

THE LOCAL STATION



FM94.3 - FM96.3 - FM94.1

VOLUNTEERING POLICY

• TO KNOW THE PURPOSE AND GROUND RULES OF THE ORGANISATION

Every project or piece of work undertaken by the station contributes to the guiding aim of the station, as defined by our Mission and Purpose Statements. These statements represent the framework for the organisation, the values which drive it, and the belief the station has in what it can achieve.

It is important that everyone working for the station is committed to this Mission and Purpose, and we hope that every task or project, however small, can be seen as a contribution towards this aim.

• TO BE TREATED AS CO-WORKERS

Team work, both in the station and in the community is fundamental to the ongoing work and achievements of the station.

Taking a team approach means respecting one another as co-workers, whether we are paid for our work, or volunteering our time and skills.

• A SUITABLE ASSIGNMENT OR TASK

As a volunteer, you bring us valuable skills and experience, and we hope to get to know you well enough to be able to use your skills in the most appropriate way, offering you work that you will enjoy and feel comfortable doing. However, we also need you to help with the projects that are of the highest priority for the team – which may mean helping with the less than enjoyable tasks!

Whichever role you are asked to fulfil, you have a right to the information and support you need to fulfil it to the best of your ability. If you are not comfortable with your role, or need more information to fulfil it, then please ask us.

• **APPROPRIATE ORIENTATION AND TRAINING**

You have a right to the training and support you need to carry out the task or role you have been asked to do. This may be through formal training sessions or through informal learning 'on the job', but again please make suggestions if there is information that you need, or training that you would like. The Management Committee and Station Manager must be consulted regarding any form of training, remembering we work in a broadcast radio station that is live twenty four hours a day, and to this extent, full approval by the Management Committee is required before any training can occur.

• **SOUND GUIDANCE AND DIRECTION**

Guidance happens on several levels at the station. There are 'Operating Plans' for the station as a whole, each unit within the organisation define their priorities and plan their work over the year, and each task or program may have a team leader or project officer acting as a coordinator. As individuals, we all need, and have a right to, support and guidance in our work, so don't struggle along on your own – if you need help, ask your supervisor or another team member. Team Leaders/Managers/Coordinators can only be appointed or authorised by the Management Committee and the Station Manager, not an individual. This is most important for the seamless operation of this radio station.

• **A PLACE TO WORK AND SUITABLE TOOLS AND MATERIAL**

While everyone working for the station has the right to the tools, materials and space they need, and we try to provide it, often as volunteers you will be working in the community where there are factors about your 'place of work' that are unpredictable.

You could be running a display or OB at a show where it is pouring with rain, or too hot, or frantically busy, or too slow. In circumstances like these we need you to use whatever is available to make the best possible working environment for yourself.

We also need each of our team members to be a good role model for the station. So, for example, if you are setting up a display or OB, aim for an area that has adequate shade and is in a place where people will not trip or slip – think about your comfort and safety, and that of people visiting.

• **TO BE ADEQUATELY INSURED**

The station has an insurance policy that covers all our volunteers while they are involved in the business of the station. The policy includes personal accident and public liability insurance, but you must be recognised as a volunteer doing an approved job in order to be covered. The Station Manager authorises every aspect of voluntary or paid work, in consultation with the Management Committee when necessary.

● **TO BE HEARD AND MAKE SUGGESTIONS**

Your suggestions are going to be important to us if we are to work properly as a team. If, for example you are working in a team to set up an OB, the team will need to make joint decisions – about how to set up the OB unit in a safe, practical well presented way, about who does what, about what to do if there is a problem. This will only work if every team member is willing to share their suggestions and to listen to others.

FM96.3 FM94.3 FM94.1 RIGHTS

● **TO RECEIVE AS MUCH EFFORT AND SERVICE FROM A VOLUNTEER AS A PAID WORKER, EVEN ON A SHORT TERM BASIS**

This really goes without saying – good team work involves paid and volunteer workers working side by side as colleagues. The ‘short term basis’ element of this statement is important also – whether you can offer us 5 hours a week or two hours a year, if you are willing to put 100% effort and service into that time, it will be extremely valuable to us.

