

Volunteering (Code 2.3)



Armidale Community Radio Incorporated

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FM 92.1 Armidale Uralla Walcha Guyra

CODE 2.3a: THE PRINCIPLES OF VOLUNTEERING

**As required by Community Radio Broadcasting CODE 2
promoting the principles of diversity and independence
and encourages community participation**

Approved by	Date approved	Review date
2ARM FM Management Committee	19 June 2020	19 June 2023

PURPOSE

The policy's purpose is to provide a clear statement about the important role that volunteers play in the continued success of 2ARM, Armidale Community Radio.

BACKGROUND

Volunteer involvement is a critical part of Australian society benefitting both the volunteer and the community. It contributes to a cohesive society by building strong, inclusive, and resilient communities. It celebrates diversity, respecting the equal rights, dignity, and culture of others. It brings together and supports the local strengths and assets of our community.

PRINCIPLES OF VOLUNTEERING

2ARM, Armidale Community Radio relies on its volunteers to exist and to continue to provide Armidale and the New England community with a media outlet that reflects who they are. Our volunteers provide their time, skills, expertise, and perspectives that enable us to pursue programs and activities that benefit our community. It is unpaid and always a matter of choice.

There are also important benefits to our volunteers who enjoy being involved in meaningful activities that use their skills and reflect their interests.

We acknowledge that volunteer involvement is a two-way relationship, providing an opportunity for 2ARM, Armidale Community Radio to achieve our goals by involving volunteers in our activities, and for volunteers to make meaningful use of their time

and skills, contributing to positive social and community outcomes for Armidale and the New England region.

The Australian National Standards for Volunteering can be found at:

https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL_Web.pdf



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CODE 2.3b: POLICY ON THE RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS WITHIN THE ORGANISATION

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Approved by	Date approved	Review date
2ARM FM Management Committee	19 June 2020	19 June 2023

PURPOSE

This document sets out 2ARM, Armidale Community 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 within our station.

BACKGROUND

2ARM, Armidale Community 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, 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 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.

VOLUNTEERS

Volunteers at 2ARM, Armidale Community Radio have the right to:

- a) be treated as a co-worker
- b) be assigned suitable work with consideration for personal preference, skills, abilities, education, and training
- c) know as much about the organisation as possible, its policies, people and programs
- d) expect clear and open communication from management and staff at all times
- e) be given appropriate orientation, introduction and provision of information about new developments,
- f) be given sound guidance and direction in the workplace
- g) advance notice (where possible) of changes which may affect your work (such as programming changes)
- h) undertake their activity without malicious interruption or interference from management, staff, or other volunteers
- i) 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
- j) be heard, to feel free to make suggestions and to be given respect for honest and constructive opinion
- k) appropriate insurance cover such as volunteer and public liability insurance
- l) appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute
- m) receive written notification and reasons for suspension/release of services if necessary
- n) have services appropriately assessed and effectively recognised
- o) have training provided that will enable participation at the station at a variety of levels.

Volunteers at 2ARM, Armidale Community Radio also have responsibilities. They include to:

- a) contribute to the achievement of a safe, tolerant, and equitable working environment by avoiding, and assisting in preventing behaviour which is discriminatory or damaging to people, equipment, or our premises
- b) have a professional attitude towards your voluntary work
- c) be prompt, reliable and productive with regard to commitments and agreements made with 2ARM, Armidale Community Radio
- d) notify the appropriate person if unable to meet commitments
- e) accept and abide by station rules, policies, and procedures
- f) understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the *Broadcast Services Act 1992*
- g) not represent 2ARM, Armidale Community Radio publicly or commercially unless prior arrangement has been made
- h) not to bring into disrepute the operations, management, staff, or other volunteers of 2ARM, Armidale Community Radio
- i) treat technical equipment with due care and respect and to notify technical staff immediately of faults and problems

- j) 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
- k) only use station resources and equipment in carrying out work for 2ARM, Armidale Community Radio and not for personal or private purposes
- l) ensure that the station has current contact details
- m) respect the racial and religious backgrounds and the sexual preferences of co-volunteer workers and work to ensure that 2ARM, Armidale Community Radio is a safe workplace for everyone



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CODE 2.3c: POLICY ON THE RIGHTS AND RESPONSIBILITIES OF THE ORGANIZATION TO VOLUNTEERS

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2ARM FM Management Committee	19 June 2020	19 June 2023

PURPOSE

This document sets out 2ARM FM, Armidale Community Radio's policy on the responsible management of our volunteer program. The policy's purpose is to provide a clear statement about the role and responsibility of the organization to our volunteers.

