



WORKING TOGETHER FOR OUR COMMUNITY
Since 1981

PRINCIPLES OF DIVERSITY AND INDEPENDENCE

This document was adopted by the Management Committee on 26th of February, 2020 to comply with Code 2 of the Codes of Practice for the sector. The document supersedes all previous documents adopted by Eurobodalla Access Radio Inc. (EAR Inc.) on this issue.

In formulating this document reference was made to the CBAA handbook. Members of EAR Inc. were given the opportunity to provide input.

Purpose: To ensure EAR Inc. has written policies and procedures in place that promote diversity and encourage community participation.

- 2.1 EAR Inc. will make sure that people in our community who are not adequately served by other media are encouraged and assisted to participate in providing our service. We will have in place policies and procedures to support this commitment. We will document evidence of our efforts to encourage community participation.
- 2.2 Our policies and procedures will include mechanisms to enable active participation by our community in station management, programming and general operations.
- 2.3 The station will have policy documents in place that outline:
 - a) the principles of volunteering,
 - b) the rights and responsibilities of volunteers within the organization,
 - c) the rights and responsibilities of the organization to volunteers, whether they are members or not and
 - d) grounds and procedures for the dismissal of volunteers.
- 2.4 All policy documents will be freely available.
- 2.5 In all station activities and our behaviour we will oppose and break down prejudice on the basis of ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religious, cultural or political beliefs.

References:

- Appendix 1: Volunteer rights and responsibilities
- Appendix 2: Procedures for disciplinary action and dismissal of volunteers

Appendix 1: Rights And Responsibilities Of Volunteers – Code 2.3

(1) Background

EAR Inc. relies largely on the efforts of its volunteers to maintain operations. Our volunteers come from a wide range of backgrounds and volunteer for different reasons, including:

- to contribute something to the community,
- to develop professional skills,
- to maintain existing skills,
- to enjoy the social nature of the organisation,
- to facilitate personal growth.

We aim to treat all of 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 in order to allow our volunteers to gain the benefits they wish from volunteering.

Conversely, we expect our volunteers to act professionally and in good faith towards our station at all times. We expect that they hold the interests of our station and its community in equal regard to their own to ensure positive outcomes for themselves, our station and the community we serve.

(2) Purpose

This document sets out 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.

(3) Principles of Volunteering

Volunteering:

- a) benefits the community and the volunteer,
- b) is always a matter of choice,
- c) is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium,
- d) is a legitimate way in which citizens can participate in the activities of their community,
- e) is a vehicle for individuals or groups to address human, environmental and social needs,
- f) does not replace paid workers nor constitute a threat to the job security of paid workers,
- g) respects the rights, dignity and culture of others,
- h) promotes human rights and equality.

Appendix 1: Rights And Responsibilities Of Volunteers- Code 2.3 **(continued)**

(4) The Rights and Responsibilities of Volunteers

The rights of volunteers at EAR Inc. You have the right to:

- a) be treated as a co-worker,
- b) suitable assignment with consideration for personal preference, temperament, abilities, education, training and employment,
- c) know as much about the organisation as possible, its policies, people and programs,
- d) expect clear and open communication from management and staff at all times,
- e) be given appropriate orientation, introduction and provision of information about new developments,
- f) sound guidance and direction in the workplace,
- g) advance notice (where possible) of changes which may affect your work (such as programming changes and equipment/broadcasting problems),
- h) undertake your volunteer activity without interruption or interference from management, staff or other volunteers,
- i) a place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards,
- j) be heard, to feel free to make suggestions and to be given respect for your honest and constructive opinion,
- k) appropriate insurance cover such as volunteer and public liability insurance,
- l) appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute,
- m) receive written notification and reasons for suspension/release of services,
- n) have services appropriately assessed and effectively recognised,
- o) have training provided that will enable participation at the station at a variety of levels.

(5) The Responsibilities of Volunteers at EAR Inc.

You have the responsibility to:

- a) have a professional attitude towards your voluntary work,
- b) be prompt, reliable and productive with regard to commitments and agreements made with EAR Inc.
- c) notify the appropriate person if unable to meet commitments
- d) accept and abide by station rules
- e) understand and adhere to the Codes and maintain familiarity with broadcast laws such as defamation law and the Broadcast Services Act 1992
- f) not to represent EAR Inc. publicly or commercially unless prior arrangement has been made,
- g) not to bring into disrepute the operations, management, staff or other volunteers of EAR Inc.

Appendix 1: Rights And Responsibilities Of Volunteers- Code 2.3 **(continued)**

- h) treat technical equipment with due care and respect and to notify technical staff of faults and problems
- i) 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
- j) only use station resources and equipment in carrying out work for EAR Inc. and not for personal or private purposes
- k) ensure that the station has your current contact details
- l) respect the racial and religious backgrounds and the sexual preferences of your co-volunteer workers and work to ensure that EAR Inc. is a safe work place for everyone,
- m) contribute to the achievement of a safe, tolerant and equitable working environment by avoiding and assisting in preventing, behaviour which is discriminatory.

