-keeping functions.
- to keep your information secure.
- to enhance or improve your experience on our website.

In general terms, the data we collect from you is your name, address, telephone number and email address. We may also collect your PPSN number and bank account details where we are making any payment to you for services provided.

Principles of the Acts

The Co-operative administers its responsibilities under the legislation in accordance with the eight stated data protection principles outlined in the Act as follows:

1. Obtain and process information fairly
The Co-operative obtains and processes personal data fairly and in accordance with the fulfilment of its functions.
2. Keep it only for one or more specified, explicit and lawful purposes
The Co-operative keeps data for purposes that are specific, lawful and clearly stated and the data is only processed in a manner compatible with these purposes.
3. Use and disclose it only in ways compatible with these purposes
The Co-operative only discloses personal data that is necessary for the purpose/s or compatible with the purpose/s for which it collects and keeps the data.
4. Keep it safe and secure
The Co-operative takes appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, the data and against their accidental loss or destruction. The Co-operative is aware that high standards of security are essential for all personal information.
5. Keep it accurate, complete and up-to-date
The Co-operative has procedures that are adequate to ensure high levels of data accuracy. The Co-operative regularly examines the general requirement to keep personal data up-to-date. The Co-operative has in place, appropriate procedures to assist staff in keeping data up-to-date.
6. Ensure that it is adequate, relevant and not excessive
Personal data held by the Co-operative is adequate, relevant and not excessive in relation to the purpose/s for which it is kept.
7. Retain it for no longer than is necessary for the purpose or purposes
The Co-operative has a policy on retention periods for personal data.
8. Give a copy of his/her personal data to that individual, on request
The Co-operative has procedures in place to ensure that data subjects can exercise their rights under the Data Protection legislation. To make an access request under the Data Protection Acts 1988 and 2003, please submit your request in writing to Ciaran Murray, near media co-op, Northside Civic Centre, Bunratty Road, Dublin 17. E-mail: ciaran@near.ie Please ensure that you describe the records you seek in the greatest detail possible to enable us to identify the relevant records. There may be a fee of €6.35 for an application under Data Protection

Responsibility

near media co-operative has overall responsibility for ensuring compliance with the Data Protection legislation. However, all employees and volunteers of the Co-operative who collect and/or control the contents and use of personal data are also responsible for compliance with the Data Protection legislation. The Co-operative provides support, assistance, advice and training to all departments, offices, staff and volunteers to ensure it is in a position to comply with the legislation. The Co-operative has appointed a Data Protection Officer who will assist the Co-operative and its staff in complying with the Data Protection legislation.

The standard of security expected of all employees and volunteers of near media co-operative includes the following:

- access to the information restricted to authorised staff/volunteers on a "need-to-know" basis in accordance with a defined policy,
- computer systems password protected,
- information on computer screens and manual files kept hidden from callers to offices,
- back-up procedures in operation for computer held data, including off-site back-up,
- all waste papers, printouts, etc. disposed of carefully by shredding,
- all employees/volunteers must log off from their computer on each occasion when they leave the workstation,
- personal security passwords must not be disclosed to any other employee/volunteer of near media co-operative,
- all near media co-operative premises to be secure when unoccupied,

Procedures and Guidelines

This policy supports the provision of a structure to assist in the Co-operative's compliance with the Data Protection legislation, including the provision of best practice guidelines and procedures in relation to all aspects of Data Protection.

Review

This Policy will be reviewed regularly in light of any legislative or other relevant indicators.

The point of contact for further information is Dave O'Connor, Secretary, near media co-op (Dave@near.ie) or Ciaran Murray, Project Co Ordinator /Data Protection officer (Ciaran@near.ie)

near media co-operative August 2013

Data Retention Policy

near media co-operative retains all important documentation (statutory/employment) including information pertaining to financial records and employment contracts or service contracts for a minimum period of 7 years. All other personal contact details pertaining to volunteers and staff are shredded one year after the person in question has stopped volunteering or has ended their employment with near media Co-op.

All documents are stored in secure containers within near media co-operative's premises.

This policy embraces the principles of best practice in relation to document retention policies in the Republic of Ireland.



Privacy Statement

Comhar Chumann Cumarsaide Pobal Bhaile Átha Cliath_Thoir_Thuaidh Teoranta, Dublin North East Community Communications Co-operative Society Ltd (Near Media Co-operative), the publisher of near.ie, is committed to protecting your privacy. We have adopted this Privacy Statement to let you know how your personal information is processed and used. We promise that we will take steps to use your personal information only in ways that are compatible with this Privacy Statement.

Near Media Co-operative confirms that it adheres to **key responsibilities** as set out by the Data Protection Commissioner and with respect to the Irish Data Protection Acts 1988 and 2003. With any personal data collected by near media co-operative, we aim to:

1. **Obtain** and process the information fairly;
2. **Keep** it only for one or more specified and lawful purposes;
3. **Process** it only in ways compatible with the purposes for which it was given to Near Media Co Op initially;
4. Keep it **safe and secure**;
5. Keep it **accurate and up-to-date**;
6. Ensure that it is **adequate, relevant and not excessive**;

7. Retain it **no longer than is necessary** for the specified purpose or purposes;
8. **Give a copy of his/her personal data** to any individual, on request.

The following policies are only in effect for the web pages, newsletters, discussion lists and opt-in announcement lists owned and operated by near Media Co-operative, including near.ie, nearfm.ie, neartv.ie, mediacoop.ie, nearintercultural.ie, neararchive.org, nearpodcast.org, archive.ie, nearchoice.ie, neardigital.ie, medialiteracy.ie

What information are we collecting and how are we collecting it?

