

Editorial Policy & Complaints Handling Procedure

Australian Over 50s Living & Lifestyle Guide

Decalais Consultants Pty Ltd (ABN: 51 139 753 361)

Introduction

We recognise the public's right to information as a cornerstone of democracy. Our editorial and journalistic mission is to serve that part of the Australian population who are Over 50s, Retirees and Seniors and make up 34% of the population. We service this demographic providing them with high quality news, analysis and features that are accurate, clear, objective, timely and useful information about areas of importance to them. We provide high quality public service information and content through our print magazines, e-magazines, websites, videos and podcasts.

Main Areas of Focus

The main areas of focus are:

- Federal, State and Local Government initiatives and announcements of particular significance for this demographic
- Mental Health & Wellbeing
- Physical Health & Wellbeing
- Staying Active, Connected and Engaged with the Community
- Retirement and Financial Planning
- Retirement Living, Aged Care and In-Home Care.
- Safety in all aspects, such as Physical, Domestic, Financial and On-Line Safety
- Jobs, Careers, Business and Legal Issues for this demographic
- Ways of Celebrating Life, Socialising and Leading Constructive, Meaningful Lives
- Leisure & Entertainment

Our Commitment to Public Interest Journalism with Quality, Ethics and Standards at every level of the organisation

We recognise that our printed magazines, articles, videos, podcasts, web content and other content play an important role as a public service in keeping the older sections of the Australian community informed, and we take on the responsibility of producing high quality, objective content in a professional and ethical way.

In order to achieve the highest level of public interest journalism, we adopt the General Principles and Standards of the Australian Press Council and follow the Code of Ethics for Journalists promulgated by the Media, Entertainment and Arts Alliance (MEAA).

In compliance with the General Principles of the Australian Press Council, as reproduced below, we aim to ensure that in all our materials there is:

Accuracy and clarity

1. Ensure that factual material in news reports and elsewhere is accurate and not misleading, and is distinguishable from other material such as opinion.

2. Provide a correction or other adequate remedial action if published material is significantly inaccurate or misleading.

Fairness and balance

3. Ensure that factual material is presented with reasonable fairness and balance, and that writers' expressions of opinion are not based on significantly inaccurate factual material or omission of key facts.

4. Ensure that where material refers adversely to a person, a fair opportunity is given for subsequent publication of a reply if that is reasonably necessary to address a possible breach of General Principle 3.

Privacy and avoidance of harm

5. Avoid intruding on a person's reasonable expectations of privacy, unless doing so is sufficiently in the public interest.

6. Avoid causing or contributing materially to substantial offence, distress or prejudice, or a substantial risk to health or safety, unless doing so is sufficiently in the public interest.

Integrity and transparency

7. Avoid publishing material which has been gathered by deceptive or unfair means, unless doing so is sufficiently in the public interest.

8. Ensure that conflicts of interests are avoided or adequately disclosed, and that they do not influence published material.

Code of Ethics, Fairness, Balance & Conflicts of Interest

In carrying out journalism work, our team must also adhere to the following from the MEAA code of ethics:

- Report and interpret honestly, striving for accuracy, fairness and disclosure of all essential facts. Do not suppress relevant available facts, or give distorting emphasis. Do your utmost to give a fair opportunity for reply.
- Do not place unnecessary emphasis on personal characteristics, including race, ethnicity, nationality, gender, age, sexual orientation, family relationships, religious belief, or physical or intellectual disability.
- Aim to attribute information to its source. Where a source seeks anonymity, do not agree without first considering the source's motives and any alternative attributable source. Where confidences are accepted, respect them in all circumstances.
- Do not allow personal interest, or any belief, commitment, payment, gift or benefit, to undermine your accuracy, fairness or independence.
- Disclose conflicts of interest that affect, or could be seen to affect, the accuracy, fairness or independence of your journalism. Do not improperly use a journalistic position for personal gain.

- Do not allow advertising or other commercial considerations to undermine accuracy, fairness or independence.
- Do your utmost to ensure disclosure of any direct or indirect payment made for interviews, pictures, information or stories.
- Use fair, responsible and honest means to obtain material. Identify yourself and your employer before obtaining any interview for publication or broadcast. Never exploit a person's vulnerability or ignorance of media practice.
- Present pictures and sound which are true and accurate. Any manipulation likely to mislead should be disclosed.
- Do not plagiarise.
- Respect private grief and personal privacy. Journalists have the right to resist compulsion to intrude.
- Do your utmost to achieve fair correction of errors.

