



## COMMUNITY PARTICIPATION POLICY 2023

QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED  
Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,  
QLD 4000

## READING RADIO COMMUNITY PARTICIPATION

*Background Queensland Radio for the Print Handicapped has served those with a print disability in the greater Brisbane area since 1984. Our mission of 'empowerment through information' focuses on people with a print or vision impairment and those with little time but who want access to the news and information to help them be active in the community. From live newspaper readings to the most popular and entertaining books and magazines, Reading Radio has everything you need to keep informed. It also provides a meaningful education and employment pathway program for people with a vision disability. All programs produced are done so by a team of blind producers. As well as its broadcast, Reading Radio 4RPH is committed to providing a service to the community through entertainment, education and emergency information and building community spirit through the on-air promotion of community organisations and their activities. Reading Radio 4RPH is always open to participation by community members as individuals and as representatives of community organisations.*

Queensland Radio for the Print Handicapped Limited (T/A Reading Radio 4RPH) is required under its broadcasting licence and through its adherence to the Community Broadcasting Codes of Practice to ensure that the organization meets or exceeds its requirements to:

- Encourage members of the community they serve to participate in the licensee's operations in providing the service and the selection of and provision of programs under the licence (Community Participation Requirement).
- Continue to represent our designated community of interest.

### Reading Radio 4RPH's Community Interest

Community Interest officially stated on our broadcasting service licence certificate is:

1. To provide informative and entertaining readings of newspapers, books, magazines, and community publications, as well as other written materials that may be relevant to the greater Queensland area and anyone that recognises as having a print disability.

### Aim / Purpose of this Policy

Reading Radio 4RPH is committed to an open and non-discriminatory membership, participation, and programming policy.

Membership and participation can only be rejected or revoked under extreme circumstances and after an exhaustive, open, and transparent process (*See Reading Radio 4RPH Constitution and Membership Policy documents available on our website.*)

Programming content will not express prejudice based on ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religion, cultural or political beliefs.

This policy states how we ensure community participation in practice.

## Policy

Reading Radio 4RPH relies on community members for its ongoing operation, administration, and on-air programming as a community-based, volunteer-run, not-for-profit association.

Through transparent governance:

1. Reading Radio 4RPH seeks to increase community participation in all operations.
2. Reading Radio 4RPH will articulate and develop strategies to encourage community participation in the station's operations and in the selection and provision of programming.
3. Reading Radio 4RPH will encourage individuals and families living in and visiting our listening area to become members of Reading Radio 4RPH and invite them to fully participate in all aspects of the station's operation and broadcast.
4. Reading Radio 4RPH will encourage all local community groups (including but not limited to disability, not-for-profits, age-related, arts, and local interests) to become members of Reading Radio 4RPH and invite them to fully participate in all aspects of the station's operation and broadcast.
5. Reading Radio 4RPH will ensure that it meets the needs and interests of the local community in the following ways:
  - a. provides regular on-air announcements encouraging new members
  - b. provides training programs to equip potential volunteers for their involvement in the station
  - c. provide access to information about Reading Radio 4RPH through our website, Facebook page, and local community events to raise awareness of Reading Radio 4RPH in the community
  - d. provides community service announcements about local activities and interviews with local people to encourage regular participation of those in our broadcasting area
  - e. provides opportunities for local youth to be involved in producing quality programs for their peers and the whole community (Note: Those under 18 require supervision by a responsible adult when on Reading Radio 4RPH premises)
  - f. provides opportunities for our older residents to be involved in producing quality programs for their peers and the whole community
  - g. seeks opportunities to engage with other local community groups and not-for-profits.
  - h. seeks funding to broaden Reading Radio 4RPH's scope in delivering services to the communities we serve, i.e., provide opportunities for Reading Radio 4RPH members to take part in areas of interest indicated on their application for membership
6. Reading Radio 4RPH will aim to have a Board of Directors that has the expertise to govern the association adequately
7. Reading Radio 4RPH will continue to maintain existing sponsors and develop new sponsors and partnerships, grants, and trust opportunities.

8. Reading Radio 4RPH will encourage our membership to seek nomination to our Board of Directors and committees.

9. Reading Radio 4RPH will encourage presenters who use social media to promote their shows to their peers and on Reading Radio 4RPH's Facebook and Instagram pages.



## **FEEDBACK & COMPLAINTS POLICY 2023**

**QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED**  
Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,  
QLD 4000

# Feedback and Complaints Policy

## 1. Purpose and Scope

Queensland Radio for the Print Handicapped Limited (here after known as Reading Radio) values complaints as they assist us to improve our services and customer service.

This policy has been designed to assist volunteers, the Board of Directors, and staff. Reading Radio is committed to consistent, fair, and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat listeners, volunteers, members, and staff making a complaint equally.

### *Definition:*

Complaints are defined as any expression of dissatisfaction or grievance made to staff by members, volunteers, staff members, or member of the public in relation to our business.

