

Volunteers play a critical role in the delivery of emergency management across Victoria. There are over 100,000 emergency management volunteers throughout the State across a wide range of agencies. A community focussed service delivery approach, with volunteers working together with agencies and paid staff, provides the best outcome for Victorian communities.

EMERGENCY MANAGEMENT VOLUNTEER STATEMENT

Through reference to the key principles set down in this Emergency Management Volunteer Statement, the parties commit to use and apply the Statement to strengthen the culture of volunteering in Victoria and build a shared understanding of, and respect for, the critical role that volunteers play in the emergency management sector.

Emergency Management Agencies

Signatories:

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Linda Sorrell
 Ambulance Victoria
 Chair

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Anne Macarthur OAM
 Australian Red Cross - Victoria
 Chair, Advisory Board

.....
Raymond A Campbell ESM
 Australian Volunteer Coast Guard
 National Commodore

.....
Claire Higgins FCPA, FAIC
 Country Fire Authority
 Chair

.....
Tom Mollenkopf
 Life Saving Victoria
 Chair

.....
Major Michael Coleman
 Salvation Army
 Chair Victorian State Council

.....
Cameron Oxley
 St John Ambulance
 Victorian Chair

.....
Peter Akers
 Victoria State Emergency Service
 Chair

.....
Rev Ian Smith
 Victorian Council of Churches
 Executive Officer

.....
Dr Faye Bendrups
 Volunteer Emergency Service Association
 Independent Chair

.....
Hans van Hammond AFSM
 Volunteer Fire Brigades Victoria
 President

The Emergency Management Volunteer Statement:

- Is an agreed commitment between the State of Victoria and emergency management volunteers, from agencies listed in the Emergency Management Manual Victoria;
- Ensures the State of Victoria and the emergency management volunteer agencies will commit to consult with volunteers on matters which affect them, through volunteer engagement arrangements within the emergency management sector, including the Volunteer Consultative Forum, and in line with their agencies' obligations;
- Is the framework for an enduring commitment between the parties. The Statement will be reviewed as required by the parties or at the end of four years from its date of commencement;
- The parties commit to maintaining and further building emergency management volunteer capacity to plan, prepare, respond and recover from routine and major emergencies and build community safety and resilience; and
- Does not reduce the existing and enduring effect of the CFA Volunteer Charter.

Emergency Management Volunteers:

- Selflessly give their time to protect and help others;
- Are essential to the State's response before, during and after both routine and major emergencies;
- Are part of their communities and, as such, are fundamental to community safety and resilience;
- Give of their time without expectation of financial reward, but to gain satisfaction from service, achievement, personal development and camaraderie;
- Depend on the goodwill and practical support of their families, friends and employers to enable them to serve;
- Provide their services for the protection of life and property, to create a safer community;
- Work with all emergency management volunteers and paid staff in a mutually respectful and active partnership, having regard to the principles of their agencies, other organisations, government and the community;
- Operate safely and undertake appropriate training and planning to ensure their personal safety and enhance the delivery of services in creating a safer community; and
- Are committed to maintaining positive and collaborative relationships with emergency management agencies, government and each other.

These commitments are made within a legislative and policy framework that includes the obligations of the Emergency Management Commissioner and Emergency Management Victoria to have regard to the fundamental importance of the role that volunteers play in the performance of emergency management functions in Victoria, under the *Emergency Management Act 2013*; the roles of emergency management volunteer agencies under the State Emergency Response Plan and the State Emergency Recovery Plan; and the principles and obligations agreed between the Victorian Government, CFA and its Volunteers set out in the CFA Volunteer Charter 2011 and the *Country Fire Authority Act 1958*.

Emergency Management Volunteer Agencies:

- Recognise, value, respect, promote and support emergency management volunteers who come from widely diverse communities with differing needs and characteristics;
- Recognise and acknowledge that a primary responsibility of agencies' paid staff is to nurture and encourage volunteers and to facilitate and develop their skills and competencies, and maintain and build volunteer capacity at all levels of emergency management;
- Recognise and acknowledge the value of the time that volunteers provide and ensure that their time is optimally utilised;
- Work with and support a positive integration of paid and volunteer emergency management workers;
- Develop and maintain an organisational culture and organisational relationships that support volunteer engagement in all emergency management functions;
- Ensure that volunteer views, opinions and concerns are considered before adopting any new or changed policies, procedures or approaches that impact on them as volunteers;
- Provide administrative, operational and infrastructure support to enable volunteers to perform their roles safely and effectively with available resources; and
- Commit to maintaining and building individual and overall emergency management volunteer capacity to carry out emergency management roles.

The State of Victoria:

- Recognises, values, respects and promotes emergency management volunteers, their families and employers for their contributions to the well-being and safety Victorian communities;
- Commits to engage and consult with emergency management volunteers and their representative bodies on emergency management issues and matters that affect them, through the Volunteer Consultative Forum and other volunteer engagement arrangements within the emergency management sector taking into account the recognition of the importance of volunteers in Victoria's emergency management arrangements under the *Emergency Management Act 2013*; and
- Ensure that the commitments and principles in this statement are supported by emergency management volunteer agencies.

The Emergency Management Commissioner:

- Commits to perform his functions having regard to the fundamental importance of the role that volunteers play in the performance of emergency management functions in Victoria; and
- Ensure that agencies appropriately support the commitments and principles outlined in this statement.

This Statement is dated the [DAY] OF [MONTH] 2015.



Daniel Andrews MP
 Premier on behalf of the State
 of Victoria

Jane Garrett MP
 Minister for Emergency Services on behalf of
 the State of Victoria

Craig Lapsley PSM
 Emergency Management Commissioner

