



Newcastle Christian Broadcasters Limited  
Trading as Rhema FM

# Rhema FM Volunteer Code of Practice

**NEWCASTLE CHRISTIAN BROADCASTERS LTD**  
*trading as RHEMA FM*  
ABN 38 003 616 564

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1st Floor, 13 Denison Street, Newcastle West  
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In order to enhance all volunteers experience with Rhema FM (Newcastle Christian Broadcasters Limited) and in order to comply with legislation and the Australian Broadcasting Services Act 1992 (amended 1997) Rhema FM will:

- Interview and employ volunteer staff with anti discrimination and equal opportunities.
- Provide volunteer with orientation and training.
- Provide volunteer staff with a healthy and safe workplace
- Provide appropriate and adequate insurance coverage for volunteer staff.
- Not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs.
- Will differentiate between paid and unpaid roles.
- Will define volunteer roles and develop clear job descriptions.
- Will provide appropriate levels of support and management for volunteer staff.
- Provide volunteers with a copy of policies pertaining to volunteer staff and their particular role.
- Ensure volunteers are not required to take up additional work not originally specified at commencement of volunteering without their agreement and/or during industrial disputes or paid staff shortages.
- Provide all staff with information on grievance and disciplinary policies and procedures.
- Acknowledge the rights of volunteer staff.
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff.
- Ensure all volunteers are treated with the same respect and courtesy offered to other paid staff.



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- Offer volunteer staff the opportunity for suitable training for tasks given.
  - Reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation.
  - Treat volunteer staff as valuable team members and advise them of the opportunities to participate in decisions and
  - Acknowledge the contributions of volunteer staff.
  - Provide all volunteers upon commencement with a copy of the CBAA Code of Practice (Community Broadcasting Association of Australia) and explain, as required, any and all topics or matters not understood.
  - Ensure volunteer staff are made aware of other ways and opportunities in which they can be involved and participate with this Christian Community Broadcasting Service if that is their desire.
  - Provide adequate refreshment facilities for volunteer staff.
  - Provide suitable and adequate lunchroom/ tea, coffee break facilities for volunteer staff as would be applicable to paid staff.
  - Provide sufficient and adequate toilet amenities for volunteer staff as would be provided for paid staff.
  - Management will ensure that the working environment for volunteer staff is safe in respect of all Workcover requirements as would be the case for paid staff as well.



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## DEFINITION AND PRINCIPLES OF VOLUNTEERING

### Definition of Formal Volunteering

Formal volunteering is an activity which takes place in not-for-profit organisations or projects 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 only.

### Principles of Volunteering

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens of the community can participate in the activities of their Christian community radio station.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.

Volunteering promotes human rights and equality

- **CHECKLIST FOR VOLUNTEERS**

- The organization is a not-for-profit
- The purpose of the organisation matches your own values and beliefs
- The organisation carries volunteer insurance
- Your role is clear and specific
- The organisation can provide you with written information about its purpose and activities

You are satisfied that the funds of the organisation are expended in accordance with its mission.



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## OUR PRIVACY POLICY

The privacy of your personal information is very important to us. In order for us to gain and maintain your continued support, we operate under a code of conduct, set out below.

By completing an 'Volunteering Application Form' with us, you consent to our use of your personal information in accordance with this Privacy Statement.

### **Why Do I Need To Supply Personal Information?**

We require your personal information so that we can efficiently facilitate contact with family and /or next of kin should an emergency arise and also to enable easy contact with you for other volunteering opportunities within our organisation.

### **When Is My Personal Information Collected?**

We collect your personal information when you complete a volunteer application form or when you supply any information to us by responding to a volunteer opportunity

### **Where Will My Personal Information Be Used?**

Your personal information will only be used by Rhema FM and will never under any circumstances be divulged to any other person or organisation without your express written permission.

### **How Do We Keep Your Personal Information Safe?**

Personal information received from you is stored in our confidential management only volunteer/staff files and is not accessible by anyone else other than the management of Rhema FM and your personal information is not loaded onto Rhema FM's server system where others might gain access.

### **Can I Correct Or Update My Personal Information?**

Once you have provided a 'Volunteer Application form you advise us at any time and modify the personal information you provided in the application form.

### **Contacting Us**

Naturally, it is in our interests to protect your privacy, so that we develop a long and trusted relationship with you. If at any time you have any questions regarding this Privacy Statement you can talk to or contact:



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The General Manager  
Rhema FM  
1<sup>st</sup> Floor 13 Denison Street  
Newcastle West NSW 2302

Or

PO Box 2000  
Dangar NSW 2309

Or

Ph (02) 4962 2338  
Fax (02) 4961 0755  
Email: rhemafm@rhemafm.com.au

## **VOLUNTEER RIGHTS**

Unlike paid staff, volunteer staff are not covered by award conditions or work place agreements. Volunteers, however, do have rights, some of which are enshrined in legislation and some of which are the moral obligations of an organisation involving volunteers. The following list is the basis of your rights as a volunteer. As a volunteer you have the right:

- To work in a healthy and safe environment (refer Occupational Health and Safety Act[s]);
  - To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation;
  - To be adequately covered by insurance;
  - To be given accurate and truthful information about the organisation for which you are working;
  - To be reimbursed for out of pocket expenses incurred on behalf of the organisation for which you are working;
  - To be given a copy of the organisation's volunteer policy and any other policy that affects your work;
  - Not to fill a position previously held by a paid worker;
  - Not to do the work of paid staff during industrial disputes;
  - To have a job description and agreed working hours;
  - To have access to a grievance procedure;
  - To be provided with orientation to the organisation;
  - To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- To be provided with sufficient training for you to do your volunteer job.



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## WHAT ARE MY RESPONSIBILITIES AS A VOLUNTEER?

### Privacy & Confidentiality

As a volunteer your responsibilities are to:

- Treat any information you are exposed to with the utmost of confidentiality. When you are a volunteer, your work may expose you to confidential information. Rhema FM has a policy on confidentiality and it is your right and responsibility to make yourself aware of these policies.
- To be committed to undertake agreed tasks.
- Whilst fully recognising your role as an unpaid volunteer, it is important that you readily accept all reasonable instructions and directions from your immediate Supervisor and/or the Station Manager, General Manager in connection with your duties and as a member of the Rhema FM Team.
- To report any issues of concern to The Station Manager or supervisor.
- To respect the rights of your co-workers (paid and unpaid)
- To inform your co-coordinator/Supervisor if you are unable to meet the requirements of the role.
- To provide adequate notice of being unable to assist with pre-arranged tasks.
- To undertake appropriate training to assist you with your voluntary role.

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