## 2. Recording complaints

All complaints made, verbal or written, will be recorded, documented, administered by the Station Manager, and the Secretary of the Board at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member or volunteer who took the details.

When taking a complaint, staff and volunteers will record the name and contact details of the volunteer, listener, staff member or other individual, as well as full details of the complaint including the date. Details of all communication with the complaint and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues. The complainant's personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

## 3. Informing complainant of progress

Reading Radio strives to resolve all complaints within ten business days. Written complaints will be acknowledged promptly.

Complainants will be given an approximate timeframe at the time they make their complaint. Complainants will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Complainants will be informed of any changes to our policies or procedures as a result of their complaint.

Where appropriate, complainants who have had a complaint resolved will be contacted with a follow-up to see if they are happy with how their complaint was handled.

#### **4. Responding to complaints**

All people making a complaint will be treated with courtesy. Where the complaint cannot be resolved immediately, the complainants will be given a timeframe (maximum of 60 days), a contact person and details of our complaint handling process. Where possible, the staff member or volunteer taking the complaint details will be the contact person.

#### **5. Escalation of complaints**

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Board of Directors and mediation will be a considered practice. The complainants will be informed and given an amended timeframe for resolution.

If necessary, mediation will be provided as a courtesy. Mediation is the process through which the parties involved in a dispute or allegations are assisted by a mediator to assist them to reach an agreement which settles the dispute. Mediation encourages negotiation in a non-threatening environment. A mediator is an appropriately qualified person, appointed by a neutral party not directly affected by the complaint ie: Station Manager or Reading Radio Board of Directors to mediate between the parties in a non-judgmental and independent manner. In some circumstances, an external person may be appointed as a mediator.

If we cannot resolve the complaint to the complainants' satisfaction, we will inform them that it can be escalated to the Australian Communications and Media Authority by visiting [www.acma.gov.au](http://www.acma.gov.au) or calling 1300 850 115.

#### **Managing Unreasonable Behaviour:**

The threat or use of physical violence, verbal abuse or harassment towards Reading Radio volunteers or staff will result in a termination of all direct contact with the complainant. Serious incidents may be reported to the police. This will always be the case if physical violence is used or threatened. We will not accept any correspondence that is considered abusive or contains allegations that lack substantive evidence. We will inform the complainant that we consider their language offensive and ask them to stop using such language. We will state that we will not respond to their correspondence if the action or behaviour continues.

Reading Radio staff will end face-to-face conversations or telephone calls if they consider the interaction aggressive, abusive, or offensive. Staff have the right to make this decision, to tell a volunteer or a caller that their behaviour is unacceptable. In extreme situations, we will inform the complainant of further communication via a third-party practice.

## **6. Review of complaint handling policy and procedures**

Reading Radio is committed to continuous improvement and this policy will be reviewed regularly (at least every six months) for effectiveness and updated where appropriate.

This complaint handling policy is supported by management. We commit to providing this policy to all staff, volunteers, members, and listeners and displaying it in our business.

## **7. References & Resources**

### **7.1 Internal**

- Code of Conduct
- Volunteer Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Feedback and Complaints Policy (*this document*)
- Grievance and Dispute Policy
- Reading Radio 4RPH Volunteer Handbook

### **7.2 External**

Fair Work Australia Website

[www.fwa.gov.au](http://www.fwa.gov.au)

Workcover Authority of QLD website

[www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

Queensland Industrial Relations Commission

[www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)





## GOVERNANCE POLICY

2023

QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED  
Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,  
QLD 4000

Policy number	4RPH V 002	Version: 3	
		Approved by Board	14.03.23
Responsible person	Reading Radio Board	Scheduled review date	Annually or as determined by specific need

## Queensland Radio for the Print Handicapped Limited (Trading As (TA) and hereafter known as Reading Radio)

### INTRODUCTION

Governance in the community sector is concerned with the systems and processes that ensure an organisation's overall direction, effectiveness, supervision, and accountability.

Board members take ultimate responsibility for the governance of their organisations. However, governance is not a role for Boards and Board members alone. Governance is also concerned with how Boards work with management and staff, volunteers, service users, members, and other stakeholders. To ensure the organisation is effectively and appropriately run and meets the needs for which the organisation was established.

### PURPOSE

Reading Radio's Governance Policy is intended to clarify the content of the organisation's constitution by making explicit the underlying principles of governance approved by the organisation.

This policy does not cover legal or ethical issues concerning the role of the Board or its members, which are addressed elsewhere.

### POLICY

The Board of Reading Radio is an elective, representative, and collective body.

- It is **elective** in that the determination of Board members is the prerogative of members through the election process.
- It is **representative** in that no member can be mandated by their constituency to adopt a particular position if they do not believe it to be in the organization's best interests. Whatever the constituency of any member, all members are committed to acting selflessly and making decisions and voting on governance decisions solely in the organization's best interests.
- It is **collective** in that while each member should put the point of view of their constituency, and each member has the right to argue for their point of view and to vote for that position, once a collective decision has been taken, Board members are required to support that decision.

