

Launceston Community FM Group Inc.

Rights and Responsibilities of Volunteers

Scope

This document addresses the contribution of all members involved in the operation of our organisation.

There will be some members who cannot be called volunteers by definition within this policy.

The entitlements and responsibilities for those members are no less than those for other members, and so the terms of this volunteering policy document apply equally all members who contribute service to our organisation.

Background

City Park Radio is a community radio station, which relies largely on the efforts of our volunteers to maintain operations. Our volunteers come from a wide range of backgrounds and volunteer for different reasons.

These include:

- ⤴ to contribute something to the community,
- ⤴ to develop professional skills,
- ⤴ to maintain existing skills,
- ⤴ to enjoy the social nature of the organisation,
- ⤴ to facilitate personal growth.

We aim to treat all of our volunteers equally, with respect and trust, and to provide a workplace that is safe, enjoyable and fulfilling. We will endeavour to provide a working environment that is flexible in order to allow our volunteers to gain the benefits they wish from volunteering.

Conversely, we expect our volunteers to act professionally and in good faith towards our station at all times. We expect that they hold the interests of our station and its community in equal regard to their own to ensure positive outcomes for themselves, our station and the community we serve.

Purpose

This document sets out City Park Radio's policy on the responsible management of our volunteer program. The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers and our station.

Principles of volunteering

Volunteering:

- ⤴ benefits the community and the volunteer,
- ⤴ is always a matter of choice,
- ⤴ is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium,
- ⤴ is a legitimate way in which citizens can participate in the activities of their community,
- ⤴ is a vehicle for individuals or groups to address human, environmental and social needs,
- ⤴ does not replace paid workers nor constitute a threat to the job security of paid workers,
- ⤴ respects the rights, dignity and culture of others,
- ⤴ promotes human rights and equality.

The Rights of Volunteers at City Park Radio

You have the right to:

- ⤴ be treated as a co-worker,
- ⤴ suitable assignment with consideration for personal preference, temperament, abilities, education, training and employment,
- ⤴ know as much about the organisation as possible, its policies, people and programs
- ⤴ expect clear and open communication from management and staff at all times,

- ⤴ be given appropriate orientation, introduction and provision of information about new developments, sound guidance and direction in the workplace, advance notice (where possible) of changes which may affect your work (such as programming changes),
- ⤴ undertake your volunteer activity without interruption or interference from management, staff or other volunteers,
- ⤴ a place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards,
- ⤴ be heard, to feel free to make suggestions and to be given respect for your honest and constructive opinion,
- ⤴ appropriate insurance cover such as volunteer and public liability insurance,
- ⤴ appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute,
- ⤴ receive written notification and reasons for suspension/release of services,
- ⤴ have services appropriately assessed and effectively recognised,
- ⤴ have training provided that will enable participation at the station at a variety of levels.

The Responsibilities of Volunteers at City Park Radio

You have the responsibility to:

- ⤴ have a professional attitude towards your voluntary work,
- ⤴ be prompt, reliable and productive with regard to commitments and agreements made with City Park Radio,
- ⤴ notify the appropriate person if unable to meet commitments, accept and abide by station rules, understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- ⤴ not to represent City Park Radio publicly or commercially unless prior arrangement has been made,
- ⤴ not to bring into disrepute the operations, management, staff or other volunteers of City Park Radio,
- ⤴ treat technical equipment with due care and respect and to notify technical staff of faults and problems,
- ⤴ undertake to complete a minimum of the basic level of training offered at the station if you are intending to work in any area of programming,
- ⤴ only use station resources and equipment in carrying out work for City Park Radio and not for personal or private purposes,
- ⤴ ensure that the station has your current contact details,
- ⤴ respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and work to ensure that City Park Radio is a safe work place for everyone,
- ⤴ contribute to the achievement of a safe, tolerant and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory.

Launceston Community FM Group Inc.

Procedures for disciplinary action and dismissal of volunteers

Volunteers are an invaluable resource to City Park Radio and our primary aim is to encourage and support their contribution to our station. However, it is also recognised that there may be times when a volunteer needs to be counselled, disciplined and perhaps dismissed.

