

## **WREB Co-op Limited**

# **The rights and responsibilities of 2WEB volunteers**

### **Introduction:**

2WEB is a community radio station, which has always relied on the contributions of volunteers to maintain operations.

Our volunteers come from all walks of life, and they volunteer for many and various reasons, including:

- to contribute something to the community,
- to develop professional skills,
- to maintain existing skills,
- to establish a pathway to paid work,
- to enjoy the social nature of the organisation, and
- to facilitate personal growth and development.

At 2WEB we aim to treat all our volunteers equally, with respect and trust, and to provide a workplace that is safe, enjoyable, and fulfilling. We will endeavour to provide a working environment that is flexible, to allow our volunteers to gain the benefits they wish from volunteering.

On the other hand, we expect our volunteers to act professionally and in good faith towards our station. We expect that they hold the interests of 2WEB and its community in equal regard to their own to ensure positive outcomes for themselves, 2WEB and the community we serve.

### **Purpose**

This document sets out 2WEB'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 and our station.

### **Principles of volunteering**

2WEB has been built and operated by the efforts of thousands of volunteers over years from 1976, when the station was first planned, until this day. Following are some of the principles of volunteering:

- Volunteering benefits the community and the volunteer,
- Volunteering is always freely carried out as a matter of choice,
- Volunteering is an activity that is unpaid and not undertaken for the receipt of wages, 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 not intended to replace paid workers or constitute a threat to the job security of paid workers,
- Volunteering respects the rights, dignity, and culture of others, and
- Volunteering promotes human rights and equality.

### **The rights of volunteers at 2WEB**

All volunteers at Outback Radio 2WEB have the right to:

- Be treated as a co-worker,
- Suitable work 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
- Always expect clear and open communication from management and staff,
- 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 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 regarding 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 any 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 recognised,
- Have training provided to enable participation at the station at a variety of levels.

### **The responsibilities of volunteers at 2WEB**

Aside from having rights at Outback Radio 2WEB, all volunteers also have the responsibilities, which include to:

- Adopt a professional attitude towards any voluntary work,
- Be prompt, reliable and productive regarding commitments and agreements made with 2WEB,

- Notify the appropriate person if unable to meet commitments,
- Accept and abide by 2WEB station rules,
- Understand and adhere to the codes and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- Refrain from representing 2WEB publicly or commercially unless prior arrangement has been made,
- Not to bring into disrepute the operations, management, staff, or other volunteers of Outback Radio 2WEB,
- Treat technical and IT equipment with due care and 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,
- Use station resources and equipment only in carrying out work for 2WEB and not for personal or 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 to work to ensure that 2WEB is a safe workplace for everyone,
- Contribute to the achievement of a safe, tolerant, and equitable working environment by avoiding, and assisting in preventing, behaviour which is discriminatory.

### **The rights and responsibilities of 2WEB concerning volunteers**

Outback Radio 2WEB has the right to:

- Expect the cooperation of volunteers in working to uphold and maintain the station's mission statement, the station charter and program policies,
- Expect each volunteer to be familiar with the laws relating to broadcasting, station policies and procedures,
- Expect volunteer workers to be prompt, reliable and productive regarding commitments and agreements made with 2WEB,
- Have confidential information respected,
- Decide, in consultation with each volunteer, as to where your services and skills would best be utilized,
- Make decisions which may affect the work of each volunteer,
- Make programming decisions in accordance with programming policies and procedures,
- Develop, implement, and enforce rules, policies, and procedures for all aspects of station operation,
- Provide volunteers with feedback to enhance programming and on-air development,
- Always expect clear and open communication from each volunteer,
- Suspend or dismiss a volunteer in accordance with station policies and procedures due to contravention of station rules.

Outback Radio 2WEB has the responsibility to:

- Provide each volunteer with a work environment which embraces the principles of access and equity.
- Value the importance of the role of each volunteer within the organization,
- Place each volunteer in an appropriate, suitable position and environment,
- Give each volunteer appropriate tasks in accordance with their strengths, abilities, training, and experience,
- Provide each volunteer with training to expand their expertise and abilities,
- Acknowledge the contribution of each volunteer to the station and provide each volunteer with appropriate recognition,
- Ensure staff have the appropriate skills required to work with volunteers,
- Provide adequate opportunities for constructive feedback,
- Provide each volunteer with information regarding any activities or changes at the station which may affect the work of volunteers,
- Where possible, consult with each volunteer on issues that may affect the work of volunteers
- Ensure that all democratic processes are adhered to, and that each volunteer is consulted in major decision-making processes,
- Ensure that each volunteer is aware of democratic processes within the organisation and that each volunteer is encouraged to participate in these democratic processes.

## **Procedures for Disciplinary Action and Dismissal of Volunteers**

### **Introduction**

Volunteers are a precious resource to Outback Radio 2WEB and have always been so. Our primary aim is to encourage and support their contribution to our station.

Nevertheless, there may be times when a volunteer needs to be counselled, disciplined, and perhaps dismissed.

We intend to handle these situations in a professional manner, ensuring communication between 2WEB and the volunteer is clear, fair, objective and adheres to 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 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 an opportunity to respond to prior verbal and written warnings?

### **Purpose**

This document outlines a policy and procedure for disciplinary measures and dismissal at Outback Radio 2WEB. It aims to provide a clear and fair structure that is understandable to both 2WEB management and volunteers at 2WEB.

The policy includes an appeals mechanism to ensure a 'right of reply' to a volunteer who has been disciplined.

This is further complemented by 2WEB's Internal Disputes policy and procedure, which may be used 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 Rules of the WREB Co-op Limited.

## **2WEB policy:**

1. The procedure for disciplinary action is a three-step process which includes:
  - a. A first formal notice in writing
  - b. A second formal notice in writing, and
  - c. A notice to the volunteer of dismissal from duties.
2. For minor issues, 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).
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, may also be appropriate. In such cases these actions will be included with the formal notice in writing.
5. 2WEB management will ensure that notice of a disciplinary measure is 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 or board member.
7. An affected volunteer will be provided an appeal against the action. This may take the form of a meeting with the appropriate staff or board member, or a representation in person and/or in writing to the board.
8. The volunteer 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.
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 volunteers or staff members,
  - g. Intoxication through alcohol or other substances during working hours,
  - h. Publicly bringing Outback Radio 2WEB into disrepute.

11. Some conduct may be deemed as 'gross misconduct', and in this instance a volunteer may be dismissed without warning.
12. Conduct which may be deemed gross misconduct may include, but is not limited to:
  - (a) Verbal or physical harassment of any other volunteer, employee, member, or guest of 2WEB, particularly in respect of race, sex, or religion
  - (b) Wilful damage to, or theft of property belonging to 2WEB or another volunteer, employee, member, or guest of 2WEB
  - (c) Falsifications of any of the organisation records for personal gain,
  - (d) Commercial misrepresentation of 2WEB.
13. In the case of a volunteer being dismissed without prior warning, the volunteer will be provided an appeal as outlined in point 7 (above).