

Volunteering Guidelines

Your Rights and Responsibilities

We know that by volunteering you are generously donating your time, skills and efforts. However, a volunteer environment is still a workplace, and as such, you have certain responsibilities that must be upheld. And of course, you have rights as well!

The following list is the basis of your rights as a volunteer.

You have the right to:

- Be treated as a co-worker
- A suitable assignment
- Know as much about the organisation as possible
- Appropriate orientation and training for the job
- Continuing education on the job
- Sound guidance and direction
- A safe place to work
- Promotion and a variety of experience
- Be heard
- Clear and open communication from management and board
- Have confidential information respected by management and board
- Mediation or arbitration if a dispute occurs
- Be adequately insured
- Receive loyalty and support from management and board

So now that we have covered your rights, here are your responsibilities as a volunteer:

All volunteers are expected to:

- Respect confidentiality and privacy
- Be punctual and reliable
- Carry out the duties listed in your volunteer position description
- Be accountable
- Give notice if your availability changes or you are leaving the organisation
- Report any injuries or hazards that you notice in the workplace
- Adhere to the organisation's policies and procedures
- Deal with complaints in the appropriate manner
- Undertake training as requested
- Ask for support when needed
- Support other team members



Volunteer Contract

Volunteer/Presenter: _____

Address: _____

Tel (mobile): _____ Tel (other): _____

Email: _____

If representing a club/group, school or organisation:

School/Club/ Group/Organisation Name: _____

Address: _____

Telephone: _____

Program: _____

Conditions and Code of Conduct Statements

1. I accept the duties as outlined in the attached duty statement. I have read and understand my responsibilities as a volunteer and the responsibilities **4RFM Community Radio Station** has towards me.
2. I will comply with all codes, regulations and legislation relevant to **4RFM Community Radio Station** and community broadcasting stations, and undertake to read and comply with any rules and regulations which are communicated to me in writing. In addition, I have read and understand the attached 4RFM Community Radio Station General Policies document.
3. I accept responsibility for the content of my program, and I agree to comply with media law requirements including defamation, contempt of court, copyright and anti-discrimination laws as communicated to me in writing.
4. I recognise that in addition to the **4RFM Community Radio Station's** code of conduct, under law, I may also be liable for actions, suits, claims, losses and/or damages as a result of my comments or conduct on air as per the following clauses:
 - (a) I accept personal liability for any insurance policy excess payable by the station as a result of my comments or conduct on air).
 - (b) I formally indemnify 4RFM and hold it indemnified against all actions, suits, claims, losses and/or damages arising out of and consequential upon anything I recorded by or broadcast on my behalf.
5. I agree to accept directions and decisions made by the Management of **4RFM Community Radio Station** on: program content including sponsorship announcements; presentation and technical quality; on-air conduct; access to station premises; use of station equipment and property; strategic planning; risk management; and Occupational Health & Safety.
6. I will comply with any reasonable changes in broadcast times as required by Management.



7. In relation to the transmission of my on-air program I agree to:
 - a. Notify the Station Manager as soon as I become aware that I am unable to attend the station for my live show
 - b. Be at the station premises, ready to present my program a minimum of **30** minutes before broadcast time; or
 - c. Provide a pre-recorded program at least three hours before my allocated broadcast time. In addition, I agree to keep a bank of completed back-up generic shows in case of last minute unavailability.
8. I will inform Management, within 48 hours, of any complaint concerning my program or any incidents that might lead to a complaint.
9. I acknowledge that material broadcast on **4RFM Community Radio Station** is the property of the station, and that such material may only be sold or broadcast to other outlets with the permission of Management. I accept that when such material is sold to an outlet on a commercial basis the proceeds will, in general, be shared 50/50 between the station and the program maker/s. I accept that **4RFM Community Radio Station** retains the ownership and copyright of all works which it specifically commissions eg. Station & Sponsorship Announcements). As a volunteer, I retain copyright of all other works that I create for broadcast.
10. I accept that **4RFM Community Radio Station** will take every care with recorded material left by me at the station but cannot accept any responsibility for loss or damage.
11. I accept that 4RFM Management reserves the right to censor, edit and amend any program material presented for broadcast.
12. I will treat other volunteers, guests of the station, staff and Management with consideration and respect. I will not, without the prior approval from Management, comment publicly on the operation of **4RFM Community Radio Station** or of any staff member or volunteer.
13. I will treat station equipment, facilities and property carefully. I will use station equipment and facilities for the production and preparation of my program and for no other purpose without the prior consent of Management. I will not remove station equipment or property on any occasion without first having obtained permission from Management.
14. I will not make representations, commercial, social or otherwise, on behalf of **4RFM Community Radio Station**, to any person or organisation without prior written authority from the Management Committee.
15. I agree that a breach of the above listed conditions may result in the suspension of my broadcast rights and could, in some situations, lead to the termination of my broadcast rights. I acknowledge **4RFM Community Radio Station** grievance procedures as the appropriate avenue for conflict resolution