Accreditation & Accountability

Our journalists, writers, contributors, content developers, videographers, interviewers, sales staff and administrative staff must undertake to read, understand and work within the framework provided by this policy and processes document.

Outside specialist contributors must be demonstrated, accredited and qualified specialists in the field in which they are making contributions and agree to have their contributions peer reviewed.

Generalist contributors must have several years journalism or writing experience and must submit past published works as evidence of their experience and work.

In order to be accredited by us, all writers, journalists and contributors must have at least 10 years relevant, verifiable experience and must provide an undertaking to comply with the requirement of this policy and processes.

How we ensure compliance to our policy, the Australian Press Council Principles and Standards and the MEAA Code of Ethics.

In order to ensure adherence to the policies, principles and codes within this framework, we have established a number of quality processes:

- All members of our journalistic, content development, sales, management and administrative teams must undergo training in relation to this policy, the General Principles & Standards of the Australian Press Council and Advisory Guidelines and the Code of Ethics for Journalists of the MEAA.
- Any content considered to be of a technical, financial or medical nature is subject to review by a subject matter specialist. All claims in must be referenced to the appropriate research or applicable accreditation or certification
- All content, including content contributed by a third party, is subject to an internal editorial review
- All content is subject to fact-checking prior to publication in 3 stages
 - The journalist must check all facts from source or if this is not possible, then from an accredited and credible third party

- Fact - checking at proof reader level
- Fact - checking by an editor during the editorial review

Complaints Handling

Whilst every effort is made to adhere to this editorial framework and the associated Principles, Guidances, Standards and Codes, we recognise that there may be occasions when readers feel that there has not been compliance. We take such instances very seriously and we have formulated a Complaints Handling Policy and Procedures which can be found at these urls for easy access by readers and the public.

<https://livewellclub.com.au/AOF%20Editorial%20Complaints%20handling.pdf>

<https://australianoverfifties.com.au/AOF%20Editorial%20Complaints%20handling.pdf>

However, the Complaints Handling Policy and Procedure document is also reproduced here for the sake of completeness.

Editorial Complaints Handling Policy & Procedure

We adhere to the Australian Press Council's Principles and Standards. However, we understand that there may be occasions when readers feel that the Principles or Standards have not been met. In these cases, if a reader brings these to our attention in the form of a complaint, we consider complaints very seriously and our policy is to deal with all complaints in a timely and helpful manner and to be transparent in how complaints are being dealt with. This document details our complaints handling process in relation to complaints about our print, digital, social, video, podcast or any other form of content.

Making a complaint Any person, organisation or body can make a complaint by email or through a written letter. There is no fee for making a complaint or for us to investigate it.

The email for sending complaints is editor@australianoverfifties.com.au Written complaints can be sent to Australian Over 50s Living & Lifestyle Guide, PO Box 4211, Robina Town Centre, QLD 4230

When making a complaint, as many details as possible should be provided so that the complaint can be fully investigated. As a minimum, the complainant should provide the following information:

- The publication name, date, page and title of article or news story, if the complaint is in relation to printed matter
- A link to the concerned webpage, video, podcast or social post if the complaint is about online material
- The nature of the complaint
- Name and contact details of the complainant

How will your complaint be handled? We aim to acknowledge your complaint within two working days of receipt and to begin investigating it within 7 working days, however, we reserve the right to decline to investigate complaints that are abusive or offensive. We aim to

respond to all complaints within 28 days of receiving all the information reasonably needed to investigate the complaint.

During the investigation of the complaint, we may request further information from you and if we do not hear back from you within 21 days, we will consider your complaint concluded and close the investigation.

Result of Complaints and Action If after investigation, your complaint is found to be valid, we will try to remedy the situation in a timely manner with an appropriate apology, correction, publication of balancing materials or removing digital content or a combination of these actions.

We will inform you formally in writing of the results of our investigation within 7 days of arriving at a conclusion, which will usually be within 28 days of receiving the complaint and relevant information and clarifications.

Appeal. If you are unsatisfied with the results of our internal investigations and conclusion you may complain to the Australian Press Council and we will cooperate fully with the Council should it decide to receive and investigate your complaint. The website of the Council is www.presscouncil.org.au