

Core Publishing and Events Pty Ltd

Editorial Standards and Complaints Policy

Purpose

Core Publishing and Events Pty Ltd is committed to producing accurate, fair, balanced, and responsible journalism across all its publications, websites, digital platforms, social media channels, and associated products.

This policy establishes the editorial standards expected of all employees, contractors, contributors, editors, and publishers, and provides a transparent process for handling complaints from readers, advertisers, stakeholders, and members of the public.

1. Editorial Principles

Core Publishing and Events Pty Ltd will:

Accuracy

- Take reasonable steps to ensure all published information is accurate, factual, and verified before publication.
- Distinguish clearly between fact, opinion, commentary, advertising, and sponsored content.
- Correct significant errors promptly when identified.
- Ensure headlines, captions, images, and social media posts accurately reflect the content they accompany.

Fairness

- Present issues honestly and fairly.
- Provide individuals and organisations with a reasonable opportunity to respond to serious allegations where practical.
- Avoid misleading omissions that materially alter the meaning or context of a story.

Independence

- Maintain editorial independence from advertisers, sponsors, political organisations, and other external influences.
- Clearly identify paid content, advertorials, sponsored articles, and commercial partnerships.
- Ensure editorial decisions are made in the public interest and not influenced by commercial considerations.

Transparency

- Disclose conflicts of interest where relevant.
- Identify sources where possible while respecting legitimate confidentiality requirements.
- Correct inaccuracies openly and transparently.

Respect and Privacy

- Respect the privacy and dignity of individuals.
- Avoid unnecessary intrusion into personal grief, trauma, or distress.
- Exercise particular care when reporting on children and vulnerable individuals.
- Comply with all applicable privacy laws and legal obligations.

Community Responsibility

- Encourage constructive public debate.
- Avoid publishing material that is knowingly false, defamatory, discriminatory, hateful, or likely to incite violence.
- Ensure content reflects the diversity of the communities served by the company's publications.

2. Editorial Content Standards

All editorial content should:

- Be based on verified information wherever possible.
- Attribute information to reliable sources.
- Be reviewed by an editor before publication where practical.
- Comply with Australian laws relating to:
 - Defamation
 - Copyright
 - Privacy
 - Court reporting restrictions
 - Electoral reporting requirements
 - Consumer protection legislation

Opinion pieces and commentary must be clearly identified as opinion and should not be presented as objective news reporting.

3. Corrections and Clarifications

Where a significant error is identified:

1. The publication will investigate the matter promptly.
2. If an error is confirmed, a correction, clarification, or update will be published as soon as reasonably practicable.
3. Corrections should be proportionate to the significance of the error.
4. Digital articles may be amended with a note identifying the correction where appropriate.

4. Complaints Procedure

Core Publishing and Events Pty Ltd welcomes feedback and takes complaints seriously.

Who May Make a Complaint

A complaint may be made by:

- Readers
- Advertisers
- Businesses
- Organisations
- Individuals directly affected by published content
- Members of the public

Matters That May Be Complained About

Complaints may relate to:

- Accuracy
- Fairness

- Privacy
- Editorial conduct
- Misleading content
- Corrections
- Ethical concerns
- Discrimination or offensive material
- Failure to distinguish editorial from advertising content

How to Lodge a Complaint

Complaints should be submitted in writing and include:

- Name and contact details of the complainant
- Publication title
- Date of publication
- Link or copy of the content (if available)
- Details of the complaint
- Desired outcome

Complaints may be submitted via:

Email: rachael@lifepublishinggroup.com

Postal Address: Core Publishing and Events Pty Ltd PO Box 1069, Cannonvale QLD 4802

5. Complaint Handling Process

Acknowledgement

- Complaints will generally be acknowledged within five (5) business days.

Investigation

- The Editor or delegated senior staff member will investigate the complaint.
- Relevant staff, contributors, and source materials may be reviewed.
- Additional information may be requested from the complainant if required.

Response

- A written response will generally be provided within twenty (20) business days.
- Where a matter is complex, the complainant will be advised of any delay and provided with an updated timeframe.

Possible Outcomes

Following investigation, Core Publishing and Events Pty Ltd may:

- Dismiss the complaint.
- Publish a correction.
- Publish a clarification.
- Publish an apology.
- Amend or remove digital content.
- Implement internal editorial improvements.
- Take disciplinary action where appropriate.

6. Escalation

If a complainant is dissatisfied with the outcome, they may request an internal review by the Managing Director.

Requests for review should be lodged within thirty (30) days of receiving the original decision.

The Managing Director's review will be conducted independently of the original investigation where possible and a final response provided in writing.

7. Staff Responsibilities

All employees, contractors, editors, journalists, photographers, content creators, and contributors are responsible for:

- Adhering to these Editorial Standards.
- Acting ethically and professionally.
- Maintaining the integrity and reputation of Core Publishing and Events Pty Ltd.
- Participating in training and professional development where required.

Failure to comply with these standards may result in corrective action, including disciplinary measures where appropriate.

8. Policy Review

This Editorial Standards and Complaints Policy will be reviewed annually by management to ensure it remains effective, compliant with applicable laws, and aligned with industry best practice.

Approved By: Director **Company:** Core Publishing and Events Pty Ltd **Effective Date:** 5th June 2026 **Review Date:** 30 June 2027