Volunteer's Signature:

Station Manager's Signature:

Date: _____

Date: _____

Parent/Guardian Signature (*if under 18 years of age*):

4RFM COMMUNITY RADIO STATION GENERAL POLICIES

GRIEVANCE POLICY

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or staff member.

4RFM Community Radio Station recognises that open communication and feedback are essential elements of a satisfying and productive work environment.

Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

All formal avenues for handling of grievances will be fully documented and the Volunteer's wishes will be taken into account in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. Discussions held are confidential.

Volunteers at any time have the right to withdraw their grievance. It is requested this is dated and put in writing and given to the Station Manager.

Grievance Procedure

Step 1

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

Step 2

If this is not an option for you, discuss the matter directly with the Station Manager. If he/she is not an option for you, you will be required to contact a member of the Management Committee to discuss the issue.

Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

Harassment

4RFM Community Radio Station will not tolerate any form of harassment or bullying in the work place or any other venue from which its programs are being delivered. Any volunteer who is found to have acted in such a manner may be required to undertake counselling or may have their voluntary role terminated.



Alone in Station

When alone in the office a volunteer member should, to ensure their own safety, lock the front and back doors and park their vehicle in a well-lit, easily accessible place. Under no circumstance should a person unknown to the volunteer be admitted into the 4RFM Community Radio Station.

Station Visitors

ALL visitors must sign in every time. Presenters/Volunteers are welcome to bring family members/friends to the station to visit or accompany them, however, no one else is allowed to be present in the studio without the consent of the Station Manager. If a family member/friend is going to regularly attend the station with you they will also need to become a volunteer member and undertake the induction process regardless of whether they are going to be programming music or not.

Computers & Internet Use

Access to computers by visitors is not permitted unless authorised by the Station Manager. Internet use by volunteers at 4RFM radio station is to be limited to 4RFM business and/or programming content only. Illegal music downloading is not permitted. If personal use of the internet is required (e.g. for internet banking, study etc.), permission must be granted by Station Management.

Drug and Alcohol in the Workplace

4RFM Community Radio is committed to providing volunteers with a smoke, drug and alcohol free work place during designated work hours and similar commitment and cooperation is required from staff members. Alcohol is permitted to be served at designated staff, volunteer and 4RFM social occasions.

The unlawful distribution, dispensation, possession or use of a controlled substance in any part of the 4RFM Community Radio Station premises is prohibited.

Any volunteer who violates the above policy will be subject to discipline up to and including termination. All volunteers must agree to abide by this policy.

Emergency Procedures

In the event of a life-threatening emergency, always remember to dial 000.

4RFM emergency procedures (for equipment breakdown etc.) at the Radio Station are clearly outlined in the emergency procedures booklet located in the pigeon hole next to the sign-in folder.



Induction Checklist – 4RFM Management & Staff

- Volunteer membership form completed & received
- Volunteer Guidelines in Volunteer's personal folder
- Volunteer Contract signed and returned
- 4RFM Community Radio Station General Policies Acknowledgment signed and returned
- Blue Card Application completed and returned
- Blue Card Application sent to Blue Card Services for processing
- Sign-in procedures and housekeeping (toilets, tea, coffee etc)

- Training Guide including programming plan provided to volunteer
- Explain Community Broadcasting Guidelines - provide perusal copy (in-house) for future reference
- Read Station Handbook & know the location of hard copy in Station

Programmer's Checklist:

- Folder created in R:/DJ Playlist Folders/*name*
- Once training completed, allocate show timeslot in consultation with volunteer