The function of the Board of Reading Radio is to collectively ensure the organisation's objectives, set its strategic direction, and uphold its values. The Board should collectively be responsible and accountable for providing and monitoring that the organisation is performing well, solvent, and complying with all its legal, financial, and ethical obligations.

The responsibilities of the Board that cannot be delegated to any other person or body include

- Compliance monitoring – ensuring compliance with the objects, purposes, and values of the organisation, and with its constitution
- Organisational governance – setting or approving policies, plans, and budgets to achieve those objectives and monitoring performance against them
- Strategic planning – reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the organisation complies with all relevant laws, regulations, and regulatory requirements
- Financial monitoring – reviewing the organisation's budget, monitoring management and financial performance to ensure the solvency, economic strength, and good performance of the organisation
- Financial reporting – considering and approving annual financial statements and required reports to the government
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Leadership selection – selecting, evaluating the performance of, rewarding, and, if necessary, dismissing the organisation's management
- Succession and remuneration planning – planning for Board, Manager, and executive succession and determining senior management remuneration
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the organisation; agreeing or ratifying all policies and decisions on matters which might create significant risk to the organisation, financial or otherwise
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including disputes arising between Board members, staff, the management, members, volunteers, or service users.
- Social responsibility – considering the social, ethical, and environmental impact of all activities and operations and ensuring that these are acceptable
- Board performance and composition – evaluating and improving the performance of the Board

## **Relationship with management**

The Board should focus on the strategic direction and the core policies of the organisation and avoid becoming involved in day-to-day operational decisions. Where individual Board members need to become involved in operational matters, they should separate their strategic role (where they operate independently of any direction) from their operational role (where they act at the direction of management).

## **RESPONSIBILITIES**

It shall be the responsibility of the Board to establish and maintain standing orders, policies and procedures, and systems of financial control, internal control, and performance reporting.

It shall be the responsibility of the Board to demarcate and delegate the functions of committees, officers, management, and other staff and agents.

It shall be the responsibility of the Manager to address key management and operational issues within the direction and the policies laid down by the Board, including:

1. Developing and implementing organisational strategies and recommending significant strategic initiatives to the Board.
2. Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff.
3. Developing the annual budget and managing day-to-day operations within the budget.
4. Maintaining a practical risk management framework.
5. Keeping the Board and regulators informed about any developments with a material impact on the organisation's performance; and
6. Managing day-to-day operations following agreed social, ethical, and environmental standards.

## **PROCEDURES**

### **Internal controls**

The Board should set and maintain standing orders, policies and procedures, and systems of financial control, internal control, and performance reporting. The Board should ensure a system for regularly reviewing the effectiveness of its financial control, internal control, performance reporting, and policies and procedures.

### **Managing risk**

The Board should undertake a full risk assessment (periodically or on a rolling basis) and take appropriate steps to manage the organisation's exposure to significant risks. The Board must regularly review the risks to which the organisation is subject and take action to mitigate the risks identified.

### **Board reviews**

The Board should ensure a system for the regular review of its effectiveness in meeting its responsibilities.



## **GRIEVANCE AND DISPUTE POLICY 2023**

**QUEENSLAND RADIO FOR THE PRINT HANDICAPPED  
LIMITED Level 13 Morris Towers, 149 Wickham Terrace,  
SPRING HILL, QLD 4000**

# Grievance and Dispute Settling Policy

## 1. Purpose and Scope

Reading Radio is committed to preventing and effectively responding to grievances in the workplace.

The purpose of this policy is to provide guidance to Reading Radio in managing grievances and disputes between volunteers/interns, members, Board Members, and Staff.

This policy applies to all Reading Radio volunteers/interns, members, Board members, and Staff. It encompasses grievances between any of the following:

- Volunteers/Interns
- Reading Radio Members
- Board members
- Staff

This policy does not provide detailed guidance on:

- Feedback and complaints from Reading Radio volunteers/interns, members, and external stakeholders - refer to the *Feedback and Complaints Policy*.
- Managing staff performance.

### *Definitions:*

Grievance: a clear statement by an employee of a work-related problem, concern, or complaint, including those involving:

- the interpretation and application of an organisation's people management policies - this includes allocation of work, job design, performance management
- a workplace communication or interpersonal conflict
- an occupational health and safety issue
- an allegation of discrimination within the meaning of the relevant Anti-Discrimination Act, including harassment
- a question, dispute or difficulty concerning the interpretation, application, or operation of an award/enterprise agreement or other agreement.

## 2. Principles

Grievance management aims to find an outcome that is satisfactory to all relevant parties and minimises the detriment to ongoing relationships.

Reading Radio provides an equitable, safe, and encouraging workplace with the absence of nepotism or patronage. Board members, staff, and volunteers behave in a professional manner that respects the rights of others.