Every computer connected to the Internet is given a domain name and a set of numbers that serve as that computer's "Internet Protocol" or IP address. When a visitor requests a page from any website within near media co-operative online network, our web servers automatically recognize that visitor's domain name and IP address. The domain name and IP address reveal nothing personal about you other than the IP address from which you have accessed our site. We use this information to examine our traffic in aggregate, but do not collect and evaluate this information for individuals.

If you email near media co-operative, we will retain a copy of your correspondence, and any reply from us, on our servers.

What are cookies?

From time to time, near.ie or nearfm.ie, neartv.ie, mediacoop.ie, nearintercultural.ie, neararchive.org, nearpodcast.org, archive.ie, nearchoice.ie, neardigital.ie, medialiteracy.ie may send a "cookie" to your computer. A cookie is a small piece of data that is sent to your browser from a web server and stored on your computer's hard drive. A cookie cannot read data off your hard disk or read cookie files created by other sites. Cookies do not damage your system. We use cookies to identify which areas of the suite of near websites that you have visited or customized, so that in time we may provide a better and more personalized experience for you.

You can choose whether to accept cookies by changing the settings of your browser. You can reset your browser to refuse all cookies, or allow your browser to show you when a cookie is being sent. If you choose not to accept these cookies, your experience at our site may be diminished and some features may not work as intended.

What other information do we request?

We may also request your e-mail address or mailing address for the purposes of conducting a survey or to provide additional services (for example, subscriptions to e-mail newsletters, announcement lists or information about near media co-operative events). Whenever we request the identity of a visitor, we will clearly indicate the

purpose of the inquiry before the information is requested. In addition, we will not send you e-mail that you have not agreed to receive. If you do not wish to receive further updates, you can opt-out by sending an email to mailinglist-unsubscribe@near.ie

Will we disclose the information you collect to outside third parties?

near media co-op may share aggregate information about our users to third parties but will not share any personally identifiable information about you without your expressed consent. near media co-op uses reasonable precautions to keep the information disclosed to us secure. This includes the use of password protection and regular maintenance of our servers. We do not sell, rent, or otherwise give your e-mail address to a third-party without your consent. Furthermore, we are not responsible for any breach of security or for any actions of any third parties who receive the information. As a directory, near.ie including nearfm.ie, neartv.ie, mediacoop.ie, nearintercultural.ie, neararchive.org, nearpodcast.org, archive.ie, nearchoice.ie, neardigital.ie, medialiteracy.ie has links to a wide variety of other sites. We are not responsible for their privacy policies or how they treat information about their users.

Please note that near media co-op will release specific personal information about you if required to do so in order to comply with any valid legal process such as a search warrant, subpoena, statute, or court order. *'We reserve the right to release personal information without your consent or without consulting you, when we believe that this is appropriate to comply with our legal obligations, to enforce our terms and conditions or other legal rights, to protect the security of the Site, to prevent fraud, or otherwise to protect our legitimate interests and/or the legitimate interests of our users.'*

Near media co-operative takes its obligations very seriously and adopts the strongest line in relation to the misuse of customer information by any of its staff. Any breach of trust with regard to the confidentiality of information is treated as serious misconduct and may result in disciplinary action up to and including dismissal in accordance with the terms of the Disciplinary Code.

In accordance with the Data Protection Act, near media co-operative will not keep data for longer than is necessary for the purpose to which it was received. In general we hold your contact details for as long as you subscribe to our newsletter and/or other mailing lists. In the case of a volunteer we will hold your contact information as long as you remain as a volunteer with near media co-op

Your Consent to This Agreement

By using our near.ie nearfm.ie, neartv.ie, mediacoop.ie, nearintercultural.ie, neararchive.org, nearpodcast.org, archive.ie, nearchoice.ie, neardigital.ie, medialiteracy.ie websites, you consent to the collection and use of information by us as specified above. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

The Co-operative has procedures in place to ensure that data subjects can exercise their rights under the Data Protection legislation. To make an access request under the Data Protection Acts 1988 and 2003, please submit your request in writing to Ciaran Murry, near media co-op, Northside Civic Centre, Bunnally Road, Dublin 17. E-mail: ciaran@near.ie Please ensure that you describe the records you seek in the greatest detail possible to enable us to identify the relevant records. There may be a fee of €6.35 for an application under Data Protection

The point of contact for further information is Dave O'Connor, Secretary, near media co-operative (Dave@near.ie) or Ciaran Murray, Project Co-ordinator/Data Protection Officer (Ciaran@near.ie).

near media co-operative August 2013

Health & Safety Policy.

Safety Statement:

This statement sets out the health & safety policy of near media co-op and the means through which that policy is to be implemented. Our objective is to meet our duties and obligations to our staff and volunteers by providing a safe and healthy working environment.

It is near media co-op's intention to protect our employees from accident or ill health at work. near media co-op will seek to ensure that all our equipment and systems do not constitute a risk to the Health & Safety of our employees and we will consult with employees on risk improvements.

Our approach to Health & Safety as far as is reasonably practicable will be:

1. To Provide a Safe Place of Work.
2. To continue to identify and control hazards.
3. To prevent as far as is reasonably possible, any improper conduct or behaviour likely to put the Safety, Health & Welfare of employees at risk.
4. To consult with staff on all Health & Safety matters.
5. To provide protective clothing and equipment where necessary.
6. To provide a safe means of entering and leaving the building.
7. To provide a safe system of work practices.
8. To provide appropriate information and training to staff members on a continuous basis.
9. To make Health & Safety a key issue.