● **EXPECT CONSCIENTIOUS WORK PERFORMANCE, PUNCTUALITY AND RELIABILITY**

Again this goes without saying – knowing that you will be reliable and punctual could be crucial to the success of an event or to meeting the deadline for a piece of work. Obviously there are times when your plans will change or you will have other commitments, but please do just let us know in advance if you cannot make the time you have agreed to work with us.

● **EXPECT ENTHUSIASM AND BELIEF IN THE ORGANISATION**

Enthusiasm is a major part of volunteering in Community Radio, so if you can offer us your enthusiasm you are offering us something very valuable.

Belief in the organisation means a commitment to our Mission and Purpose Statements, and an undertaking to work for the station in the most appropriate way. One fundamental aspect of our Mission is the commitment of the ‘application of best practice in broadcasting’ through education, support and encouragement and research and development targeted at the electronic media sector of Australia. This is a commitment to ensure that the community as a whole receives the most accurate, up to date and relevant information possible, as we need everyone working on behalf of the station to recognise this as a most important part of the station's commitment to the community.

This may mean that we are asking you to make a distinction between the advice and information that you would give as an individual, and the information you can give as a representative of the station.

You may have very valuable personal experience with a particular facet of the radio industry or the local community. However, unless this is recognised as 'best practice' by the station, it is not something you could promote on our behalf. We are not asking you to forget or deny your personal experience, just to adopt our professional standards when you are working on our behalf, and always 'upwardly refer' all suggestions.

As you become more familiar with the station, you will become more confident about the answers to give to enquiries. However, if you do have any requests for information that you cannot confidently answer on behalf of the station, either take a note of the persons name and contact number and pass it on to a member of staff, or ask the person to ring the station information line.

● **MAKE THE DECISION REGARDING THE BEST PLACEMENT OF THE VOLUNTEER**

We offer you an interview with us, so that we can get to know you well enough to be able to offer you a 'placement' or role that will both make good use of your skills, and be something you will enjoy doing. However, there will also be times when we will ask for help with the tasks needed to meet the priorities of the team at a particular time.

While we have the right to make the decision about your placement, this does not mean that we expect you to accept a role or task that you are not comfortable with. If we are asking you to do something you are uncertain about or uncomfortable with, do please discuss it with us at the earliest possible opportunity.

● **EXPECT LOYALTY TO THE ORGANISATION AND ONLY CONSTRUCTIVE CRITICISM**

Much of the work that the station team will be doing over the next few years will be new – new projects within the communities, new ways of presenting our messages, new ways of fundraising. When you are working on something new, there are inevitably going to be times when things go wrong, and when they do, you have the right to criticise. If you've been standing at an OB in the rain for 4 hours, only seen 2 people, and you think the event has been really badly organised, then we need to know about it!

However, we have a right to criticise in an appropriate way – if you complain to passing members of the public, then you are promoting a very damaging, negative image of the station. We need you to support us in learning from our mistakes, and improving things next time.

If you are involved in an event or piece of work where you feel things are going wrong, then do all you can to improve things by sharing suggestions and constructive criticisms with the Station Manager.

● EXPRESS OPINIONS ABOUT POOR VOLUNTEER EFFORT IN A DIPLOMATIC WAY

Poor volunteer effort is not something that we often come across. However, team work depends upon everyone pulling their weight, and if this doesn't happen, then your supervisor has a right to say so. However, no-one has the right to criticise member of their team in front of others. Remember that criticism should only be constructive and always take the time to listen before you jump to conclusions – there may be a very good reason why one person is not able to complete the same tasks as the rest of the team. If this is the case then that person has the right not to be criticised, but to a suitable task that they can comfortably fulfil.

● EXPECT CLEAR AND OPEN COMMUNICATION FROM THE VOLUNTEER

As has already been said, clear communication is one of the keys to good team work. Our team members need to communicate well with one another, and we all need to communicate with members of the public in an appropriate and positive way. Radio is based around communication, and we must all endeavour to be good communicators at all times.