Reading Radio has industrial and legal responsibilities to take all reasonable steps to identify and attempt to prevent and resolve grievances in the workplace.

## 3. Outcomes

Grievance management is consistent across the organisation, regardless of who is managing the process.

Grievances are managed equitably and transparently and to the satisfaction of all parties where possible.

## 4. Functions and Delegations

Position	Delegation/Task
Board of Directors	<ul style="list-style-type: none"><li>• Compliance with Grievance and Dispute Settling Policy.</li><li>• Contribute to the committee that will investigate and resolve any grievances not resolved informally.</li></ul>
Station Manager	<ul style="list-style-type: none"><li>• Compliance with Grievance and Dispute Settling Policy.</li><li>• Attempt to resolve grievances informally in the first instance.</li><li>• Contribute to the committee that will investigate and resolve any grievances not resolved informally.</li><li>• Maintain a record of grievances and related actions and decisions.</li></ul>
Staff	<ul style="list-style-type: none"><li>• Compliance with Grievance and Dispute Settling Policy.</li><li>• Contribute to the committee that will investigate and resolve any grievances not resolved informally that involve Staff members, the Station Manager and/or Reading Radio Board.</li></ul>
Volunteers/Interns	<ul style="list-style-type: none"><li>• Compliance with Grievance and Dispute Settling Policy.</li><li>• Contribute to the committee that will investigate and resolve any grievances not resolved informally that involve Staff members, the Station Manager and/or Reading Radio Board.</li></ul>



## **5. Risk Management**

All volunteers, interns, Staff and Board Members are made aware of this policy during orientation.

The Board ensures mechanisms are in place to ensure that it can demonstrate that decisions and actions relating to grievance and dispute settling are transparent and fair.

Reading Radio staff, with grievance and dispute settling functions are provided with ongoing support and professional development to assist them to implement effective and transparent human resource management.

Reading Radio 4RPH provides an equitable, safe, and encouraging workplace environment.

## **6. Policy Implementation**

This policy is developed in consultation with all employees and approved by the Board of Directors. This policy is to be part of all volunteer induction processes and volunteers are responsible for understanding and adhering to this policy.

This policy should be referenced in relevant Reading Radio policies, procedures, and other supporting documents to ensure that it is familiar to all staff and actively used.

This policy will be reviewed in line with the Reading Radio quality improvement program and/or relevant legislative changes.

## **7. Policy Detail**

A grievance raised by volunteers, staff, or Board members is considered separate and independent of disciplinary processes undertaken to manage performance or conduct matters identified by Reading Radio.

If a grievance is raised the grievance is to be addressed as per this policy, and the disciplinary or performance management process continues independently.

### **7.1 Informal Grievance Resolution**

In the first instance, a grievance should be resolved between the aggrieved person(s) (the complainant(s)) and the person(s) with whom the complaint rests (the respondent(s)).

Where the grievance cannot be resolved between the two parties through an informal process, or if the complainant(s) does not feel able to approach the respondent(s), or if the respondent does not feel able to participate, a formal grievance resolution procedure is to be undertaken.

## **7.2 Formal Grievance Resolution**

A complainant may make a formal notification of a grievance by documenting details of the grievance and lodging it with the Station Manager, or other designated person. All formal grievances must be addressed in writing.

Where the grievance is about the Station Manager the complainant shall lodge the grievance with the Secretary of the Board. In this instance, the grievance may be lodged directly, or via another designated person.

Where an identified potential or real conflict of interest exists for the supervisor in managing the grievance, the next-in-line staff member or Board member will manage the grievance resolution procedure.

Where the complainant's direct supervisor is the Station Manager and is also the respondent to the grievance, the complainant shall lodge the grievance with the Reading Radio President.

The person who has received formal notification of a grievance shall acknowledge receipt of the grievance in writing within five (5) working days.

The person managing the grievance shall interview the complainant to clarify allegations and details, ascertain desired outcome(s), and advise of the process to be followed.

The person managing the grievance shall interview the respondent and provide details of the grievance, and advise of the process to be followed before any action is taken. These details may be partially withheld only for the protection of the complainant.

After action has been taken to resolve the grievance, and no further response is received from the complainant and/or respondent, the grievance is considered closed.

Where a grievance remains unresolved, the person managing the grievance may seek the Board of Directors to contribute to the resolution process. Additionally, external mediation may be undertaken to resolve the dispute.

The complainant and/or the respondent may request to have staff or volunteer representation as part of the external mediation procedure.

The complainant and/or the respondent and/or Reading Radio may seek assistance from a relevant industrial tribunal.

### 7.3 Withdrawing a Grievance Complaint

The complainant may withdraw the grievance complaint at any time through written notification.

### 7.4 Documentation

All details of a formal grievance are to be documented by the person managing the grievance.