Employer Responsibilities:

The responsibility for the provision of a safe place of work rests with the Committee of Management of near media co-op. **Specifically these responsibilities are:**

- To maintain a safe and healthy work environment for employees, in addition to conforming to all current statutory requirements.
- To provide the appropriate type and level of training to enable employees perform their work safely and efficiently.
- To make available to every employee appropriate equipment to ensure Health & Safety.
- To maintain a vigilant and continuing interest in all Health & Safety matters relevant to both the Co-op and staff.

Employee Responsibilities:

As a valued employee of near media co-op you have a responsibility to yourself and your fellow workers to carry out your work in a safe and considerate manner.

Employees must:

1. Co-operate with the Co-op in maintaining a safe work place.
2. Report any potential hazards to management and not work in any hazardous conditions should they; in the employee's opinion exist.
3. Be aware of the nearest emergency exits and fire fighting / first aid equipment.
4. Never interfere with or misuse anything provided by the Co-op in the interests of Health & Safety.
5. Read the Co-op Health & Safety statement and obey all mandatory signs.
6. Not partake in any form of horseplay or prank likely to lead to injury to you or others.

Appendix 1

Accident or NearMiss Reporting Form

Date, Time and Place of the incident.

Name, Address, Occupation and Age of the injured person.

Circumstances, including cause and nature of the injury and the arrangements made for its treatment. (See Appendix 1)

Smoking/Alcohol and Drugs:

It is not permissible to attend work under the influence of intoxicating liquor or drugs. The smoking of tobacco products is prohibited in the offices of near media co-op. Smoking can take place outside the Co-op building at least 3 metres distance away from door entrances and windows.

This smoking policy forms part of the overall Health & Safety Policy and any breach will be dealt with under the Co-op's disciplinary procedure.

Visitors, contractors and temporary members of staff are expected to abide by the terms of this policy.

Manual Handling:

Manual Handling is defined as the "transporting of a load by one or more employees and includes lifting, putting down, pushing, carrying or moving a load, which by reason of its characteristics or of unfavourable ergonomic conditions involves risks, particularly of back injury to employees".

This is a priority issue because it is a major cause of accidents in the workplace. It is near media co-op's policy to minimise the need for manual handling of loads and so therefore should be avoided as far as is reasonably practicable.

Employees must check the weight of the load before attempting to lift it and if the load is too heavy get help. **When lifting, follow the following basic principles.**

1. Relax the knees. Lowering movements should start at the knees not the head.
2. Get close to the object to be lifted. Get a good balance by keeping the feet apart.

One foot will automatically be ahead of the other.

3. When in position, bend the knees and lift with the strong muscles in the legs.
4. Lift gradually, smoothly and without jerking, keeping the object close to the body and the back straight.

Training:

The Co-op is committed to identifying the safety training needs on an ongoing basis. Staff will be involved in the identification of hazards in the office and advised of the particular hazards pertaining to their area. Staff will be trained to respond to such hazards in order to prevent accidents/injury to themselves, their colleagues and clients.

All staff will be trained in emergency procedures and where appropriate, staff will be trained in the use of special machinery and equipment. All staff will be trained in the correct techniques involved in safe manual handling.

Consultation:

The Co-op is committed to consulting with its staff members regarding safety, health and welfare in the office. Staff is involved in the identification of hazards and are trained in dealing with the hazards identified.

The safety statement will be included in Induction Training and staff will be advised on how to deal with any problems that arise.

Reporting of Accidents:

Staff are required to report all accidents and nearmisses, whether resulting in injury or not, to management. Under the Safety, Health & Welfare at Work General Application Regulations 1993, employers must report certain occurrences to the Health & Safety Authority and ensure records are kept on site for a period of 10 years.

The following details are required:

- Date, Time and Place of the incident.
- Name, Address, Occupation and Age of the injured person.
- Circumstances, including cause and nature of the injury and the arrangements made for its treatment. (See Appendix 1)

All accidents will be investigated by a member of management and a written report prepared. Corrective action will be taken where necessary to avoid a reoccurrence. Accidents involving persons who are not members of staff but are visiting or working on the premises must also be reported.

Fire Procedures:

In the event of a fire and providing there is no danger to the persons concerned every effort should be made to extinguish or contain the fire pending the arrival of the fire brigade. The magnitude of the outbreak must dictate whether attacking the fire should take priority over reporting and evacuation.

All staff should be familiar with the exit routes and should also know the location and type of fire extinguishers in the office.

If you discover a fire you should:

- Activate the fire alarm.
- If there is a reasonable hope of extinguishing the blaze, attack the fire immediately.
- Do not under any circumstances, expose yourself to danger.
- Leave the building by the nearest fire exit and proceed to your designated assembly point.

If you hear the alarm you should:

- Switch off any equipment under your control and leave the building by the nearest fire exit.
- Do not stop to collect personal belongings.
- Once outside, do not enter the building until you are told it is safe to do so.

- Management will on occasion perform fire drills to ensure that procedures are known and followed in the event of a real fire.

Guidelines for VDU users.

