



Volunteering Policy

Principals of Volunteering at Hills Radio

Hills Radio relies largely on the efforts of our volunteer members to maintain operations. Our volunteers come from a wide range of backgrounds and volunteer for different reasons, including:

- to contribute 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 volunteer members equally, with respect and trust, and to provide a safe, enjoyable and fulfilling workplace. We will endeavour to provide a working environment that is flexible in order to allow our volunteer members to gain the benefits they wish from volunteering.

Conversely, we expect our volunteer members 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.

The undertaking of volunteering should be:

- of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions only

Volunteering is a vehicle for individuals or groups to address human, environmental and social needs and volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.



The Rights and Responsibilities of Financial Volunteer Members at Hills Radio

Volunteer Members at Hills Radio 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 organization 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 recognized.
- Have training provided that will enable participation at the station at a variety of levels.

Volunteer Members at Hills Radio 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 Hills Radio.
- Notify the appropriate person if unable to meet commitments.
- Accept and abide by station rules.
- Understand and adhere to the Community Radio Codes of Practice 2008 and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992.



The Rights and Responsibilities of Hills Radio towards Financial Volunteer Members

Hills Radio has the right to:

- Expect your cooperation in working to uphold and maintain the station's 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 to be prompt, reliable and productive with regard to commitments and agreements made.
- Have confidential information respected.
- Make a decision, 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 aspects of station operation.
- Develop and maintain all property and residence of the station.
- Provide you with feedback to enhance your programming and broadcasting development.
- Expect clear and open communication from you at all times.
- Suspend or dismiss you in accordance with station policies and procedures due to contravention of station rules.

Hills Radio has the responsibility to:

- Provide you with a work environment which embraces the principles of access and equity.
- Value the importance of your role within the organization; placing 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 rewards.
- 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.



Grounds and Procedures for the Disciplinary Action and Dismissal of Volunteer Members

Background

Volunteer members are an invaluable resource to Hills 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 members 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 members 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 member and subsequently reinforced during prior conversations regarding the volunteer member's performance?
- Are there any other factors that may be contributing to the volunteer member's poor performance
- e.g. learning difficulties or language barriers?
- Has the volunteer member been reminded of expected codes of conduct and consequences for breaches?
- Has the volunteer member received training/mentoring and or coaching to improve performance?
- Has a verbal and written warning been given to the volunteer member explaining that any further non-compliance will result in suspension or termination of the volunteering opportunity?
- Did the volunteer member 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 volunteer members.

The policy includes an appeals mechanism to ensure a 'right of reply' to a volunteer member who has been disciplined. This is further complemented by Hills Radio's grievance and dispute resolution policy and procedure, which may be used in a situation where a volunteer member believes they have not been fairly heard or that the Grounds and Procedures for Disciplinary Action and Dismissal of Volunteers has not been adequately followed.



Policy

1. The procedure for disciplinary action is a three-step process which includes:
 - a. First formal notice in writing to the volunteer member
 - b. Second formal notice in writing to the volunteer member
 - c. Notice to the volunteer member of dismissal from duties.
2. For issues that are considered minor a conversation with the volunteer member 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 and Board member.
7. Volunteer members will be provided an appeal against the action. This may take the form of a meeting with the appropriate staff and Board member or a representation in person and/or in writing to the Board.
8. The volunteer member 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 member.
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 acts or 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 volunteer members, staff members or guests
 - g. Intoxication through alcohol or other substances during working hours
 - h. Publicly bringing Hills Radio into disrepute
11. Some conduct may be tantamount to 'gross misconduct', in this instance a volunteer member



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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 member, employee or guest of Hills Radio particularly in respect of race, sex or religion
 - b. Wilful damage to or theft of property belonging to Hills Radio or another volunteer member, employee or guest of Hills Radio
 - c. Falsifications of any of the organisation records for personal gain
 - d. Commercial misrepresentation of Hills Radio
13. In a case of a volunteer member being dismissed without prior warnings the volunteer member will be provided an appeal as outlined in point 7