

VSS FACT SHEET

Volunteer Rights and Responsibilities

Volunteering is very much a part of the South Australian lifestyle. Emergency service volunteers are brave and dedicated members of society who are willing to protect their communities with passion and commitment.

Every year our volunteers respond to many hundreds of emergencies and incidents throughout the State.

Emergency service volunteers are an integral part of our State's emergency response capacity. They add value, estimated at billions of dollars across Australia, enhancing the social capital of their communities and contributing to building strong and resilient neighbourhoods where both people and businesses thrive.

We value the dedication and sacrifice of our volunteers and are committed to ensuring that they are able to make maximum use of their entitlements, meet their obligations and continue to be an play an active role in protecting our communities.

Your Rights

As an emergency service volunteer, you are entitled to :

- receive adequate and proper induction into the agency
- receive sufficient training to undertake the role you have volunteered for and to receive ongoing training as required
- work in a safe environment and be provided with suitable equipment to do your job effectively
- be supported, mentored and supervised and know who you are accountable to
- receive adequate and appropriate insurance cover whilst discharging your volunteering duties
- be reimbursed for out of pocket expenses (in accordance with policy)
- be able to access relevant policies and procedures that affect your volunteering duties
- be afforded confidentiality and privacy
- say NO if you feel you are being exploited
- have access to a structured grievance procedure
- be treated as a team member, with respect and dignity
- be valued and recognised for your energy, commitment and passion
- be involved in activities that are worthwhile and challenging
- be consulted on matters that affect your volunteering activities
- be a member of a Volunteer Association

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Produced by the Volunteer Services Branch (SAFECOM)
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Your Responsibilities

Your obligations as an emergency service volunteer are to:

- be committed to the organisation
- be reliable and accountable for your actions whilst discharging your volunteering duties
- participate in the training opportunities provided and ensure as much as practicable, a safe working environment for yourself and for other members of your team
- welcome supervision and provide useful feedback on your volunteering activities
- inform your supervisor of any pre-existing medical condition or special needs that may impact on the job you volunteered for
- ask for help when it is needed
- respect the confidentiality and privacy of others and treat them with respect and dignity
- be supportive and encouraging of others and contribute to a harmonious workplace
- be a team member and be flexible and reasonable in accommodating the team's requirements
- comply with all of the relevant policy and procedural requirements
- submit claims for reimbursement promptly
- keep informed of current events within the organisation
- give adequate notice of your intention to leave and return all issued equipment



This fact sheet has been prepared to provide general assistance to members of the CFS and SES. It is not intended that this document be relied upon as providing comprehensive advice.

In relation to specific situations, volunteers should ask their immediate supervisor.