As part of their duties some employees spend long periods of time using visual display screens. Any necessary adjustments will be made to avoid RSI, eyestrain and other ailments associated with work on screens, which must be adjustable for height, tilt and brightness. No employee will be asked or expected to work any computer which is not in proper working condition, or does not meet the highest specifications. Employees working continuously on-screen should alternate tasks so that at least 10 minutes during each 60 minutes of work is spent doing off-screen type of work. This work is to be undertaken away from the screen, but does not constitute a break. Employees who habitually use VDU's have the right to an eyesight test, the cost of which will be met or reimbursed by the Co-op.

Hazard Analysis:

A hazard is anything at work that might cause harm e.g. Electricity, Hot Surfaces, Lifting Heavy Loads, Slippery Floors, and Poorly Lit Stairways etc. Staff must be aware of the potential hazards and risks involved and report specific hazards to management.

A hazard analysis will be carried out once a year by Management. Particular attention will be paid to areas of high risk i.e. Floors, Stairs and Manual Handling.

The Co-op will remove hazards by engineering means where necessary.

First Aid:

First Aid boxes are provided to ensure that first aid supplies are easily accessible when required in an emergency. First Aid boxes are located at Northside Civic Centre Office, near tv productions office and near online Office. They are to be checked weekly and shortages replaced. Employees have an obligation to ensure that First Aid Boxes, like any safety equipment, are not tampered with. Free access to First Aid Boxes must be maintained at all times. Painkillers cannot be provided in the First Aid Boxes.

Security:

Responsibility for building security rests with the management company of the building (i.e. CDC and Civic Centre) All visitors must comply with whatever security arrangements are in place. In some cases a swipe card is required for entry, in others a sign-in book is used. Any difficulties should be brought to the attention of the Project Co-ordinator or Committee of Management.

Tobacco Policy

Since 29th March, 2004 the Irish government has implemented a ban on smoking in the workplace. This ban was introduced as part of the public health (tobacco) Act, 2002 (Section 47) Regulations 2003. The purpose of this ban is to offer protection to employees and the public who are exposed to the harmful and toxic effects of tobacco smoke in the workplace.

near media co-op is obliged to protect the health of staff, customers and visitors to their premises. Any person found guilty of breaching the ban may be subject to a fine of €3,000. Breaches of the smoking regulations will be dealt with under the near media co-op disciplinary procedure.

Alcohol & Drugs

near media Co-op is committed to providing a safe and productive environment for its volunteers. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all volunteers, regardless of position. The rules apply to all volunteers and/or their guests while they are on Near media Co-op premises or elsewhere on near media co-op business.

- The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on near media co-op property is prohibited.
- Being under the influence of illegal drugs, alcohol, or substances of abuse on near media co-op property is prohibited.
- Volunteering while under the influence of prescription drugs that impair performance is prohibited.

E-Mail and Internet Use

Electronic mail enables near media co-op to communicate promptly and efficiently with customers, suppliers, other community organisations and volunteers. While e-mail brings many benefits to near media co-op in terms of its communications, it also brings risks to near media co-op. For this reason, it is necessary for near media co-op to set down specific rules for the use of e-mail and internet within near media co-op.

Every volunteer and staff member has a responsibility to maintain near media Co-op's image, to use electronic resources in a productive manner and to avoid placing near media co-op at risk of legal liability based on their use.

E-mail is not to be used for private purposes and should not be used for any purpose other than near media co-op business.

near media co-op has access to the internet which enables staff and volunteers to obtain information specific to their role within near media co-op. Employees and volunteers requiring access to the internet will need the approval of management. Internet connections are intended to support near media co-op business or the professional development of employees. General internet access will only be provided with the permission of management. Sally Galliana, Alan Braddish or Ciaran Murray will be able to help further.



Child Protection Policy & Guidelines

near media co-Op is a communally owned, democratic, not-for-profit project open to all organisations and individuals in Dublin North-East. near media co-op runs near fm, Community Radio for North-East Dublin, near tv Productions which provides community television content to Dublin City Community Television (DCTV) and near online which provides IT and Internet training to community groups and individuals. near also runs a drama group, record label and a number of other community media activities.

Child Protection is an issue of concern to all those working with young people today. Child Protection is about ensuring the well being and safety of all children and young people in our care. near media co-op is committed to providing a safe environment for any children or young people under 18 years of age with whom it interacts. We undertake to apply this child protection policy throughout the organisation by setting up detailed procedures and steps to be implemented across all areas of near media co-op.

The procedures can be categorised under the following headings:

1. Child-Centred Approach
2. Good Practice
3. Inappropriate Behaviour
4. Physical Contact
5. Health and Safety
6. Reporting Procedures
7. Form of Consent for Working with Children/Young People
8. Further Information and Training

1. Child-Centred Approach

- Treat all children and young people equally.
- Listen to and respect children and young people.
- Involve children and young people in decision-making, as appropriate.
- Provide encouragement, support and praise (regardless of ability).
- Use appropriate language (physical and verbal).
- Have fun and encourage a positive atmosphere.
- Offer constructive criticism when needed.
- Treat all children and young people as individuals.
- Respect a child's or young person's personal space.
- Discuss boundaries on behaviour and related sanctions, as appropriate, with children and young people and their primary carers.
- Agree group 'contract' before beginning session.
- Encourage feedback from group.
- Use age-appropriate teaching aids and materials.
- Lead by example.
- Be aware of a child's or young person's other commitments when scheduling rehearsals or activities, e.g., school or exams.
- Be cognisant of a child's or young person's limitations, due to a medical condition for example.
- Create an atmosphere of trust.
- Respect differences of ability, culture, religion, race and sexual orientation.

