

## What I Need to Know

- In addition to QFRS's responsibility to the Queensland community to provide fire and rescue services, we have a responsibility to treat our staff and volunteers with respect and dignity. In return you as volunteers have responsibilities. You play a unique role in the Queensland Community and there are very high expectations on you and your fellow members to deliver services with integrity, sensitivity, efficiency, respect and great care. The public expect you to be open and accountable. They expect you to make good decisions by considering all the relevant information available.
- The Department of Emergency Services (DES) has developed a code of Conduct applicable to all DES staff and volunteers. The purpose of the Code of Conduct is to identify:
  - the values that guide decision making
  - acceptable standards of conduct
  - the legal, moral and ethical obligations of employees and volunteers
  - the endorsed ethical decision-making model
  - the need for all employees and volunteers to be accountable for their decisions and the consequences of these decisions
  - how to build trust, open communication and collaboration.
- The Code of Conduct will help you meet your responsibilities and:
  - make fair minded decisions
  - identify acceptable behaviour
  - develop a positive culture in your brigade
  - help other volunteers improve their decision making.

## How I do it

- When you need to make a decision consider:
  - Who will be affected?
  - Am I being fair?
  - Am I operating within the spirit of the Code?
  - Did I explore all reasonable options?
  - Can I justify it?
  - Do I want others to read about it in the newspapers?
- For further information:
  - Refer to the attached Code of Conduct booklet
  - Ask your Rural Area Office
  - Contact the DES Ethical Standards Unit
  - [Ethicalstandards@emergency.qld.gov.au](mailto:Ethicalstandards@emergency.qld.gov.au)

## Reference Materials

- Area Reference Manual - Business Rule: D3.6 Manage Brigade Disputes, Dysfunctions and Breaches of Policy
- DES Code of Conduct book (*Attached*)
- Rural Fire Brigade Manual – Business Rule: D7.17 Equity and harassment
- Equity and Harassment