



Service Standard 1.1.41

Photographic Identification Cards for NSW RFS Volunteer Members

Date of Issue 27 August 2011

Version Number 1.0

1. Purpose

- 1.1 The NSW Rural Fire Service (NSW RFS) recognises the need to ensure all members are able to appropriately identify themselves as members of the Service.
- 1.2 The issuing of photograph identification cards to NSW RFS members will improve the security of the Service and its' members.
- 1.3 Photograph identification cards will assist NSW RFS members in performing their duties and navigating barriers such as road blocks.

2. Policy

- 2.1 A NSW Rural Fire Service photograph Identification card is a plastic card displaying a photograph and other information (prescribed the attached Standard Operating Procedures) to assist in identifying the holder.
- 2.2 The NSW RFS will provide photograph identification cards to eligible members of the Service.
- 2.3 NSW RFS members who have received a photograph identification card should carry the card with them during all NSW RFS activities.
- 2.4 Only cards issued in accordance with this Service Standard will be deemed to be authorised by the NSW RFS.
- 2.5 Only equipment approved by NSW RFS Headquarters is to be used to produce NSW RFS identification cards.
- 2.6 All Service members must comply with the attached Standard Operating Procedures.

3. Links

- *Rural Fires Act 1997*
- *Privacy and Personal Information Protection Act 1998*
- SS 2.1.6 Joining the NSW RFS as a Volunteer Member
- SS 1.1.7 NSW RFS Code of Conduct and Ethics

4. Who is responsible for implementing the Service Standard/Policy?

- Director Regional Services

5. Amendments

- Initial release 27 August 2011



SOP –1.1.41 - 1

Printing of Identity Cards

This SOP form part of	SS 1.1.41 Identity Cards for NSW RFS Members
Related forms	<ul style="list-style-type: none">▪ NSW RFS Photograph Verification Form▪ NSW RFS Volunteer Membership Application form

1. Purpose

- 1.1 This standard operating procedure (SOP) describes the process to be followed for the issue of photo identity cards to NSW RFS members.

2. Definitions

- 2.1 **Identity card** - a plastic card displaying a photograph of the holder issued to eligible ordinary and junior members of the NSW RFS. This card has no powers of authority.
- 2.2 **Photograph** - a digitised/ electronic or computer generated image, and electronic data and other information used to create or generate a photograph.
- 2.3 **Member** - any member of the NSW RFS, either volunteer or salaried, who has met all joining criteria.
- 2.4 **Ordinary member** - a NSW RFS volunteer member who has met their brigade's constitutional requirement for membership and is defined as 'active' or 'non-active' on FireZone.
- 2.5 **Junior Member** - a member of a Brigade (other than a Cadet Brigade) aged between 12 years and up to 18 years of age who is not an Ordinary Member.
- 2.6 **Probationary Member** - a member who has been accepted by the Brigade, but who has not yet met the criteria for attaining "ordinary member" status.

3. Procedures

- 3.1 Wherever possible, the taking of photographs and printing of identity cards is to be conducted at District Offices.

- 3.2 Photographs can be captured off-site under the sponsorship of a Brigade or District officer and using the Photograph Verification form
- 3.3 The CardExchange software is not to be utilised outside the office to which it has been issued.
- 3.4 Card printers are not to be removed from the office to which the asset has been issued.
- 3.5 The camera may be taken to Brigade meetings, training days etc to enable capturing of batches of photographs and the identity cards later printed and issued from the District Office.
- 3.6 System security constraints do not permit the printing of identity cards from a location not connected to the NSW RFS network ie a brigade station or in the field, even if a wi-fi card is available.
- 3.7 Members not known to the issuing officer or where no image of the member is recorded in CardExchange will be required to provide sufficient identification to satisfy the issuing office, as detailed in the NSW RFS Volunteer Membership Application Form, to satisfy the issuing office.
- 3.8 A user guide and training manual has been developed to provide greater detail on the use of cameras and the CardExchange system.
- 3.9 The NSW RFS will provide photo identity cards to all eligible volunteer members of the Service and employees of Regional and District offices.
- 3.10 Only identity cards issued in accordance with this Service Standard will be deemed to be issued by the NSW RFS.
- 3.11 A NSW RFS identity card is valid for the period for which it is issued and always remains the property of the NSW RFS.
- 3.12 Only equipment supplied by NSW RFS Headquarters is to be used to produce NSW RFS identity cards. This equipment is not to be used for any other purpose.

Exclusions

- 3.13 This Service Standard does not apply to the following cards;
 - (a) NSW RFS Authority Cards issued under Service Standards 1.3.2 Powers of Officers and 1.3.2A Powers of Officers (Jervis Bay Territory).
 - (b) Internal aviation (refuellers, Air Base Operators, Winch, Rappel accredited, Air Observers)

- (c) External aviation (cards printed for contract pilots)
 - (d) Media
 - (e) Fire Investigators (Wildfire and Structural)
 - (f) Identification cards for salaried members of the NSW RFS located at Headquarters
 - (g) Access control cards for salaried members of the NSW RFS
- 3.14** A volunteer member who has been stood down by the District Manager, Regional Manager or Director Regional Services is not eligible for a volunteer identity card
- 3.15** A volunteer member identification card does not replace the identification/access control cards issued to NSW RFS Headquarters, Regional or District staff members where such a system is in place, and who may also be volunteer members.

Use of cards

- 3.16** The NSW RFS identity card is to be carried by members when attending any NSW RFS activity.
- 3.17** The identity card is to be produced when any reasonable request is made for proof of identity.

Multiple Cards

- 3.18** A member may hold more than one NSW RFS card. Each member may hold a volunteer identification card and one or more authority cards as a result of:
- (a) election to an officer position,
 - (b) authority cards issued under SS 1.3.2 Powers of Officers and 1.3.2 Powers of Officers (Jervis Bay Territory).
 - (c) holding a role requiring accreditation, or
 - (d) employment with the NSW RFS
- 3.19** NSW RFS staff members may hold one or more authority cards, depending on roles assigned to the staff member.

Expiry date

- 3.20** Photo identity cards will remain valid for five years from the date of issue.
- 3.21** The renewal and printing of expired identification cards will require a new photographic image to be captured and stored on the NSW RFS network.

Image storage

- 3.22** Images will be stored in a central database at HQ. If an image does not exist for a member, the system will not print a card.
- 3.23** Information captured for the issue of identification cards will be kept in accordance with the *Privacy and Personal Information Protection Act*.

Replacement cards

- 3.24** Lost or damaged cards will be reprinted by the District office.
- 3.25** A District Manager will request photographic verification of identity ie drivers licence, current passport etc, when a request for replacement of a lost or damaged is made.