2. Good Practice

- Register each child or young person (name, address, phone, special requirements, attendance, emergency contact).
- Make primary carers, children/young people, visitors and facilitators aware of the child protection policy and procedures.
- Have emergency procedures in place and make all staff aware of these procedures.
- Be inclusive of children and young people with special needs.
- Plan and be sufficiently prepared, both mentally and physically.
- Report any concerns to the Designated Person and follow reporting procedures.
- Encourage children and young people to report any bullying, concerns or worries and to be aware of anti-bullying policy
- Observe appropriate dress and behaviour.
- Evaluate work practices on a regular basis.
- Provide appropriate training for staff and volunteers.
- Report and record any incidents and accidents.
- Update and review policies and procedures regularly.
- Keep primary carers informed of any issues that concern their children.
- Ensure proper supervision based on adequate ratios according to age, abilities and activities involved.
- Don't be passive in relation to concerns, i.e., don't 'do nothing'.
- Don't let a problem get out of control.
- Avoid taking a session on your own. If this is not possible then it should be in an open environment with the full knowledge and consent of primary carers.
- Avoid if at all possible giving a lift to a child or young person and if you do then make sure that primary carers are informed.
- Maintain awareness around language and comments made. If you think that something you said may have caused offence or upset, then try to address it in a sensitive manner.

3. Inappropriate Behaviour

- Avoid spending excessive amounts of time alone with children or young people.
- Don't use or allow offensive or sexually suggestive physical and/or verbal language.
- Don't single out a particular child or young person for unfair favouritism, criticism, ridicule, or unwelcome focus or attention.
- Don't allow/engage in inappropriate touching of any form.
- Don't hit or physically chastise children or young people.
- Don't socialise inappropriately with children or young people, e.g., outside of structured organisational activities.

4. Physical Contact

- Seek the consent of children or young people in relation to physical contact (except in an emergency or a dangerous situation).
- Avoid horseplay or inappropriate touch.

5. Health and Safety

- Don't leave children unattended or unsupervised.
- Manage any dangerous materials or equipment.
- Provide a safe environment.
- Be aware of accident procedure and follow accordingly.

6. Reporting Procedures

6.1 Designated Persons

Sally Galliana, Radio Co Ordinator has been **designated** as the **person to contact** if you have an issue or concern about any aspect of a young persons safety and welfare. It is the responsibility of this person to support and advise staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with the Health Service Executive (HSE) or Gardai where appropriate.

Sally can be contacted at 8671190 or sally@near.ie

Ciaran Murray, Project Co Ordinator has been **designated** as **deputy** to Sally and can be contacted at 8671190 or Ciaran@near.ie

6.2 Grounds for Concern

The following excerpt from Children First: National Guidelines for the Protection and Welfare of Children (4.3.2 – p. 38) shows what would constitute reasonable grounds for concern;

- (i) specific indication from the child or young person that s/he has been abused
- (ii) an account by a person who saw the child or young person being abused
- (iii) evidence, such as an injury or behaviour, which is consistent with abuse and unlikely to be caused another way
- (iv) an injury or behaviour which is consistent both with abuse and with an innocent explanation but where there are corroborative indicators supporting the concern that it may be a case of abuse (an example of this would be a pattern of injuries, an implausible explanation, other indications of abuse, dysfunctional behaviour)
- (v) consistent indication, over a period of time, that a child is suffering from emotional or physical neglect.

6.3 Recording Procedures

The designated person will be responsible for the collection, safe and confidential storage of all information relating to a child protection referral. A copy of the standard reporting form is detailed at Appendix 1.

6.4 Dealing with a disclosure/allegation

It is of utmost importance that disclosures of allegations are managed in a sensitive and discreet manner and any response to a young person making a disclosure should take the following into consideration;