(6) The rights and responsibilities of EAR Inc. towards volunteers

- (i) EAR Inc. has the right to:
 - a) expect your cooperation in working to uphold and maintain the station's objectives, the station charter and program policies
 - b) expect you to be familiar with the laws relating to broadcasting, station policies and procedures
 - c) expect you to be prompt, reliable and productive with regard to commitments and agreements made with EAR Inc.
 - d) have confidential information respected
 - e) make a decision in consultation with you, as to where your services and skills would best be utilized
 - f) make decisions which may affect your work
 - g) make programming decisions in accordance with programming policies and procedures
 - h) develop, implement and enforce rules, policies and procedures for all aspects of station operation
 - i) develop and maintain all property and residence of the station
 - j) provide you with feedback to enhance your programming and broadcasting development
 - k) expect clear and open communication from you at all times
 - l) suspend or dismiss you in accordance with station policies and procedures due to contravention of station rules

Appendix 1: Rights And Responsibilities Of Volunteers- Code 2.3
(continued)

- (ii) EAR Inc. has the responsibility to:
- a) provide you with a work environment which embraces the principles of access and equity
 - b) value the importance of your role within the organisation
 - c) place you in an appropriate, suitable position and environment
 - d) give you appropriate tasks in accordance with your strengths, abilities, training and experience
 - e) provide you with training so that you can expand your expertise and abilities
 - f) acknowledge your contribution to the station and provide you with the appropriate recognition and/or rewards
 - g) ensure staff have the appropriate skills required to work with you
 - h) provide adequate opportunities for formal and informal constructive feedback
 - i) provide you with information regarding any activities or changes at the station which may affect your work
 - j) consult with you (where possible and practicable) on issues that may affect your work
 - k) ensure that all station democratic processes are adhered to and that you are consulted in major decision-making processes
 - l) ensure that you are aware of station democratic processes and are encouraged to participate in them

Appendix 2: Procedures For Disciplinary Action and Dismissal Of Volunteers - Code 2.3

(1) Background

Volunteers are an invaluable resource to EAR Inc. and our primary aim is to encourage and support their contribution to the station. However, it is also recognized that there may be times when a volunteer needs to be counseled, disciplined and perhaps dismissed.

EAR Inc. undertakes to handle such situations in the utmost professional manner, ensuring communication between the station and the volunteer is clear, fair, objective and remains within the policy outlined below.

Further, the Management Committee will reflect on its own operation and the station's as a whole and consider, in the instance of disciplinary measures or dismissal, the circumstances surrounding the behaviour which lead to this action. The following questions will guide this process:

- Have the roles, values and expectations of the organization 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 termination of the volunteering opportunity?
- Did the volunteer have the opportunity to respond to prior verbal and written warnings?

Appendix 2: Procedures For Disciplinary Action and Dismissal Of Volunteers - Code 2.3 (continued)

(2) Purpose

This document outlines the process for disciplinary measures and dismissal procedures. It aims to provide a clear and fair structure for this process which is easy to follow and is understandable to both management and volunteers.

This policy includes an appeals mechanism to ensure a 'right of reply' to a volunteer who has been disciplined. This is further complemented by EAR Inc.'s Conflict Resolution Policy which may be used in a situation where a volunteer feels they have not been fairly heard or that the *Grounds and Procedures for Disciplinary Action and Dismissal of Volunteers* has not been adequately followed.

This document does not include the procedure for the suspension or expulsion of a member from the association. This process is laid out in the constitution of Eurobodalla Access Radio Inc. (EAR Inc.)

(3) Policy

1. The process for disciplinary action is a three step process which includes:
 - a) First formal notice in writing
 - b) Second formal notice in writing
 - c) Notice of dismissal of the volunteer from duties
2. For issues that are considered minor 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 of time, may also be deemed appropriate. In such cases these actions will be included with the formal notice in writing.
5. Every effort will be taken to ensure that notice of a disciplinary measure, whether formal or informal, will be given at an appropriate time e.g: not immediately prior to, or during a broadcast
6. Notice of a disciplinary measure will be given by a designated management committee person

Appendix 2: Procedures For Disciplinary Action and Dismissal Of Volunteers - Code 2.3 (continued)

7. Volunteers will also be provided an appeal against the action. This may take the form of a meeting with the appropriate staff or board members or as a representation in person and/or in writing to the board of management.
8. The volunteer may bring a representative to any such meeting if they choose.
9. Should this right of reply result in a change in 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 Community Radio Codes of Practice.
 - d) Engaging in broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation.
 - 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 EAR Inc. into disrepute
11. Some conduct may be tantamount to 'gross misconduct'. In this instance a volunteer may be dismissed without prior warning
12. Conduct which may be classed as gross misconduct may include, but is not restricted to:
 - a) Verbal or physical harassment of any other volunteer, employee, member or guest of EAR Inc., particularly in respect of race, sex or religion
 - b) Willful damage to or theft of property belonging to EAR Inc. or other volunteer, employee, member or guest of EAR Inc.
 - c) Falsifications of any of the organization records for personal gain
 - d) Commercial misrepresentation of EAR Inc.
13. In a case of a volunteer being dismissed without prior warnings the volunteer will be provided an appeal as outlined in point 7.