● RELEASE AN INAPPROPRIATE VOLUNTEER

Our volunteers are valued members of the station team, but the 'bottom line', is that we have the right to release an inappropriate volunteer, just as you have the right to 'resign' if you are not happy with your volunteer role with us. There are clear and concise rules regarding these courses of action, detailed in the Constitution of the Montreal Community Theatre, information which applies to the local radio station operations as well. Please help us to avoid these situations by understanding the rights and responsibilities of the volunteer at Sounds of the Mountains ("the station").



96.3 FM94.3 FM94.1 - 2TVR is committed to providing a positive and rewarding volunteering experience. Your feedback will assist us on our quest for continued growth and improvement.

1. How long have you been a volunteer with FM96.3 & FM94.3? _____

2. Do you feel part of the team?

- I feel accepted as a contributor to the team
 I feel accepted by some members, not others
 I do not feel part of the team at all
 I am still learning, but feel accepted

3. How involved do you feel in decisions which are made and which affect your work?

- Well Involved Sometimes Involved
 Not Involved

4.. Do you feel comfortable with the tasks / programs you are given?

- Yes No

6. Do you feel that sufficient orientation is provided for volunteers before they begin work?

- Yes No

7. Do you feel that training and support is adequate for volunteers to carry out their duties?

- Yes No

8. Does your volunteer work match the job description you were given initially?

- Yes No Not given job description

9. Do you feel that your volunteer work is challenging, interesting and rewarding?

- Yes Somewhat No

10. Do you feel that you receive sufficient feedback from people you work with?

Yes No

11. Can you suggest any new project areas or tasks in which volunteers might be of help to FM96.3 FM94.3 FM94.1 - 2TVR?

12. Can you suggest any new ways we might use to attract participation from the community?

13. What do you feel has been the best experience you have had as a volunteer with FM96.3 FM94.3 FM94.1 - 2TVR?

14. If you could make any changes in FM96.3 FM94.3 FM94.1 - 2TVR's volunteer program, what would they be?

15. In your experience, how would you rate our volunteer program overall?

Not at all satisfying	1	2	3	4	5	Extremely satisfying
Not at all innovative	1	2	3	4	5	Extremely innovative
Not at all challenging	1	2	3	4	5	Extremely challenging
Not suiting your expectations	1	2	3	4	5	Exceeding Expectations

Thank you for completing this questionnaire. It is not necessary for you to place your name on this form, however by provides us with a point of contact should we wish to further explore your ideas and suggestions.



Volunteering

Your rights

As a volunteer you have a right:

- to work in a healthy and safe environment (refer various Occupational Health and Safety Act[s]);
 - to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
 - to be adequately covered by insurance;
- to be given accurate and truthful information about the organisation for which you are working;
- to be reimbursed for out of pocket expenses incurred as a result of approved station expenses. (Receipt and written approval need to be submitted prior to reimbursement).
- to be given a copy of the organisations volunteer policy and any other policy that affects your work;
 - not to fill a position previously held by a paid worker;
 - not to do the work of paid staff during industrial disputes;
 - to have a job description and agreed working hours;
 - to have access to a grievance procedure;
 - to be provided with orientation to the organisation;
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
 - to be provided with sufficient training to do your job.

Thanks to Volunteering Australia for this information



Volunteering

Your responsibilities

As a volunteer you need to:

- be reliable and arrive on time
 - be trustworthy
 - respect confidentiality
- respect the rights of people you work with
 - have a non-judgmental approach
- support FM 96.3 FM94.3 FM94.1 and represent its interests
 - carry out the specified job description
 - give feedback
 - be accountable and accept feedback
- be committed to FM 96.3 FM94.3 FM94.1
 - avoid over-extending yourself
- acknowledge decisions made by staff or the organization
 - undertake training
- address areas of conflict with appropriate staff member, the coordinator of volunteers or similar worker
 - ask for support when it is needed.

Thanks to Volunteering Australia for this information