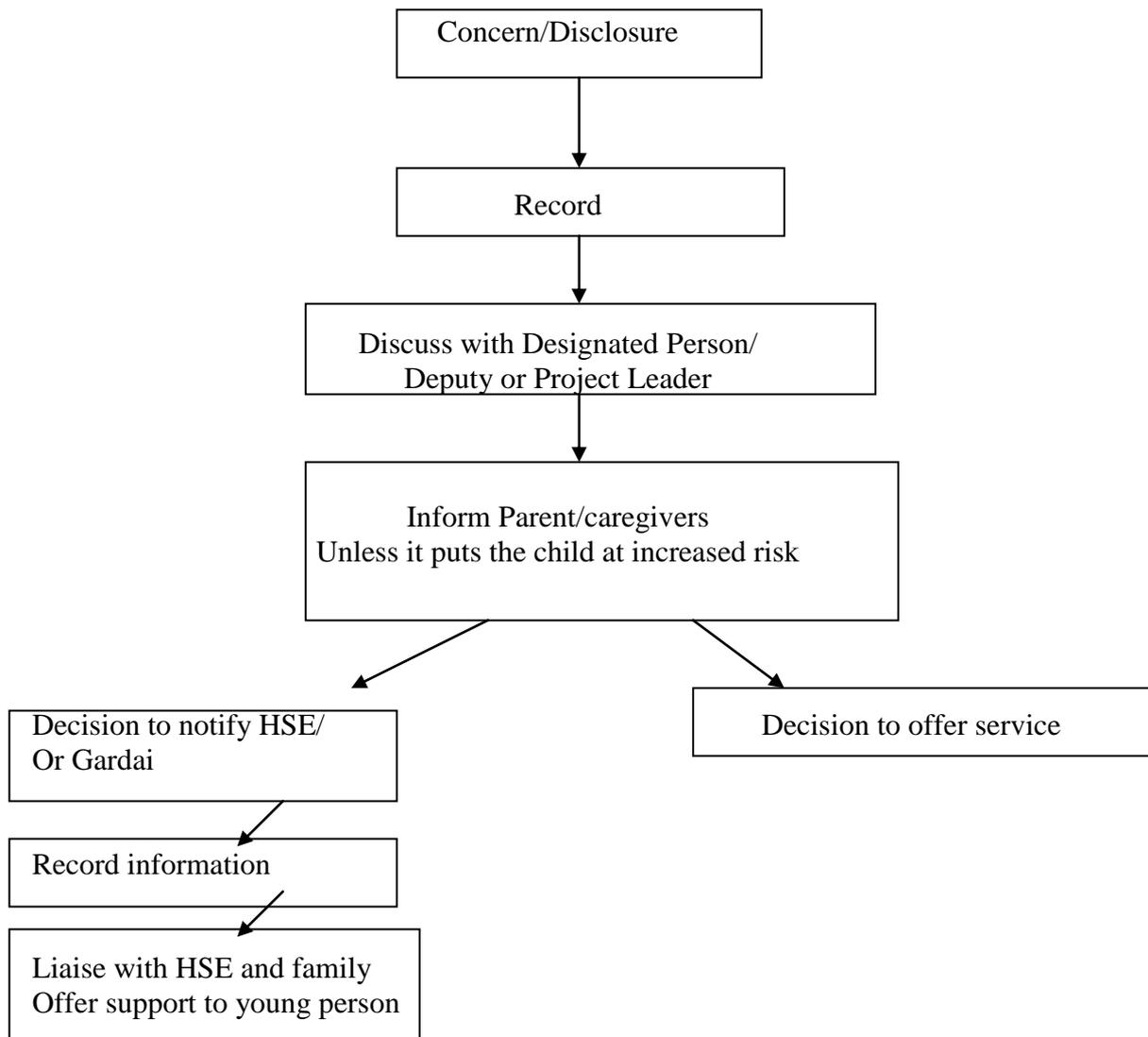
- Take what the young person says earnestly
- React in a calm manner as over reaction may intimidate the young person and increase any feelings of guilt that s/he may have
- Reassure the young person that it was right to tell someone what happened
- Listen carefully and attentively
- Be careful when asking questions. Conversation should be supportive and for the purpose of clarification, allow the person to speak without interruption, accept what is said.
- Alleviate feelings of guilt and isolation, while passing no judgement
- Never ask leading questions. Do not seek intimate details beyond those volunteered by the young person. Such questions and suggestions could complicate the official assessment/investigation by the statutory authorities
- Do not express any opinion about the alleged abuser to the person reporting to you
- Do not confront the alleged abuser
- Write down immediately after the conversation what was said, including where, when and other significant factors noting marks and signs observed. All reports should be signed and dated by the person recording the event
- Check with the young person to ensure what has been heard and understood accords with what they actually said
- Make no promises that cannot be kept, so not promise to keep secret what will be revealed
- Advise that you will offer support, but that you must pass on the information; ensure that the young person understands what will happen next.
- Explain and make sure that the young person understands what will happen next.

Clarify the information is being recorded and referred. Ensure that it is confined and treated as strictly confidential, to be shared with only those

6.5 Reporting Procedures

If staff or volunteers have a child protection concern where they suspect a young person is being abused or neglected or a young person discloses an alleged abuse or neglect to them they should follow the steps outlined below.

1. Record concern or disclosure
2. Ensure in as far as is possible that no situation arises which could cause further concern
3. Immediately inform the Designated Person or if unavailable the Deputy Designated Person
4. The most appropriate person should discuss the concern or consult the parents/primary care givers. Parents/primary care givers or responsible adults should be made aware of a report to the Health Services Executive (HSE) unless it is likely to put the young person at further risk.
5. The Designated Person may contact the HSE duty social work department for an informal consultation prior to making a report
6. Information will be shared strictly on a need to know basis.
7. If there are reasonable grounds for concern the Designated Person will contact the Duty Social Worker in the HSE area using the standard reporting form available. Reports to the Duty Social Worker can be made verbally initially and then followed by the standard reporting form. Reports should be made to the HSE without delay.
8. The Designated Person will keep a record of all telephone calls and reports in relation to the notification to the health board
9. In case of emergencies outside of the HSE social work department hours contact the Gardai. In situations that threaten the immediate safety of a young person it may be necessary to contact the Gardai.



near media co-op November 2012

Form of Consent for Working with Children/Young People



To Parent/Guardian:

Date:

Time:

Place:

Details:

In order for your child or young person to take part in this event can you please fill in the consent form below and return it ASAP to:-

.....,
(Name of organiser)
near media co-op,
Northside Civic Centre,
Bunratty Road, Coolock, Dublin 17.

If you have any queries you can contact me on 8671190 or

✂ -----

To near media co-op

Name of Child/Young Person:..... has permission to attend

.....
.....

on.....
.....

at

Signature of Parent/Guardian:.....

Contact Phone No:.....

