

**BOWEN COMMUNITY BROADCASTING ASSOCIATION INC.**  
**95.1 GEMFM**



## **VOLUNTEERING POLICY**

### **Background**

95.1GEMFM is a community radio station, which relies largely on the efforts of our volunteers to maintain operation. We recognise that volunteers are the lifeblood of the organisation. Our volunteers come from a wide range of backgrounds and volunteer for different reasons, including:

- 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 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 to allow our volunteers to gain the benefits they wish from volunteering.

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

### **Interpretation**

The Act: The Broadcasting Services Act 1992 (BSA)

The Code: The Community Radio Broadcasting Codes of Practice 2008 (CBAA) Code 2.3 (a,b,c & d)

### **Purpose**

The purpose of this policy sets out 95.1GEMFM'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 at our station. All volunteers will be provided with an Induction Package and all relevant policies and procedures of the station.

### **Policy**

#### **Principles of Volunteering: 2.3(a)**

- 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 job security of paid workers.
- Respects the rights, dignity, and culture of others.
- Promotes human rights and equality.

#### **The rights of volunteers- you have the right to: 2.3 (b)**

- Be treated with respect and on an equal basis by the management committee and other volunteers.
- Suitable assignment with consideration for personal preference, temperament, abilities, education, training, and employment.

## Volunteering Policy

- Have proper training, both initial and ongoing.
- Know as much about the organisation as possible, its policies, people, and programs.
- Expect clear and open communication from management and staff.
- Be informed of the stations policy on expenditure and purchasing.
- 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.
- A place of work complying with statutory requirements regarding 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.
- Have the right to make comment to the management committee on program or other issues that relate to the station and its constitutional objects.
- Appropriate insurance cover, such as volunteer and public 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 service.
- Have services appropriately assessed and effectively recognised.
- Have training provided that will enable participation at the station at a variety of levels.
- Receipted costs incurred by volunteers when performing a task directly related to the station are to be met by the station.

### **The responsibilities of volunteers at 95.1GEMFM-you have the responsibility to: 2.3 (b)**

- Have a professional attitude towards your voluntary work.
- Comply with all station policies, standards, and procedures.
- Respect confidentiality.
- Be prompt, reliable and productive regarding commitments and agreements made with 95.1 GEMFM.
- 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 95.1GEMFM publicly or commercially unless prior arrangement has been made.
- Not to bring into disrepute the operations, management, staff, or other volunteers of 95.1GEMFM.
- 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.
- Use only station resources and equipment in carrying out work for 95.1GEMFM and not for personal or private purposes.
- Be financial members of 95.1 GEMFM.
- Ensure 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 95.1GEMFM is a safe workplace for everyone.
- Contribute to the achievements of a safe, tolerant, and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory.

**The rights of 95.1 GEMFM towards volunteers- 95.1GEMFM has the right to: Code 2.3 (c)**

- Expect your cooperation in working to uphold and maintain the stations mission statement, the station charter and program policies.
- Expect you to be familiar with the laws relating to broadcasting, station policies and procedures.
- Expect you be prompt, reliable and productive regarding commitments and agreements made with 95.1 GEMFM.
- Have confidential information respected.
- Decide, in consultation with you, as to where your services and skills would best be utilized.
- Make decisions which may affect your work.
- Make programming decisions in accordance with programming policies and procedures.
- Develop, implement, and enforce rules, policies, and procedures for all aspect of station operation.
- Develop and maintain all property and residence of the station.
- Provide you with feedback to enhance your programming and broadcasting development.
- Always expect clear and open communication from you.
- Suspend or dismiss you in accordance with station policies and procedures due to contravention of station rules.

**95.1GEMFM as the responsibility to: Code 2.3 (c)**

- Provide you with a work environment which embraces the principles of access and equity.
- Value the importance of your role within the organisation.
- Place you in an appropriate, suitable position and environment.
- Give you appropriate tasks in accordance with your strengths, abilities, training, and experience.
- Provide you with training so that you can expand your expertise and abilities.
- Acknowledge your contribution to the station and provide you with the appropriate recognition and/or reward.
- Ensure staff have the appropriate skills required to work with you.
- Provide adequate opportunities for formal and informal constructive feedback.
- Provide you with information regarding any activities or changes at the station which may affect your work.
- Consult with you (where possible and practicable) on issues that may affect your work.
- Ensure that all station democratic processes are adhered to and that you are consulted in major decision-making processes.
- Ensure that you are aware of station democratic processes and are encouraged to participate in them.

**Policy 2.3 (d) Disciplinary Action and Dismissal of Volunteers**

**Background**

Volunteers are an invaluable resource to 95.1GEMFM and our primary aim is to encourage and support their contribution to the 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 the Management Committee will reflect on its own operations as well as those of the station and will consider the circumstance, actions and behaviour leading to the situation. The following questions will guide the process:

- Have the roles, values and expectations of the organisation been clearly communicated to the volunteer and subsequently reinforced during prior conversations regarding the volunteers 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 code of conduct and consequences of 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 policy and procedures for disciplinary measures and dismissal. It aims to provide clear and fair structure that is understandable to both management and volunteers. The policy includes and appeal mechanism to ensure a “right to reply” to a volunteer who has been dismissed. This is further complemented by 95.1GEMFM’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 of Disciplinary Action and Dismissal of Volunteers” has not been adequately followed. This document does not include the procedure for expulsion of a member from the association, which is laid out in the constitution of Bowen Community Broadcasting Association 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, may also be appropriated. 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, e.g. not immediately prior to, or during a broadcast.
6. Notice of a disciplinary measure will be given by a designated Management Committee member.
7. Volunteers will be provided an appeal against the action. This may take the form of a meeting with the appropriate Committee member or a representation in person and/or in writing to the Committee,
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:
  - a) Poor timekeeping and unreliability
  - b) Not following pre-existing station rules and policies, including programming policies and program briefs.
  - c) Engaging in broadcasts which may breach the Codes.
  - d) Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions, copyright, or defamation laws).
  - e) Inappropriate handling or use of station equipment or other property.
  - f) Rudeness or hostility towards other volunteers or staff members.
  - g) Intoxication through alcohol or other substances during working hours.
  - h) Publicly bringing 95.1GEMFM 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:
  - a) Verbal or physical harassment of any other volunteer, employee, member, or guest of 95.1GEMFM, particularly in respect of race, sex or religion.
  - b) Wilful damage to or theft of property belonging to 95.1GEMFM or other volunteers, employee, member, or guest of 95.1GEMFM.
  - c) Falsifications of any of the organisation’s records for personal gain.
  - d) Commercial misrepresentation of 95.1GEMFM.
13. In case of a volunteer being dismissed without prior warnings the volunteer will be provided an appeal as outlined in Point 7.