

GENERAL CONDITIONS OF VOLUNTARY WORK ON BEHALF OF THE MUSIC BROADCASTING SOCIETY OF VIC. LTD.

Preliminary

Radio station 3MBS-FM is owned and operated by the Music Broadcasting Society of Victoria Ltd. The Board of Directors of the Society appreciates and welcomes the contributions of volunteers at 3MBS and recognises that the successful operation of the station is based on those contributions.

Philosophy of Organisation

3MBS exists to provide a high standard of broadcasting of fine music in stereo to the residents of Melbourne and surrounding regions.

Values

The viability and continuance of the station depends upon the level of listener support for the station.

That voluntary participation is integral to the station's philosophy.

The development and good of the station takes priority over the wants, needs or goals of individuals.

That the station and those involved will seek quality improvement in all areas of the operation of the station, recognising that improvement in standards is a desirable and achievable goal, and fundamental to the long-term future of the station.

Station Operations

The board encourages the expression of opinions within the station about station operations and provides forums for that purpose. At the same time the board expects volunteers to abide by procedures and directions for the operation for station activities as issued by the board.

VOLUNTEER STAFF POLICY

Rationale for Volunteer Staff Involvement:

A volunteer is a person who:

(a) Supports the station's objective.

(b) Contributes to the operation of 3MBS on a regular basis without salary in one or more defined duties as set out by the station from time to time;

(c) Is approved by the General Manager or Volunteer Services Coordinator as being a bona-fide volunteer, although such person's activities are not within the description set out in sub-paragraph (b) above;

Volunteering offers opportunities for people to become involved in the presentation of fine music. It is also a means of enhancing specific skills and talents.

Volunteers are required to abide by the policy approved by the Board and set out below.

Volunteers are appointed by the General manager or an appropriately delegated member of staff. This is subject to the general right of the board of Directors in the exercise of its powers and responsibilities in relation to the management and operation of the station, to revoke the appointment of any person as a volunteer.

Code of Conduct

Volunteer Staff at 3MBS are expected to:

Be prompt, reliable and productive with regard to commitments and agreements made with 3MBS.

Respect confidentiality and the rights of others to be treated justly and fairly.

Be committed to the organisation.

Undertake training to improve performance.

Ask for support when needed.

Give notice before leaving the organisation.

Notify the appropriate person if unable to meet commitments.

Value and support other team members.

Carry out the work ethically and responsibly.

Take direction from appropriate paid staff.

Be prepared to help out during special events.

Maintain a clean and orderly work environment.

Keep up to date by reading the notice boards and checking the mail file.

Abide by the laws of copyright, the station objectives, policies and principles.

Keep their contact records up to date.

3MBS Management are expected to:

Recognise that volunteer staff members are valued team members.

Give Volunteers suitable assignments with consideration for personal preference, temperament, abilities, education, training and employment.

Acquaint the volunteers with the station's policies, programmes, grievance procedure and reimbursement policy.

Support and supervise the volunteers in their roles.

Maintain a healthy safe working environment.

Training Requirements

All volunteers are required to undertake a period of training and periodical retraining.

Presenters are required to do some group training in the technical aspects of their position and the preparation and presentation of their programmes.

New volunteers will be buddied with suitable volunteers for training in their different areas. Volunteer workers will have the opportunity to retrain and train in new areas when required.

Grievance Policy

for internal conflicts at 3MBS

When disputes, conflicts, or complaints arise within the station, reasonable means will be taken by all parties concerned to resolve the situation. This policy establishes procedures for resolving disputes, conflicts and complaints. For this policy to be invoked, complaints must be made in writing and forwarded in the first instance to the Volunteer Coordinator.

Definition

A complaint is an assertion **made in writing**, relating to station activities, its license conditions and responsibilities under the Codes of Practice, to a licensee or to a person at the station acting with apparent authority of the licensee, by a station member who provides his or her name and address.

Station Response

3MBS will acknowledge in writing all complaints within 30 days of receipt. The acknowledgment will include a copy of the station's policies and procedures.

3MBS will begin resolution of the conflict within 60 days of receipt of complaint in a conscientious and impartial manner.

When disputes or conflicts occur within the station reasonable means must be taken by the parties concerned to seek resolution.

These means should include:

- Consulting the Volunteer Services Coordinator if a matter cannot be resolved between the two parties.

Both parties will be required to present verbally and in writing their understanding of the dispute in a reasonable manner at a meeting attended by all parties.

Management will use reasonable efforts to achieve an equitable outcome. This will include consulting with the parties to work toward a solution that will satisfy each party. Records will be kept of written or verbal warnings, compromises, written and signed contracts or recommended action or changes to policy.

Solutions will be reviewed by all parties involved within 60 days of them being agreed to.

- If one party is not satisfied with the decision reached a mutually acceptable mediator may be sought to assist in the matter and the General Manager informed. Where there is no agreement on a mutually acceptable mediator, the General Manager will appoint one. This may be a recognised independent mediation service. The Board will be informed should the process require external mediation.
- If, after following the above procedure, one party is still not satisfied, they can appeal the process to the General Manager. Any appeal should be on the basis that the mediation procedure to date has been unreasonable, unfair or procedurally flawed.
- The Management reserves the right to make a final decision on the matter, keeping in mind the best interests of the station and volunteers.
- A final appeal may be made to a 3MBS board sub-committee.

Stage 1. Guidelines for investigation of internal complaints.