8. Further Information and Training

Guidelines published by the Department of Children and Youth Affairs are contained in the document 'Children First'. www.doh.ie/publications/cf.html

Training courses are as follows:-

- Interagency Child Protection Group: NYF, CYC, CDYSB, Ógra Chorcaí. Keeping safe Child Protection Programme, Marino Institute of Education. www.nyf.ie/keeping_safe.htm.
- ISPCC: Run Training courses on Child Protection and Children First Guidelines. www.ispcc.ie/trainmod.html.
- Trinity College Dublin: Postgrad. Diploma in Child Protection and Welfare. www.tcd.ie/social_studies.
- Volunteer Resource Centre (run by CDVEC): Working with Young People: Good Practice Around Child Protection Volunteers. [Courses and Resources at Volunteering Ireland Website. www.volunteeringireland.com/Frameset_CoursesAndResources.htm](http://www.volunteeringireland.com/Frameset_CoursesAndResources.htm)

CARI Foundation: Offer Child protection training to organisations. www.cari.ie/policydocument2002.pdf

Further information also available at www.hse.ie

Appendix 1

FORM NUMBER: CC01:01:00

STANDARD REPORT FORM

(For reporting CP&W Concerns to HSE)



A. To Principal Social Worker/Designate: _____

1. Date of Report

2. Details of Child

Name:		Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Address:		DOB		Age	
		School			
Alias		Correspondence address (if different)			

3. Details of Persons Reporting Concern(s)

Name:		Telephone No.	
Address:		Occupation:	
		Relationship to client:	
Reporter wishes to remain anonymous	<input type="checkbox"/>	Reporter discussed with parents/guardians	<input type="checkbox"/>

4. Parents Aware of Report

Are the child's parents/carers aware that this concern is being reported to the HSE?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

5. Details of Report

(Details of concern(s), allegation(s) or incident(s) dates, times, who was present, description of any observed injuries, parent's view(s), child's view(s) if known.)

STANDARD REPORT FORM*(For reporting CP&W Concerns to HSE)***6. Relationships**

Details of Mother		Details of Father	
Name:		Name:	
Address: (if different to child)		Address: (if different to child)	
Telephone Nos.		Telephone Nos.	

7. Household composition

Name	Relationship	DOB	Additional information, e.g. school/occupation/other

8. Name and Address of other personnel or agencies involved with this child:

	Name	Address
Social Worker		
PHN		
GP		
Hospital		
School		
Gardaí		
Pre-School/Crèche/YG		
Other (<i>specify</i>):		

9. Details of person(s) allegedly causing concern in relation to the child

Relationship to child:	Age	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Name:	Occupation:		
Address:			

10. Details of person completing form

Name:	Occupation:
Signed	Date:

Garda Vetting Policy

It is our policy to ensure that all staff or volunteers who work with children or vulnerable adults are garda vetted. We liaise closely with Fingal Volunteering Centre in this regard.

near media co-op – Glossary of Terms

near operates on a basic philosophy of equality and democracy. Over the years we have tried to use terms that are less hierarchical to describe what we do. However, it can be confusing for new, and indeed longer serving volunteers and staff. The following list may help, we hope.

near media Co-op

near media Co-op is the working name for the group of media projects operated by the legally registered entity. * (see below for more detail)

Shareholder

Anyone wishing to support the ideals of democratic ownership of media can become a shareholder. Shares cost €5 for an individual and €10 for a group. This entitles shareholders to ownership of our three community media platforms (near fm, near tv productions and near online) Also, voting rights at AGM, access to membership of Committee of Management and policy decision-making.

Catchment Area

The catchment area is North East Dublin, or those portions included in our radio license to broadcast.

near tv Productions

We operate a Community TV production facility, which is based in the Coolock Development Centre (CDC), just down the road from our radio studios and offices. It is not a TV station. Programmes are provided to Dublin City Television, and made available on our website, www.near.ie

near online

We also operate a community IT facility from the CDC, where we provide IT training to the community. We don't do ECDL, but we do offer training in internet surfing, using email, and how best to access information from the internet.

Staff Co Ordinators.

Each of the various platforms and activities has a dedicated salaried Coordinator. The project also has a Project Co-ordinator to ensure efficient and effective actions across the entire near media co-op. This group meets weekly

Committee of Management

This is the group of volunteers to manage the affairs of near media co-op, and therefore the management of near fm, near tv Productions and near online. This group meets every month and sets policy.

Co-Ordination Committee

Is the operational body that meets fortnightly and co ordinates much of the daily management of the Co-op. This group is made up of some members of the Committee of Management.

* Dublin North East Community Communications Co-Operative Society Ltd, - Comharchumann Cumarsaide Pobal Bhaile Atha cliath Thoir-Thuaidh Teoranta is the legally registered entity that is responsible for all activities within the Co-operative (Co-op). The Co Op is registered with the Registrar of Friendly Societies since 1983. near media co-op, operates near fm, near tv Productions and near online. It also operates a Drama Group, an Outreach Service, as well as Media Literacy, Training & Production and Integrated Culture.

Local and Global

Community media is both local and global in that we wish to use information technology to allow local people develop their communications skills and achieve their communications needs. While, at the same time, using new information technology, such as the Internet, to link our community with other communities around the world to share information and support each other.

To these ends, near fm is part of CRAOL, the Irish community radio network, we are also affiliated to A.M.A.R.C.-Europe, and AMARC International, a global network of community radio stations similar to our own.

In this, and other ways, we are linked through aspirations and technology to similar community groups across the planet in an organically growing web committed to human rights, environmental rescue and cultural diversity.

And finally, can we paraphrase what James Joyce told Seamus Heaney:

"Let go, let fly, forget.