## 8. References & Resources

### 8.1 Internal

- Code of Conduct
- Volunteer Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Feedback and Complaints Policy
- Grievance and Dispute Policy (*this document*)
- Reading Radio 4RPH Volunteer Handbook

### 8.2 External

Department of Premier and Cabinet, 1996, *Dealing with Employee Work-Related Concerns and Grievances – Policy and Guidelines*, Department of Premier and Cabinet, Sydney.

The Office of the Director of Equal Opportunity in Public Employment and the Public Employment Office, 1996, *Harassment-Free Workplace: Policy and Guidelines*, The Office of the Director of Equal Opportunity in Public Employment and the Public Employment Office, Sydney.

### 8.3 Websites

Fair Work Australia Website

[www.fwa.gov.au](http://www.fwa.gov.au)

Workcover Authority of QLD website

[www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

Queensland Industrial Relations Commission

[www.qirc.qld.gov.au](http://www.qirc.qld.gov.au)



## **MEMBERSHIP POLICY 2023**

**QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED**  
Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,  
QLD 4000

## **READING RADIO MEMBERSHIP**

Reading Radio 4RPH encourages applications for membership from our broadcast area and beyond from people of all ages who enjoy community radio and wish to support the station in its activities.

Membership is open to all individuals and families from anywhere and to our local area's community organisations and businesses.

There will be no discrimination against persons based on ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religion, cultural or political beliefs.

### **Types of Membership:**

- Volunteer Membership – For those actively volunteering at Reading Radio
- Ordinary Member (general or concession), the applicant must be a natural person and interested in furthering the objectives of Reading Radio 4RPH.
- Corporate Members: To be eligible to apply to become a Corporate Member, the business, NFP, organisation, or corporation must be interested in furthering the objectives of Reading Radio 4RPH.
- Life Members: To be eligible to become a Life Member, you need to have been a member for more than ten years and be nominated and seconded by a current member

### **Financial Members have the right to:**

- know as much about Reading Radio 4RPH as possible, its policies, people, and programs
- be heard, feel free to make suggestions, participate, and be given respect for honest and constructive opinion
- nominate and vote for new office bearers at the Reading Radio 4RPH Annual General Meeting
- be elected onto the Board of Directors at the Annual General Meeting

### **Financial Members have the responsibility to:**

- become aware of, accept, and abide by the Reading Radio 4RPH constitution
- pay their membership fees promptly when notified that the membership is due
- promote the interests of Reading Radio 4RPH in the broadcast area

**Reading Radio 4RPH has the right to:**

- expect members to become aware of Reading Radio 4RPH rules, policies, and procedures that apply to members
- review, suspend, or dismiss members under the station constitution, policies, and procedures

**Reading Radio 4RPH has the responsibility to:**

- invite you to attend the Annual General Meeting 21 days in advance
- carefully consider members' suggestions and comments
- provide members with ready access to the Reading Radio 4RPH Board of Directors
- provide members with access to all Policies and Procedures and Rules through the Board of directors or on the Reading Radio 4RPH website



## PROGRAMMING POLICY 2023

QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED  
Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,  
QLD 4000

## **PROGRAMMING POLICY**

As a member of DMA (formally) RPH Australia, Reading Radio 4RPH must comply with the DMA (RPH Standards for content (please find attached))





## **SPONSORSHIP POLICY 2023**

**QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED**  
Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,  
QLD 4000

## READING RADIO SPONSORSHIP BACKGROUND

Under the Broadcasting Services Act 1992 (BSA) community broadcasters are not permitted to broadcast 'advertising'.

Sponsorship, however, is permitted.

The BSA outlines three key requirements of a sponsorship announcement:

- Sponsorship content will be limited to five minutes in any hour (Broadcasting Services Act 1992 Sch 2, Part 5 clause 9 (3))
- Every sponsorship announcement will be clearly "tagged" (Broadcasting Services Act Sch 2, Part 1, clause 2 (2)b)
- There must be a bona fide financial relationship between the sponsor and the station or program.

In line with the community broadcasting code of practice (Code 6), this station will ensure that:

- sponsorship will not be a factor in determining access to broadcasting time
- the content and style of individual programs is not influenced by the sponsors of programs, and
- overall programming of community broadcasting stations is not influenced by sponsors

Further information on sponsorship requirements is available from the ACMA's document, 'Sponsorship Guidelines for Community Broadcasting Services' -. see [www.acma.gov.au](http://www.acma.gov.au)

**PURPOSE** The purpose of this policy is to ensure compliance with the BSA and the Codes of Practice. It is furthermore to give clear direction on Reading Radio 4RPH with relation to sponsorship

## POLICY

1. All sponsorship announcements will comply with the three key sponsorship conditions outlined above.
2. All sponsorship arrangements shall be recorded on a standard contract and approved by the station manager or person responsible.
3. Sponsorship will not be accepted from companies that promote tobacco or gambling
4. Sponsorship from companies promoting alcohol may be accepted, however the announcements must not: a. promote irresponsible use of alcohol, or b. be directed towards minors.