The Volunteer Coordinator will investigate the complaint by generally following these steps:

- i. Establish if there has been any breach of station policy, broadcasting law, or other legal requirement.
- ii. Recommend appropriate action if a breach has occurred.
- iii. Negotiate for dispute resolution by managing discussion between disputants, which is aimed to bring about agreement or a settlement of opposing demands or attitudes.
- iv. Recommend appropriate legal response if legal action is likely or is taking place.
- v. Recommend appropriate response to the complainant/s after taking legal advice if necessary.
- vi. Recommend appropriate action/s needed to avoid future breaches.
- vii. Write to all parties involved in the investigation outlining the outcomes of the investigation and informing them of the appeal process.

Stage 2. Mediation

Where complaints are not resolved through the findings of the investigation process:

- i. Consider independent mediation or arbitration if a reasonable outcome for all parties cannot be achieved.
- ii. Consider impartial legal or other expert advice as required.

Guidelines for Resolution

The process should be fair and transparent.

All parties are entitled to ask for advocates or witnesses to accompany them to meetings.

Reasonable notice of meetings will be given.

Access to some form of independent mediation processes where resolution is not easily achieved.

Access to appeals process.

To respect the individuals rights to privacy and to fair and equal treatment.

Specific conditions

Volunteer Staff/Volunteer Staff

Serious efforts to come to an understanding must be taken by the volunteers concerned or at least an agreement reached whereby both parties agree to disagree respectfully. Continual disagreement destroys the morale of volunteers and staff.

Volunteer Staff / Paid Staff

After following the grievance procedure, if there is still no resolution the General Manager should be consulted and make a final decision.

Volunteer Staff / General Manager

Reasonable attempts to resolve the problem through discussion with the General Manager should be made. If the volunteer feels that they are not receiving a fair hearing a complaint in writing to the Board may be made.

Stage 3: Reporting and Record Keeping

To ensure 3MBS can make a full response to the ABA if requested, 3MBS will keep records of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year including:

- i. The date and time the complaint was received.
- ii. The name and address of the complainant.
- iii. The substance of the complaint.

The substance and date of the station's response.

Disciplinary Policy

The General Manager, or in his absence, an appointee may suspend a volunteer for misconduct.

Misconduct includes (but is not necessarily limited to):

- broadcasting or publishing comment on the operation of 3MBS or the society
- without approval from the Board or from a person or committee authorised by the Board for that purpose
- comment on (or promotion of) any political or religious topic
- use of blasphemous, indecent or defamatory language
- failing to comply with one's responsibilities and obligations as a volunteer

Confidentiality

A Volunteer should maintain confidentiality about the operations of the station to ensure that 3MBS is able to respond to the changing nature of the business world appropriately.

A volunteer should maintain confidentiality about the staff and volunteers.

Phone numbers must not be given out over the phone. Messages may be left for the volunteer concerned.

Broadcasters' Responsibilities

You are expected to participate in the yearly Radiothon campaign encouraging listeners, guests and others to sign up as supporters.

Undertake a broadcast training course and periodical retraining.

Make regular promos for your program, keeping them up to date.

Regularly cross promote other station programs and identify the station on air.

Play scheduled sponsorship and program promos during your show (no more than 3 at a time) and sign the broadcast log.

Observe the station's policy and briefs on presenting programs.

Observe the station's policy on giveaways and on-air promotion and do not offer free promotion to businesses without approval from paid staff.

Are responsible for ensuring your program is broadcast (either live or pre-recorded) and aim to produce the highest possible quality program.

If unable to produce the program, you will make arrangements to ensure a program goes to air through the Roster Co-ordinator.

Give the Broadcast Manager and Roster Co-ordinator one month's notice of your intention to discontinue broadcasting with the station and resign with the Volunteer Co-ordinator.

Participate in the Program Review process.

Take responsibility for the care and security of the station, its equipment, resources and people in the station.

While engaged in broadcasting or publishing with 3MBS, volunteers must not:

- (a) Without approval from the Board or from a person or committee authorised by the Board for that purpose, comment on the operation of 3MBS or the Society nor comment on or promote any political, religious, commercial or other activity or opinion; or
- (b) use blasphemous, indecent or defamatory language; or
- (c) otherwise breach the station's promise of performance, its license conditions or any government laws or regulations.

Such action may be deemed serious misconduct.

Copyright

No copyright license arrangements shall apply at 3MBS other than those described below, unless agreed in writing by a representative of the Board.

(a) Material submitted for broadcast or publication

Unless otherwise specified at the time of lodgment by the volunteer, 3MBS shall have a permanent, non exclusive license to use copyright material submitted to it. It is specified in writing at the time of lodgment that 'limited license' applies, 3MBS shall have a temporary, non exclusive license to broadcast or publish copyright material once within six months of lodgment.

(b) Material of other copyright holders

It is the responsibility of the volunteer supplying the material to obtain a signed license agreement from all the owners of the copyright in a form approved by the Board.

(c) Technical work

The performance of voluntary technical (including engineering) work for the station will be taken to imply that the volunteer agrees to provide a permanent, non exclusive license to 3MBS for the use of that work.

Reimbursements

Out of pocket expenses and travel:

Expenses have to be approved by the General Manager before being incurred. Travel expenses are not paid except in unusual circumstances.

Insurance

The Society holds two separate policies relevant to volunteers. The first is a Public Liability Policy. This covers the Society against liability to third parties in tort, including negligence. There is no exclusion relating to any person the age of eighty. The second is a Personal Accident Policy. It provides a set level of benefits to any volunteer injured whilst participating in the station's activities. The benefits are applicable whether or not the company is negligent or otherwise legally liable in respect of the injury. The over-eighty bar applies to this policy. The signature of people over eighty will be required, acknowledging that they have read and understood this section of the policy document.