

What I Need to Know

The Volunteer Portal website supports Queensland volunteers from the Rural Fire Service (RFS), the State Emergency Service (SES), Honorary Ambulance Officers from the Queensland Ambulance Service (QAS) and members of the Local Ambulance Committees. It was created as part of the celebrations for the United Nations 2001 International Year of Volunteers.

The Volunteer Portal enables users of the system to share and maintain information at an organisational, regional and group level. As well as having the capacity to share documents and pictures, maintain contact information, set announcements and alerts, individual users are able to customize their home pages to contain their preferred information.

The Volunteer Portal is set to become the key mechanism for QFRS Rural Operations to communicate with volunteers. It will provide a single point of reference for the latest information and enable access to reference material, including updates to the Brigade Manual, Operations Doctrine and other policy and procedural materials. It is believed that eventually volunteers will be able to access corporate DES systems and tools such as online training and mapping through the volunteer portal interface.

Department of
Emergency Services
Queensland Government
Volunteer Portal

Welcome to the new DES Volunteer Portal.

All volunteers who were registered on the previous version of the portal will need to register again to gain access to the new site.

RFS volunteers will need to contact your District Office to obtain your unique Volunteer ID number you will need to enter this into the Reference Number field on the registration form.

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The Volunteer Portal provides functionality for the users of the system to share and maintain information at a Organisational, regional and group level. The portal provides functionality to share documents, pictures, maintain contact information, set announcements and alerts, as well as providing individual users with the ability to customize their home pages to contain their preferred information...

First Time Users: For first time users of this site, if you are a registered volunteer with either Queensland Ambulance Services, Rural Fire Services or State Emergency Service you can logon to this site by selecting the registration button on the menu on the right.

Registered Users: If you are a registered user, select the login button on the menu on the right.

About the Department of Emergency Services

Queensland's **Department of Emergency Services** is unique in Australia. The agency provides services covering all phases of emergency and disaster management - prevention, preparedness, response and recovery - delivered by fire, ambulance and counter disaster and rescue services across a single portfolio.

The single agency structure provides significant advantages and benefits to the community. These benefits occur at many levels, from having single-point ministerial accountability for emergency services, through to the invaluable cooperation and coordination of operational staff in communities during emergencies and disasters.

The Emergency Services portfolio employs 7100 full-time and part-time employees, and is supported by more than 85,000 volunteers across Queensland. Those volunteers support the endeavours of the following organisations:

- State Emergency Service
- Rural Fire Service
- Queensland Ambulance Service
- State Emergency Service Cadets
- Volunteer Marine Rescue Association
- Surf Life Saving Queensland
- Australian Volunteer Coast Guard
- Royal Life Saving Society
- Response Advice for Chemical Emergencies

HOME
POLICY & PRACTICES
SITE REQUIREMENTS
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PRIVACY & SECURITY STATEMENT

How I do it

First Time Users

- Contact your Area Office to obtain your unique Volunteer ID Number
- Access the Volunteer Portal by going to the internet site:
<https://volunteers.emergency.qld.gov.au/Registration/default.aspx>

- Select the “Register Here” button on the menu on the right hand side of the home page.
- Follow the prompts to register on the site.

Registered Users

- If you are already a registered user, select the “Login” button on the menu on the right and follow the prompts.

Reference Materials

- Rural Fire Brigade Manual – Business Rule: C6.5 Appropriate Use of Government Computers
- Policy and Practices
- Use of Internet/Intranet and Email Services - Review Date 30/9/2002
www.volunteers.emergency.qld.gov.au/Registration/general/policy.aspx