



ABN 61 456 305 396

VOLUNTEERING

Policy number	PN-47	Version	1.0
Reviewed by	Denise Kuchmar	Approved by C of M on	3/12/14
Responsible person	President	Scheduled review date	31/10/15
		Actual review date	25/11/19
		Scheduled review date	30/6/21

INTRODUCTION

Plenty Valley FM *is* a community radio station, which relies largely on the efforts of volunteers to maintain its operations. Our volunteers come from a wide range of backgrounds, and volunteer for different reasons such as:

- 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

Plenty Valley FM aims to treat all of its volunteers equally with respect and trust and to provide a workplace which is safe, enjoyable and fulfilling. It will aim to provide a working environment which is flexible in order to allow its volunteers to gain the benefits they wish from volunteering. Conversely, Plenty Valley FM expects its volunteers to act professionally and in good faith towards the station at all times and that they hold the interests of the station and its community in equal regard to their own, thus ensuring positive outcomes for themselves, the station and the community we serve.

Scope

This document sets out Plenty Valley FM's Policy on the responsible management of volunteers. The purpose of this policy is to provide a clear statement about the roles and responsibilities of the volunteers and the organisation. **All policy documents are made freely available in soft and hard copies and key policies are also via the**

PVFM website. Policy awareness is provided during training. An electronic copy of the PVFM Policies and procedures is available upon request.

PRINCIPLES OF VOLUNTEERING

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

The Rights of Volunteers at Plenty Valley FM

As a Volunteer **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 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 for suspension/release of services and 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 Plenty Valley FM

As a volunteer 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 Plenty Valley FM
- 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 and maintain familiarity with broadcast laws such as defamation law and the *Broadcast Services Act 1992*
- not to represent Plenty Valley FM publicly or commercially unless prior arrangement has been made not to bring into disrepute the operations, management, staff or other volunteers of Plenty Valley FM.
- treat technical equipment with due care 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 Plenty Valley FM and not for 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 Plenty Valley FM is 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

What are the Rights and Responsibilities of Plenty Valley FM 88.6?

Plenty Valley FM 88.6 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 with Plenty Valley FM
- have confidential information respected
- make a decision, in consultation with you, as to where your services and skills would best
- be utilised
- make decisions which may effect 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
- release you in accordance with station policies and procedures due to contravention of station rules

Plenty Valley FM has the responsibility to:

- provide you with a work environment which embraces the principles of equity and access
- 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 rewards
- ensure the staff has the appropriate skills required to work with you
- provide adequate formal and informal channels for 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

President _____

Date: _____

APPENDIX A

VOLUNTEER SATISFACTION SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future _____
- Why did you volunteer?

TRAINING

- Was there any training needed for your volunteer role?

- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none
- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none
- If you have comments you'd like to share, please include them below.

SUPERVISION

- Were you provided with a clear outline of what was expect from you?
YES/NO
- Did your direct supervisor provide adequate support?
YES/NO
- Did he/she make you feel like a valuable member of the team?
YES/NO
- Did you feel that the [Name of Organisation], as a whole, supports volunteers?
YES/NO
- Did you feel that the [Name of Organisation] got as much from your service as it could have?
YES/NO
- If you have comments you'd like to share, please include them below.

RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO
- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the PVFM program sought out?
YES/NO
- Were your views listened to?
YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Did you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.

