

VERSION 1.0

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VOLUNTEER POLICY

2018

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QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED

SUITE 3, 17 HENRY STREET, SPRING HILL, QLD 4000

Volunteer Policy

1. Purpose and Scope

Queensland Radio for the Print Handicapped Limited (hereafter known as Radio 4RPH) is committed to supporting volunteers and recognises the value adding benefit volunteers bring to the organisation.

The purpose of this policy is to ensure volunteers are guided by fair and consistent principles and sound administration that ensures a positive experience and outcome for both the volunteer and **Radio 4RPH**.

This policy applies to all staff and 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:

- Human Resources Management – Refer to the [Human Resources Management Policy](#)
- 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 Settling Policy](#)
- Complaints handling – Refer to the [Feedback and Complaints Management Policy](#).

These documents should be made available when you begin volunteering as part of the volunteer welcome pack. They can also be downloaded at any time from our website www.4rph.org.au/docs.

Please let the volunteer coordinator or any **Radio 4RPH** staff know if any part of the policy is unclear.

2. Definitions

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

Volunteering: an activity which takes place through many, not for profit organisations and is undertaken:

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

3. Principles

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.

Volunteer work at **Radio 4RPH** is unpaid and can significantly benefit and contribute to the development of both the organisation and the volunteer.

Volunteering is always a matter of choice and is not compulsorily undertaken to receive pensions or government allowances.

Volunteer work is not used as a substitute for paid work at the organisation. Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.

4. Outcomes

Volunteers add value to the work of **Radio 4RPH**.

The radio listening audiences' lives are enriched through the work of volunteers.

Employees welcome and support the use of volunteers to contribute to the organisation's work.

Volunteer time and expertise are valued, applied effectively, and appreciated.

5. Functions and Delegations

Position	Task/Delegation
Board of Directors	<p>Endorse Volunteer Policy.</p> <p>Ensure compliance with relevant legislation.</p>
Management	<p><u>Station Manager</u> Compliance with Volunteer Policy and relevant legislation. Updates and enforces organisational policies.</p> <p><u>Office Manager</u> Human resources responsibilities for a volunteer. Endorse volunteer placements.</p>
Staff	<p>Compliance with Volunteer Policy and relevant legislation.</p> <p>Identify possible volunteer opportunities and liaise with Station or Office Managers with regards to these opportunities.</p> <p>Supervise volunteers where applicable.</p> <p>Support the supervision of volunteers when required.</p>
Volunteer	<p>Compliance with Volunteer Policy and relevant legislation.</p> <p>Agree to and sign a Volunteer Agreement.</p> <p>Sign and adhere to Code of Conduct.</p> <p>Understand and comply with policy and procedures</p> <p>Participate in continuous quality improvement initiatives to review this policy and supporting documents.</p>

6. Risk Management

Relevant screening checks, such as criminal records, working with children checks will be completed prior to the commencement of volunteer work.

Volunteers undertake activities which align with their expertise, knowledge, experience and interests.

Volunteers are adequately supervised by an experienced supervisor.

Radio 4RPH is committed to providing an environment for volunteers that values the contribution of the volunteer and is in line with current strategic objectives and organisational priorities.

To avoid wasting resources, expectations from both the volunteer and **Radio 4RPH** regarding the volunteer activities will be made clear at the outset, as should the process by which a volunteer may withdraw from the organisation.

Well considered recruitment and selection processes should minimise the need to terminate volunteers due to inappropriate appointments.

7. Policy Implementation

This policy is developed in consultation with all employees and approved by the Board of Directors. All employees and volunteers are responsible for understanding and adhering to this policy. Implementation issues may be raised when required at the Human Resources item of staff meetings.

8. Policy Detail

8.1 Recruitment and Selection of Volunteers

The need for volunteers may be advertised on partner sites of Volunteer Queensland, **Radio 4RPH** social media, and official website. All potential applicants will be provided with a detailed information pack which includes activities/roles of volunteers, details about the volunteer application process, and information about the organisation.

All applications for volunteering are considered on an individual basis, based on personal competencies, a relevant experience which demonstrates the ability to achieve agreed outcomes, and capacity to attend at agreed times. All potential volunteer candidates are required to undergo a short interview with either the Station Manager or Office Manager. If the position is for broadcast reading, the volunteer will also need to take part in and pass a vocal audition with our Technical Producers.

All successful applicants will need to complete the following formalities prior to commencing a volunteer position at the organisation:

- Relevant screening checks, such as criminal record and working with children checks.
- Complete online Volunteer Induction
- Conduct interview / audition
- Sign a Volunteer Agreement and the Code of Conduct.
- Complete required training

8.2 Legal Responsibilities

Radio 4RPH requires all staff and volunteers to contribute to a safe work environment, free from discrimination. All staff and volunteers must comply with relevant legislation including:

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

Where incidents of discrimination are suspected or identified, the [Grievance and Dispute Settling Policy](#) or the [Feedback and Complaints Management Policy](#) and related procedures will be followed.

8.3 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.

8.4 Insurance

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

8.5 Supporting Volunteers

Staff responsible for supporting volunteers should ensure that volunteers are:

- Aware of relevant organisational policy and procedures
- Complete an orientation and induction to the organisation
- Provided with suitable resources and equipment on commencement
- Environmental adjustments are implemented as required
- Provided with regular supervision and support
- Training needs of volunteers are identified and addressed where practicable
- Volunteers are encouraged and supported to be part of the **Radio 4RPH** team.

8.6 Volunteer Representative

Radio 4RPH wants to make sure that the needs and concerns of volunteers of the station are attended to. A Volunteer Representative will be elected by the volunteers of the station to attend policy and committee meetings as well as regular organisational meetings with staff.

To be eligible for the Volunteer Representative role a volunteer must be active at least once a month with the station. Any Volunteer Representative that is unable to fulfil the duties will be required to vacate the position, and a new election will be undertaken.

Ideally, a Volunteer Representative will hold the roll for a year and give the volunteers a greater voice at the stations Annual General Meeting.

8.7 Orientation and Induction

The Office Manager will refer to the Volunteer Induction and Orientation Checklist and ensure it is followed and completed by both the supervisor and volunteer.

8.8 Resolving Difficulties

If there are problems arising from a volunteer's performance or behaviour, these should be discussed as per the Grievance and Dispute Settling Policy.

8.9 Resignation and Termination of Volunteers

Volunteers may end their volunteering activities at any time by providing notice in writing to the Office Manager.

Volunteers will be asked to complete a Volunteer Evaluation Form and will be offered an interview with their supervisor to provide feedback on their experience as a volunteer in the organisation. Upon request, volunteers will be given an appropriate reference detailing their contribution to the organisation, such as length of hours, the range of activities and achievements.

Volunteers who fail to attend, or are late without notice, volunteer activities three times without notifying their supervisor in advance will be considered to have resigned from the position.

Termination of volunteers will be necessary when the focus of the services provided by the organisation changes, and/or a volunteer:

- fails to adhere to the Code of Conduct
- lacks the necessary skills for the activity/role
- breaches safety or confidentiality guidelines
- breaks the law.

9. References

9.1 Internal

Code of Conduct

Feedback and Complaints Management Policy

Grievance and Dispute Settling Policy

Volunteer Agreement Template

Volunteer Evaluation Form

Volunteer Placement Procedure

Volunteer Orientation and Induction Checklist

9.2 External

Legislation

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

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

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

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

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

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

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

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

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