5. Sponsorship will not be accepted from person or groups whose policies or practices are deemed highly offensive or divisive to Reading Radio 4RPH.
6. Sponsorship announcements will be produced and presented in a style and form consistent with the program in which they are to be placed.
7. Individual presenters and members are not entitled to seek sponsorship on behalf of Reading Radio 4RPH without written consent of the station manager (or board of management).
8. Under no circumstances can presenters accept gifts, products or services of payments in return for promotion of a product, service or business.
9. Reading Radio 4RPH reserves the right to refuse any paid announcement.



## **VOLUNTEER POLICY**

**2023**

**QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED**  
**Level 13 Morris Towers, 149 Wickham Terrace, SPRING HILL,**  
**QLD 4000**

# Volunteer Policy

## 1. Purpose and Scope

Queensland Radio for the Print Handicapped Limited (hereafter known as Reading Radio values the contribution made by our volunteers and we are committed to supporting them.

Our policy is to ensure volunteers are guided by fair and consistent principles, and sound administration, thus ensuring positive experiences and outcomes for both volunteers and Reading Radio. The Volunteer Policy complements the in-house Volunteer Handbook, designed specifically for internal procedures, guidelines, and etiquette.

This policy applies to all volunteers at the organisation. The policy encompasses but is not limited to:

- Legal and regulatory responsibilities
- Recruitment and selection of volunteers
- Supervision and management of volunteers
- Termination and resignation of volunteers

This policy does not provide detailed guidance on the following:

- Workplace environment – Refer to the *Occupational Health and Safety Policy*
- Privacy and Confidentiality – Refer to the *Privacy and Confidentiality Policy*
- Grievance and dispute settling – Refer to the *Grievance and Dispute Policy*
- Complaints handling – Refer to the *Feedback and Complaints Policy*

If any part of the policy is unclear, please contact the Volunteer Coordinator or the Station Manager, where necessary.

## 2. Volunteer Contributions &

### **Definitions** *Volunteer Contribution:*

Our listeners' lives are enriched through the contribution of Reading Radio 4RPH volunteers. Volunteers are valued and appreciated, and their expertise and skills are effectively applied within the organisation. Reading Radio 4RPH Board of Directors, Station Manager, and Staff welcome and support the contribution of volunteers to the organisation's mission.

- Volunteering is a legitimate way in which community members can contribute to and promote, human rights and equality while respecting the rights, dignity, and culture of others.

### *Definitions:*

**Volunteer:** an unpaid person who contributes to workplace operations and services of their own volition and/or as a participant in a recognised volunteer internship program.

**Volunteering:** an activity that takes place through many not-for-profit organisations and is undertaken:

- to be of benefit to the individual and to the community
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions

### **3. Organisational Functions and Delegations with Volunteers**

<b>Position</b>	<b>Task/Delegation with Volunteers</b>
Board of Directors	<ul style="list-style-type: none"><li>• Provides Governance</li><li>• Ensuring compliance with relevant legislation.</li></ul>
Station Manager	<ul style="list-style-type: none"><li>• Manage and supervise Volunteer Coordinator and Staff.</li><li>• Compliance with Volunteer Policy and relevant legislation.</li><li>• Updating and enforcement of organisational policies.</li></ul>
Volunteer Coordinator	<ul style="list-style-type: none"><li>• Manage and supervise all volunteers.</li><li>• Recruit/retain, interview/induct, support professional development and training opportunities, ongoing engagement, and correspondence.</li><li>• Administrative responsibilities in-line with National Volunteer Standards.</li><li>• Compliance with Volunteer Policy and relevant legislation.</li><li>• Updating and implementing of organisational policies.</li></ul>
Reading Radio Staff <ul style="list-style-type: none"><li>- Production Team</li><li>- Programming Coordinator</li></ul>	<ul style="list-style-type: none"><li>• Compliance with Volunteer Policy and relevant legislation.</li><li>• Identification of possible volunteer opportunities and liaise with Volunteer Coordinator with regards to these opportunities.</li><li>• Oversight and scheduling of volunteers-where applicable within staff role.</li></ul>
Volunteer	<ul style="list-style-type: none"><li>• Complete the Volunteer Application.</li><li>• Attend Informational &amp; Open House sessions and/or Interview.</li><li>• Pass vocal audition – where necessary.</li><li>• Complete the onboarding process including training and shadow shift pertinent to volunteer role. Adhere and comply with all policy-related documents and in-house procedural volunteer handbook.</li><li>• Comply with changes instituted by Reading Radio 4RPH.</li></ul>