You've listened long enough.

Now strike your note.

You are fasted now, light-headed,

Dangerous,

Take off from here

....it's time to swim out on your

own and fill the elements

with signatures on your own

frequency."

Seamus Heaney. 'Station Island' Section XII.

THE COMMUNITY RADIO CHARTER FOR EUROPE

Recognising that Community Radio is an ideal means of fostering freedom of expression and information, the development of culture, the freedom to form and confront opinions and active participation in local life; noting that different cultures and traditions lead to a diversity of forms of Community Radio; this Charter identifies objectives which community radio stations share and should strive to achieve.

Community Radio Stations

1. Promote the right to communicate, assist the free flow of information and opinions, encourage creative expression and contribute to the democratic process and a pluralist society;
2. Provide access to training, production and distribution facilities; encourage local creative talent and foster local traditions; and provide programmes for the benefit, entertainment, education and development of their listeners.
3. Seek to have their ownership representative of local geographically recognisable communities or of communities of common interest.
4. Are editorially independent of government, commercial and religious institutions and political parties in determining their programme policy.
5. Provide a right of access to minority and marginalised groups and promote and protect cultural and linguistic diversity.
6. Seek to honestly inform their listeners on the basis of information drawn from a diversity of sources and provide a right of reply to any person or organisation subject to serious misrepresentation.
7. Are established as organisations, which are not run with a view to profit and ensure their independence by being financed from a variety of sources.
8. Recognise and respect the contribution of volunteers, recognise the right of paid workers to join trade unions and provide satisfactory working conditions for both.
9. Operate management, programming and employment practices which oppose discrimination and which are open and accountable to all supporters, staff and volunteers.
10. Foster exchange between community radio broadcasters using communications to develop greater understanding in support of peace, tolerance, democracy and development.

near media co-op
VOLUNTEERS' CHARTER

We recognise and respect the contribution of volunteers, recognise the rights of paid workers to join trade unions and provide satisfactory working conditions for both.
Community Radio Charter for Europe Point 8.

Volunteering to produce social benefit is an expression of humanitarian concern, allowing an individual to make a personal contribution to life in the community. As a volunteer with Near media Co-op you will have certain rights and responsibilities. We set out below the current charter for volunteers.

A Volunteer's Rights

1. The right to participate in the Co-op's policy making processes. This can be done by attending meetings and /or by applying for shareholding in the Co-op.
2. The right to information regarding the Co-op's affairs, its management structures policies, financial affairs etc.
3. The right to be heard, and to have his/her views and opinions taken into consideration in framing policy or in determining operational procedures, and rules and regulations.
4. The right to training and development.
5. The right to adequate grievance procedures.
6. The right to seek a change in role or function.
7. The opportunity to advance personal objectives, e.g. career training in communications or journalism, provided only that it does not clash with Co-op or Community media objectives.
8. The right to pre-agreed out of pocket expenses, where the Co-op's policies so permit.

A Volunteer is obliged to

- 1.** Understand and, by his/her actions, support the aims and objectives of Near media Co-op.
- 2.** Have a commitment to the Co-op over and above merely presenting or producing in his/her own area. This means working on sub-committees, attending meetings, supporting our social and fundraising functions etc.
- 3.** Accept the authority of the Committee of Management or its designate(s) in all matters affecting the Co-op, including management structure, programming policy, programme content and quality etc.
- 4.** Accept the Co-op's right to establish rules and regulations.
- 5.** Accept the Co-op's disciplinary procedures including the right to discontinue an individual's voluntary service.
- 6.** Honour the commitment made to fulfilling the agreed role or function within the Co-Op, to the standards set by the Co-op.
- 7.** Participate in and contribute to the Co-op's internal evaluation processes.
- 8.** Conform to the legal requirements of radio programming and broadcasting.
- 9.** Accept that all information compiled and all programme material made using the Co-op's equipment and facilities, is the property of the Co-op unless express permission is given to the contrary.
- 10.** Maintain confidentiality about matters in regard to which the Co-op deems it necessary.

VOLUNTEERS DO'S AND DON'TS CHECK LIST

DO Think about why you do voluntary work.

DON'T Start your voluntary work until you know exactly what is expected of you.

DON'T Over commit yourself, Offer only as much time as you are able to give regularly.

DO Stretch yourself to give a little more than just your specific area time.

DO Make an effort to understand the evolving nature of the project you have joined.

DON'T. Carry out any task if it is against your wishes or principles. Discuss it with the person in charge.

DO Stick to any arrangements you have made. If you are going to be late, let someone know.

DO Most of all, enjoy the experience.

In Summary

Besides making your programme, you are ENTITLED to become involved in all station activities.

Besides making your programme, you are EXPECTED to become involved in all station activities.

NEAR MEDIA CO-OP VOLUNTEER WARRANTY

I, the undersigned agree to:

Uphold the ethos and follow the guidelines of near media co-op.

To promote the good name of near media co-op, and not knowingly do anything to damage the co-op's reputation.

When in charge of broadcasting or production I agree:

That anything contravening the libel, and defamation laws or breaching the BAI's regulations shall not be broadcast.

That anything likely to incite or promote crime or hatred shall not be broadcast.

That anything which is sub-judice (prohibited from entering the public domain by the courts) shall not be broadcast.

That the privacy of any individual shall not be unreasonably encroached upon

Name _____

Signature _____

Date:

Information in this handbook is correct as of March 2014.