

# Sunraysia Community Radio Association Inc

ABN: 19 305 406 312

## 106.7 HOT FM

90.7 FM Robinvale, Wentworth & Ouyen  
"PLAYING THE BEST SONGS OF YOUR LIFE"

### VOLUNTEER MANAGEMENT POLICY

#### INTRODUCTION

Sunraysia Community Radio Association Inc (SCRA) relies heavily on the unpaid work of volunteers and values their contribution highly.

#### PURPOSE

In accordance with the Community Broadcasting Codes of practice CODE 2:

##### Principles of diversity and independence

##### 2.3 We will have policy documents in place that outline:

- (a) The principles of volunteering
- (b) The rights and responsibilities of volunteers within the organisation
- (c) The rights and responsibilities of the organisation to volunteers, and
- (d) The grounds and procedures for the dismissal of volunteers.

This policy is intended to ensure that volunteers working at SCRA have work that is safe, significant, fulfilling, and appreciated.

#### POLICY

All volunteers will be treated with respect and with gratitude for their contribution.

Volunteers will carry out agreed duties assigned by the management of SCRA.

#### RESPONSIBILITIES

The Station Volunteer Coordinator will be responsible for organizing the recruitment, training, and supervision of volunteers. The Volunteer Coordinator will report to the CEO.

The Volunteer Coordinator will assign supervisors/mentors to volunteers and will monitor the work of the supervisor/mentor.

The appointed supervisor/mentor will ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The CEO will report to the board regularly on the SCRA volunteer program.

**Policies** can be established or altered only by the Committee: **Procedures** may be altered by the Station Coordinator following committee approval.

## **PROCEDURES**

### **Recruitment**

All volunteers are subject to the screening procedures set out in the appropriate section of **SCRA's** Recruitment Policy.

Recruitment of volunteers will also take into account **SCRA's** commitment to cultural diversity under its Access and Equity Policy.

### **Induction**

All volunteers will be offered appropriate information and training to perform their roles, and successful completion of this training will be a condition of assuming and retaining these roles.

### **Supervision**

All volunteers will receive appropriate supervision in the exercise of their roles.

### **Reimbursement**

All volunteers will be reimbursed for any pre-approved expenditure incurred in the exercise of their roles, as set out in **SCRA's** Reimbursement of Expenses Policy.

## APPENDIX A

# VOLUNTEER SATISFACTION SURVEY

**Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.**

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and their wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.

## SAMPLE SURVEY

*Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.*

*Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organize as part of our partnership.*

*Thank you for your time.*

- Name (optional): \_\_\_\_\_
- How many times have you volunteered? \_\_\_\_\_
- Are you planning to volunteer again in the future? \_\_\_\_\_
- Why did you volunteer? \_\_\_\_\_

## TRAINING

- Was there any training needed for your volunteer role?

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- If so, what sort of training was needed, and how many hours of training did you receive?

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- Was this on-the-job training or a special training session?

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- Was the training you received (Please circle one):  
Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):  
Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

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## SUPERVISION

- Were you provided with a clear outline of what was expect from you?  
YES/NO

- Did your direct supervisor provide adequate support?  
YES/NO

- Did he/she make you feel like a valuable member of the team?  
YES/NO

- Did you feel that the **SCRA**, as a whole, supports volunteers?  
YES/NO

- Did you feel that the **SCRA** got as much from your service as it could have?  
YES/NO

- If you have comments you'd like to share, please include them below.

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## RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?  
YES/NO
- Did you receive recognition for your service? If so, what was it?  
\_\_\_\_\_  
\_\_\_\_\_
- Was the recognition you received sufficient?  
YES/NO
- Were the efforts of volunteers recognized publicly, or in the media? If so, how?  
\_\_\_\_\_  
\_\_\_\_\_

## FEEDBACK

- Were your views on the **SCRA** sought out?  
YES/NO
- Were your views listened to?  
YES/NO

## OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):  
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?  
YES/NO
- Did you enjoy working with other volunteers on the day?  
YES/NO
- What was the highlight of your volunteering stint?  
\_\_\_\_\_  
\_\_\_\_\_
- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?  
\_\_\_\_\_  
\_\_\_\_\_
- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.

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