Position	Task/Delegation in Relation to Volunteers
Board of Directors	<ul style="list-style-type: none"> <li>• Endorsement of Volunteer Policy.</li> <li>• Ensuring compliance with relevant legislation.</li> </ul>
Station Manager	<ul style="list-style-type: none"> <li>• Manage and supervise Volunteer Coordinator and Staff.</li> <li>• Compliance with Volunteer Policy and relevant legislation.</li> <li>• Updating and enforcement of organisational policies.</li> </ul>
Volunteer Coordinator	<ul style="list-style-type: none"> <li>• Manage and supervise all volunteers.</li> <li>• Recruit/retain, interview/induct, support professional development and training opportunities, ongoing engagement, and correspondence.</li> <li>• Administrative responsibilities in-line with National Volunteer Standards.</li> <li>• Compliance with Volunteer Policy and relevant legislation.</li> <li>• Updating and implementing of organisational policies.</li> </ul>
Reading Radio Staff <ul style="list-style-type: none"> <li>- Production Team</li> <li>- Programming Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with Volunteer Policy and relevant legislation.</li> <li>• Identification of possible volunteer opportunities and liaise with Volunteer Coordinator with regards to these opportunities.</li> <li>• Oversight and scheduling of volunteers-where applicable within staff role.</li> </ul>
Volunteer	<ul style="list-style-type: none"> <li>• Complete the Volunteer Application.</li> <li>• Attend Informational &amp; Open House sessions and/or Interview.</li> <li>• Pass vocal audition – where necessary.</li> <li>• Complete the onboarding process including training and shadow shift pertinent to volunteer role. Adhere and comply with all policy-related documents and in-house procedural volunteer handbook.</li> <li>• Comply with changes instituted by Reading Radio 4RPH.</li> </ul>

#### 4. Risk Management

Reading Radio is committed to our strategic plan, objectives, and organisational priorities while also providing an environment that values the contribution of each volunteer.

Volunteers are adequately supervised by an experienced Volunteer Coordinator and appropriate staff who ensures that:

1. Relevant screening checks, such as criminal records, and working with children checks will be completed before the commencement of volunteer work – where applicable.
2. To avoid wasting resources, expectations from both Reading Radio and the volunteer regarding opportunities and activities will be made clear at the outset, together with the process by which a volunteer may withdraw from the organisation.

3. Volunteers undertake roles/opportunities which align with their expertise, knowledge, experience, and interest. When needed, training will be provided as up-skilling volunteers is a necessity to fill advanced positions.
4. Well-considered recruitment and selection and support processes should minimise the need to terminate volunteers due to inappropriate activities.

## **5. Policy Implementation**

This policy is developed in consultation with staff and approved by the Board of Directors. All volunteers are responsible for understanding and adhering to this policy. Implementation of additional policy-related issues may be raised at meetings or where appropriate.

### **5.1 Recruitment and Selection of Volunteers**

Reading Radio volunteer opportunities are advertised on partner sites such as Volunteer Queensland and on our “Volunteer with Us” webpage, and where necessary, on social media.

Volunteer candidates are considered on an individual basis, based on personal competencies, relevant experience which demonstrates the ability to achieve agreed outcomes, and capacity to attend at agreed volunteer times. All potential candidates are required to attend an Informational & Open House Session or undergo a short interview with the Volunteer Coordinator. If the volunteer role is for Live On-Air Reader, Announcer/Panellist, or Pre-Recorded Reader, the candidate is required to pass a recorded Vocal Audition.

All potential candidates will be provided with a detailed induction pack which includes activities/roles of volunteers, details about the volunteer application process, and information about the organisation. These documents will be provided to and made available to each volunteer during the onboarding process.

All successful applicants will complete the following formalities before starting a volunteer role at the organisation:

- Attendance at Informational Session & Open House or Face-2-Face interview with Volunteer Coordinator
- Completion and passing of vocal Audition.
- Relevant screening checks, such as criminal record and working with children checks - where necessary.
- Complete Volunteer Induction that includes the following documents (within a week of receipt).



- ✓ Volunteer Handbook
- ✓ Volunteer Policy
- ✓ Code of Conduct
- ✓ Occupational Health and Safety Policy
- ✓ Privacy and Confidentiality Policy
- ✓ Feedback and complaints
- ✓ Grievance and Dispute Policy

Completion of required training specific to volunteer role - undertake Shadow Shifts, where necessary.

## **5.2 Orientation and Induction**

The Volunteer Coordinator (and appropriate staff) are responsible for ensuring that each volunteer has undertaken and completed the necessary orientation and induction processes (see application process above) and is recorded for documentation purposes.

## **5.3 Supporting Volunteers**

Staff responsible for supporting volunteers should ensure that volunteers are:

- Aware of relevant organisational policy and procedures.
- Provided with a completed orientation and induction to the organisation.
- Provided with suitable resources and equipment on commencement.
- Provided with environmental adjustments as required.
- Provided with regular supervision and support.
- Assessed training needs which are addressed where practicable

Encouraged and supported to be part of the Reading Radio team.

## **5.4 Volunteer Representative**

Reading Radio wants to make sure that the needs and concerns of volunteers are attended to. As such, a Volunteer Representative (VR) will be elected to be the volunteer spokesperson.

