



CFA Volunteer Code of Conduct

Created by Volunteers for Volunteers

The Volunteer Code of Conduct (Code) is a statement of behavioural principles, expectations and ideals. It reflects how we respect and treat each other as members of CFA and provides an ethos that guides our decision making. It incorporates principles of natural justice and a fair go all round so that everyone knows what is expected of them. The Code is intended to motivate and assert values to which we can aspire. It is a living document reflecting the values of the past, guiding an ever emerging future and seeking ways to continuously improve all our activities. It is a vision which aims to both explain the commitment of experienced members and to guide the induction of new Volunteers. The Code is consistent with the traditional values expressed in the CFA Fire Service Star.

As CFA Volunteers we:

Safety

- put safety first
- value ensuring the safety of each other and the community
- use all equipment appropriately
- follow all procedures to the best of our ability
- promote safe work practices by recognising and congratulating members who follow them
- follow our duty of care
- report all injuries, illnesses, accidents and near misses immediately
- recognise that training is fundamental to our safety

Comradeship, Teamwork, Support & Welfare

- foster an environment of well being, happiness, health and prosperity
- take care of, rely on and support each other
- develop bonds that grow through shared experiences
- work together towards an identified and common goal
- recognise and acknowledge each other's skills and abilities
- create an environment that is supportive and encouraging
- acknowledge that our combined efforts exceed the sum of our individual efforts
- accept differing roles within the team, share the load and promote participation and cooperation
- offer sympathy and understanding

Respect

- treat each other with courtesy, sensitivity, tact, consideration and humility
- listen to the opinions of others although we may disagree
- treat each other as persons regardless of position
- adopt the laws of the land as the basis for our behaviour

Leadership and Discipline

- recognise the Chain of Command as part of our leadership structure
- encourage non-confrontational leadership by giving clear directions and being responsible, patient and motivating
- share leadership through delegation and empowerment
- manage conflict by focusing on the issues
- exercise self control in managing stress, anger and our behaviour
- know when to walk away
- act responsibly at all times, in and out of uniform
- take pride in our actions and tasks
- recognise our limitations and those of others
- believe in doing a job the right way and with enthusiasm

Trust, Integrity, Honesty & Truthfulness

- value the trust we have in each other
- honour confidentiality
- endeavour to balance organisational and individual needs
- treat each other fairly
- are truthful with our colleagues and ourselves
- admit when we are wrong and accept responsibility for our actions
- express our views openly and directly without fear or favour, with tact and in accordance with known, available facts

Commitment & Loyalty

- acknowledge that commitment comes from within
- guard against over commitment
- share and promote the culture, purpose and objectives of the Brigade and the organisation
- are faithful to and honour the organisation

Communication

- value effective two-way communication
- give and receive constructive comment and feedback
- practise effective listening
- are alert to non-verbal communication
- seek advice whenever appropriate

Equity and Diversity

- provide fair access to training and development opportunities
- treat all people as unique individuals - valuing their cultures, beliefs, opinions, knowledge and experiences
- use appropriate language that will not offend others
- actively discourage bullying, victimisation or demeaning humour
- assign roles according to talents and abilities
- encourage people to achieve and grow
- stand up for the rights of others as well as our own
- seek equitable solutions
- value others irrespective of race, religion, colour, age, gender, sexual orientation or creed



Volunteers - Proud to Serve

This document complements but does not replace existing acts, regulations, policies or procedures of the CFA.