



Policy  
Last updated

Volunteering  
6 June 2022

### INTRODUCTION

An important role of a community broadcaster is to offer the community opportunities to be involved in the radio station. The Broadcasting Services Act (1992) requires that community stations be not-for-profit organisations, represent the community they have been licensed to serve, fulfil the obligations specified in the station's licence, and encourage their community to participate in station operations and programme content.

The Sunshine FM Radio Association Inc. does encourage members of the Sunshine Coast community to become involved. Roles that come up from time to time include research, production and presentation of programmes; audio production and script writing; operational roles including IT, technical infrastructure and maintenance of equipment; administration; marketing and promotion; community service and fundraising.

Sunshine FM's complaint handling policy complies with Code 2 'Principles of diversity and independence' described in the CBAA Codes of Practice.

### HOW YOU CAN CONNECT WITH US

The Association encourages involvement by notifying listeners of current opportunities via on-air announcements and the station's website: [www.sunshinefm.com.au](http://www.sunshinefm.com.au). Volunteer application forms are available online and from Sunshine FM Reception. We are on Level 3 of Tower 1, Kon-Tiki Business Centre, 55 Plaza Parade, Maroochydore, 4556. We do ask that you phone us to make an appointment, as the office is sometimes unattended. We will assess applications in a timely manner.

When a volunteer application form is received, it is reviewed and applicants are advised of the outcome, as soon as possible. We will make an appointment with successful applicants to discuss their potential participation in the station.

Sunshine FM is a small radio station with limited resources and volunteer vacancies. Existing volunteers and staff have finite capacity to provide training, particularly for broadcast and production-related roles, so it is not possible to accommodate every volunteering request and we ask for your understanding. If an opportunity is not currently available, we will talk to you about registering your interest for the next available opportunity to join us.

### VOLUNTEERS WITH DISABILITIES

Sunshine FM's premises are in a modern building that provides a good standard of access for people with disabilities. There is lift access to all levels. Public parking is available on the ground and first floors with disabled parking bays on both levels.

### CULTURAL AND ETHNIC DIVERSITY

Sunshine FM is an equal-opportunity organisation, and we welcome volunteers from diverse ethnic and cultural groups.

### OUR MUTUAL OBLIGATIONS

Sunshine FM is a happy, safe and respectful workplace. We require everyone who participates in the station and attends our premises (including Outside Broadcast venues) to comply with all station policies and procedures. Volunteers, staff and contractors are given a station handbook when they start with the station. It clearly sets out our expectations and what you can expect of us.

Policies regarding behaviour, performance, and personal presentation in the workplace apply to volunteers, as well as staff and contractors. We strive, at all times, to conduct ourselves and our business in a professional manner.

We are grateful for the time and service donated to the station by volunteers, and acknowledge that they decide when and how often they want to provide their time.

Because we plan our rosters and resourcing in advance, Sunshine FM asks volunteers who commit to being available on certain days at certain times to fulfill that commitment. If volunteers are unable to attend the station, we ask that they give us reasonable notice of their unavailability. This is the same policy that applies to all team members. It allows us to make alternative arrangements which may include giving other volunteers the opportunity to participate in the station.

### **CENTRELINK MUTUAL OBLIGATION**

Sunshine FM does fall within Centrelink's mutual obligation criteria and the station supports initiatives that give mature-age people opportunities to remain in the workplace. We benefit from the knowledge and life experience they bring to the station, and believe Sunshine FM is a stronger, more cohesive workplace because of their involvement in the station.

As this Centrelink initiative is publicly funded, we take our responsibilities under the mutual obligation arrangements, seriously, and expect the same of volunteers who participate in the initiative at Sunshine FM. That means we expect you to be committed to the principles of mutual obligation which include attending the Sunshine FM workplace for each day and all of the hours that were agreed between Sunshine FM, Centrelink and you.

### **AGE**

Volunteering opportunities are available for people over 16 years of age.

### **WORK EXPERIENCE**

Sunshine FM has limited capacity to provide work experience opportunities. We consider each request on its merits and within the scope of available resourcing. Work experience is not available for people under 16 years of age.

### **VOLUNTEERING ORIENTATION**

At the start of Day 1, we will take you through general orientation which includes:

- introducing you to team members
- showing you through the station, particularly the areas and resources relevant to your specific role;
- discussing the role for which you have volunteered;
- discussing station policies;
- a safety briefing; and
- a tour of Kon-Tiki Business Centre and its facilities

### **COMMUNICATION**

The station manager is responsible for all facets of Sunshine FM's operation and management. Volunteers report to the manager and should feel free to speak with the manager at any time about questions, suggestions or issues that come up.

Volunteers and Sunshine FM may amend or end volunteering arrangements, at their discretion.

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