BACKGROUND

2ARM, Armidale Community 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, 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 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.

ARMIDALE COMMUNITY RADIO

2ARM, Armidale Community Radio has the right to:

- a) expect the cooperation volunteers in working to uphold and maintain the station's mission statement, the station charter and program policies
- b) expect volunteers to be familiar with the laws relating to broadcasting, station policies and procedures
- c) expect volunteers to be prompt, reliable and productive with regard to commitments and agreements made with 2ARM, Armidale Community Radio
- d) have confidential information respected
- e) make a decision, in consultation with volunteers, as to where their services and skills would best be utilized
- f) make decisions which may affect their work
- g) make programming decisions in accordance with programming policies and procedures
- h) develop, implement, and enforce rules, policies, and procedures for all aspects of station operation
- i) develop and maintain all property and residence of the station
- j) provide volunteers with feedback to enhance their programming and broadcasting development
- k) expect clear, open, and honest communication from volunteers at all times
- l) suspend or dismiss a volunteer in accordance with station policies and procedures due to contravention of station rules.

2ARM, Armidale Community Radio also has responsibilities, and they include to:

- a) provide volunteers with a work environment which embraces the principles of access and equity
- b) value the importance of the role of volunteers within the organization
- c) place volunteers in an appropriate, suitable position and environment
- d) give volunteers appropriate tasks in accordance with their strengths, abilities, training, and experience
- e) provide volunteers with training so that you can expand your expertise and abilities
- f) acknowledge the contribution of volunteers to the station and provide them with the appropriate recognition and/or rewards
- g) ensure station staff have the appropriate skills required to work with volunteers
- h) provide adequate opportunities for formal and informal constructive feedback
- i) provide volunteers with information regarding any activities or changes at the station which may affect their work
- j) consult with volunteers (where possible and practicable) on issues that may affect their work
- k) ensure that all station democratic processes are adhered to and that volunteers are consulted in major decision-making processes
- l) ensure that volunteers are aware of station democratic processes and are encouraged to participate in them.



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CODE 2.3d: POLICY AND PROCEDURES FOR DISCIPLINARY ACTION AND DISMISSAL OF VOLUNTEERS

**As required by Community Radio Broadcasting CODE 2
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Approved by	Date approved	Review date
2ARM FM Management Committee	19 June 2020	19 June 2023

PURPOSE

The purpose of this policy is to outline 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 2ARMFMs 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 include the procedure for expulsion of a member from the association, which is laid out in the constitution of 2ARMFMs.

POLICY

Volunteers are an invaluable resource to 2ARMFMs, 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 Management Committee 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?

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 2ARMFM into disrepute

Some conduct may be tantamount to 'gross misconduct', in this instance a volunteer may be dismissed without prior warning. 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 2ARMFM, particularly in respect of race, sex or religion
- Wilful damage to or theft of property belonging to 2ARMFM or other volunteer, employee, member or guest of 2ARMFM
- Falsifications of any of the organisation records for personal gain
- Commercial misrepresentation of 2ARMFM
- In a case of a volunteer being dismissed without prior warnings the volunteer will be provided an appeal

PROCEDURE

The procedure for disciplinary action is a three-step process which includes:

- First formal notice in writing
- Second formal notice in writing
- Notice to the volunteer of dismissal from duties.

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).

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.

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.

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

Notice of a disciplinary measure will be given by a designated manager or Committee member.

Volunteers will be provided an appeal against the action. This may take the form of a meeting with the appropriate manager or Committee member or a representation in person and/or in writing to the Committee.

The volunteer may bring a representative to any such meeting.

Should an appeal result in a change of the disciplinary action, or removal of it, this will be confirmed in writing to the volunteer.

