

MISSION STATEMENT: *NSW SES saving lives and protecting communities.*

VISION: *Be the best volunteer emergency service in Australia.*

VALUES

Trust

Accountability

Respect

Professionalism
& Integrity

Safety & Service

PREAMBLE

This Charter represents a strong commitment between the NSW State Government, NSW SES, NSW SES Volunteers, and the NSW SES Volunteers Association (NSW SES VA) to achieve the NSW SES Mission and Vision, enshrine the NSW SES values, and promote the needs and interests of Volunteers.

This Charter will be reviewed as required by agreement of the parties or at the end of three years from its date of signature. In the event that it is not reviewed at the end of three years it will continue on, as is, until such time as a review is conducted.

The parties do not intend any of the provisions to be legally enforceable. However, this does not lessen the parties' commitment to this Charter.

VOLUNTEERS' COMMITMENT

Volunteers devote their time, commitment and experience to protect life and property, through prevention, preparedness, response and recovery activities.

Volunteers will, to the best of their abilities:

- Perform duties safely and adhere to the policies, procedures and directions of NSW SES.
- Undertake appropriate training to enhance the delivery of services and ensure their collective safety.
- Exercise the powers vested in them by legislation in the best interests of the community and NSW SES.
- Recognise the consultative mechanisms between NSW SES, Volunteers, the NSW SES VA and the State Government.
- Recognise the reporting mechanisms within NSW SES via the Chain of Command reporting structure.
- Be committed to working in harmony and consultation with NSW SES, and seek to resolve issues internally in the first instance.

NSW SES LEADERSHIP COMMITMENT

NSW SES Leadership will, in recognition of the Volunteers' commitment:

- Recognise and acknowledge the value of the time that Volunteers provide.
- Ensure that Volunteers' skills, knowledge and expertise are effectively utilised.
- Ensure that the impact of policy development (and any amendments) on Volunteers are considered.
- Recognise that the NSW SES VA is the charity that represents the interests of Volunteers across NSW and ensures that where possible, meaningful and timely consultation occurs on all matters that has potential to impact on Volunteers.
- Deal with matters raised by Volunteers appropriately and expeditiously.
- Provide administrative, operational and infrastructure support to enable Volunteers to perform their roles safely and effectively.
- Provide effective and comprehensive support services within available resources.

STATE GOVERNMENT COMMITMENT

The State Government recognises and acknowledges the Volunteer commitment and will:

- Recognise, value, respect and promote Volunteers, their families and employers for their contributions to the well-being and safety of the people of NSW.
- Ensure that relevant legislation pertaining to NSW SES recognises the needs and interests of Volunteers in the delivery of services to the community of NSW.
- Promote and support consultation with the NSW SES VA, as the charity representing Volunteers on all matters which may impact Volunteers.

NSW SES VA COMMITMENT

The NSW SES VA, in acknowledgement of the commitments of the Volunteers, the State Government and NSW SES management will:

- Recognise the authority of the State Government and the NSW SES Commissioner.
- Ensure that, where appropriate, NSW SES legislation recognises the needs and interests of Volunteers in the delivery of services to the community of NSW.
- Promote and support meaningful consultation within the NSW SES VA and with the NSW SES Commissioner, as the representatives of Volunteers on all matters which may impact upon Volunteers.
- Ensure that a timely response is provided by the NSW SES VA when one is required for the purpose of providing comment, consultation and/or communication with other parties such as NSW SES and State Government.
- Appropriately represent NSW SES Volunteers when engaging in consultation and/or communication with other parties.
- Act as the charity supporting Volunteers.
- Promote constructive communication between all parties in effort to foster and improve the harmonious relationship between NSW SES, its Volunteers and the State Government.

SIGNATORIES

Charter commences on 30 November 2018

Signed :



Minister for Police and Emergency Services



Commissioner NSW SES



NSW SES VA, on behalf of the Volunteers