We undertake to handle such situations in a professional manner, ensuring communication between our station and the volunteer is clear, fair, objective and remains within the policy outlined below.

Throughout the process our board will reflect on its own operations as well as those of the station and will consider the circumstances, actions and behaviour leading to the situation.

The following questions will guide this process:

- ⤴ Have the roles, values and expectations of the organisation been clearly communicated to the volunteer and subsequently reinforced during prior conversations regarding the volunteer's performance?
- ⤴ Are there any other factors that may be contributing to the volunteer's poor performance e.g. learning difficulties or language barriers?
- ⤴ Has the volunteer been reminded of expected codes of conduct and consequences for breaches?
- ⤴ Has the volunteer received training/mentoring and or coaching to improve performance?
- ⤴ Has a verbal and written warning been given to the volunteer explaining that any further non-compliance will result in suspension or termination of the volunteering opportunity?
- ⤴ Did the volunteer have the opportunity to respond to prior verbal and written warnings?

Purpose

This document outlines a policy and procedure for disciplinary measures and dismissal. It aims to provide a clear and fair structure that is understandable to both management and volunteers.

The policy includes an appeals mechanism to ensure a "right of reply" to a volunteer who has been disciplined.

This is further complemented by City Park Radio's grievance and dispute resolution policy and procedure, which may be used in a situation where a volunteer believes they have not been fairly heard or that the Procedures for Disciplinary Action and Dismissal of Volunteers has not been adequately followed.

This document does not replace the procedure for expulsion of a member from the association, which is laid out in the constitution of the Launceston Community FM Group Inc.

Policy

1. The procedure for disciplinary action is a three-step process which includes:
 - a. First formal notice in writing
 - b. Second formal notice in writing
 - c. Notice to the volunteer of dismissal from duties.
2. For issues that are considered minor a conversation with the volunteer may be appropriate; however this will not be considered part of the formal disciplinary action (although it may be referred to in later action).
3. Written notice will include details of the issue and, where feasible, evidence. In a case where the disciplinary measure has been instigated by a complaint, it may be appropriate to include a copy (with identification removed) or extract of this complaint.

4. Further disciplinary actions, such as a suspension of volunteer duties for a period of time, may also be appropriate. In such cases these actions will be included with the formal notice in writing.
5. Every effort will be taken to ensure that notice of a disciplinary measure, whether formal or informal, will be given at an appropriate time, eg: not immediately prior to, or during a broadcast
6. Notice of a disciplinary measure will be given by a designated [staff / board member]
7. Volunteers will be provided an appeal against the action. This may take the form of a meeting with the appropriate [staff / board member] or a representation in person and/or in writing to the board.
8. The volunteer may bring a representative to any such meeting.
9. Should an appeal result in a change of the disciplinary action, or removal of it, this will be confirmed in writing to the volunteer.
10. Conduct which may lead to disciplinary action includes, but is not limited to:
 - Poor timekeeping and unreliability
 - Not following pre-existing station rules and policies, including programming policies and program briefs
 - Engaging in acts or broadcasts which may breach the Codes
 - Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation laws
 - Inappropriate handling or use of station equipment or other property
 - Rudeness or hostility towards other volunteers or staff members
 - Intoxication through alcohol or other substances during working hours
 - Publicly bringing City Park Radio into disrepute
11. Some conduct may be tantamount to “gross misconduct”, in this instance a volunteer may be dismissed without prior warning.
12. Conduct which may be classed as gross misconduct may include, but is not limited to:
 - Verbal or physical harassment of any other volunteer, employee, member or guest of City Park Radio, particularly in respect of race, sex or religion
 - Wilful damage to or theft of property belonging to City Park Radio or other volunteer, employee, member or guest of City Park Radio
 - Falsifications of any of the organisation records for personal gain
 - Commercial misrepresentation of City Park Radio.
13. In a case of a volunteer being dismissed without prior warnings the volunteer will be provided an appeal as outlined in point 7.