



**reading
radio
4rph**

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

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

Position	Task/Delegation in Relation to Volunteers
Board of Directors	<ul style="list-style-type: none"> • Endorsement of Volunteer Policy. • Ensuring compliance with relevant legislation.
Station Manager	<ul style="list-style-type: none"> • Manage and supervise Volunteer Coordinator and Staff. • Compliance with Volunteer Policy and relevant legislation. • Updating and enforcement of organisational policies.
Volunteer Coordinator	<ul style="list-style-type: none"> • Manage and supervise all volunteers. • Recruit/retain, interview/induct, support professional development and training opportunities, ongoing engagement, and correspondence. • Administrative responsibilities in-line with National Volunteer Standards. • Compliance with Volunteer Policy and relevant legislation. • Updating and implementing of organisational policies.
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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

Volunteering Australia

www.volunteeringaustralia.com

Not-for-profit Law Hub

www.nfplaw.org.au

Our Community

www.ourcommunity.com.au