The VR will bring ideas and suggestions (sourced from volunteers) to the Volunteer Coordinator and Station Manager. The Volunteer Representative will commit to the role for a year (June to June) and provide volunteers an active voice. It is required that the VR will represent the volunteers at the Annual General Meeting and provide a transparent handover to new VR at the end of their term.

To be eligible for the Volunteer Representative role, a volunteer must have volunteered for a

*minimum* of a year and regularly volunteered monthly, before submitting an Expression of Interest (EOI).

In May of each year, an email announcement will be sent our requesting volunteers to submit an EOI for the Volunteer Representative role. The Station Manager and Volunteer Coordinator will review all EOIs and provide an opportunity for volunteer input. By the end of May, a new VR will be nominated and start in June with a hand-over from the previous VR, Volunteer Coordinator, and Station Manager.

If the VR is unable to fulfill the duties, the VR will be required to vacate the position, and the position will remain vacant until the next appointment – unless determined otherwise by Reading Radio staff. All resignation and termination policies apply to Volunteer Representatives.

### **5.5 Resignation and Termination of Volunteers**

Volunteers may end their volunteering role(s) by providing two (2) weeks' notice via email to the Volunteer Coordinator.

Volunteers will be asked to complete a Volunteer Exit Interview Survey sent via email and will be offered a face-to-face exit interview with the Volunteer Coordinator and the Station Manager (where appropriate), to provide feedback on their volunteer experience within the organisation. Upon request, volunteers will be given an appropriate reference detailing their contribution to the organisation, such as length of volunteer commitment, range of volunteer activities, and achievements.

All volunteers who have resigned or have been terminated will be removed from all volunteer correspondence. If they are also a Reading Radio Member, they will remain on the Member list.

Termination of volunteers will occur when the focus of the volunteer opportunities and/or service provided has changed, and/or a volunteer is:

- Unable to undertake the necessary skills for the activity/role.
- Deemed inactive due to lack of volunteering engagement and participation.
- Regularly and consistently absent from volunteer role – two times without notifying VC and appropriate staff.
- breaches safety or confidentiality guidelines
- fails to adhere to key documents:

- Volunteer Policy (this document)
- Volunteer Code of Conduct
- OH & S Policy
- Privacy & Confidentiality Policy
- Feedback & Complain Policy
- Grievance & Dispute Policy
- Reading Radio Volunteer Handbook

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## 6. Legal Responsibilities

Reading Radio requires all volunteers (and staff) to contribute to a safe work environment, free from discrimination. All staff and volunteers must comply with relevant legislation including:

- [Anti-Discrimination Act 1991 \(QLD\)](#)
- [Disability Discrimination Act 1992 \(Commonwealth\)](#)
- [Human Rights and Equal Opportunity Commission Act 1986 \(Commonwealth\)](#)
- [Racial Discrimination Act 1975 \(Commonwealth\)](#)
- [Sex Discrimination Act 1984 \(Commonwealth\)](#)
- [Work Health and Safety Act 2011 \(QLD\)](#)

Where incidents of discrimination are suspected or identified, the *Grievance and Dispute Policy* and/or the *Feedback and Complaints Policy* and related procedures will be followed.

### 6.1 Insurance

Volunteers will be covered by the Public Liability Insurance held by the organisation. Volunteers are not normally covered by Work Cover.

### 6.2 Remuneration

There is no remuneration or reimbursements of personal expenses for volunteers unless through duties undertaken at the request of the organisation. Travel expenses to and from the office and home are not reimbursable.

### 6.3 Resolving Difficulties

If there are problems arising from a volunteer's performance or behavior, these should be discussed as per the *Grievance and Dispute Policy* and/or the *Feedback and Complaints Policy*.

## 7. References & Resources

### 7.1 Internal-Policy

- Code of Conduct
- Volunteer Policy (*this document*)
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Feedback and Complaints Policy
- Grievance and Dispute Policy
- Reading Radio 4RPH Volunteer Handbook

### 7.2 External-Legislation

[Anti-Discrimination Act 1991 \(QLD\)](#)

[Disability Discrimination Act 1992 \(Commonwealth\)](#)

[Human Rights and Equal Opportunity Commission Act 1986 \(Commonwealth\)](#)

[Industrial Relations Act 2016 \(QLD\)](#)

[Information Privacy Act 2009 \(QLD\)](#)

[Racial Discrimination Act 1975 \(Commonwealth\)](#)

[Sex Discrimination Act 1984 \(Commonwealth\)](#)

[Work Health and Safety Act 2011 \(QLD\)](#)

### 7.3 Websites

Volunteering Queensland

[www.volunteeringqld.org.au](http://www.volunteeringqld.org.au)

Volunteering Australia

[www.volunteeringaustralia.com](http://www.volunteeringaustralia.com)

Not-for-profit Law Hub

[www.nfplaw.org.au](http://www.nfplaw.org.au)

Our Community

[www.ourcommunity.com.au](http://www.ourcommunity.com.au)