

Purpose

This section provides information to QFRS volunteers on the obligations, principles and values associated with serving the Queensland community and their responsibility to uphold these.

What I Need to Know

- In addition to QFRS's responsibility to the Queensland community to provide fire and rescue services, there is a responsibility to treat volunteers and staff with respect and dignity. In return volunteers and staff have responsibilities. QFRS volunteers and staff play a unique role in the Queensland Community and there are very high expectations that they deliver services with integrity, sensitivity, efficiency, respect and great care. The public expect QFRS volunteers and staff to be open and accountable.
- The Queensland Government has developed a Code of Conduct applicable to all DCS 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 need for all employees and volunteers to be accountable for their decisions and the consequences of these decisions; and
 - 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; and
 - Help other volunteers improve their decision making.

How I do it

- Whenever you make a decision you need to remember to be guided by the five ethical principles. You have responsibilities under each principle:
 - Integrity and impartiality ;
 - Promoting the public good;
 - Commitment to the system of government; and
 - Accountability and transparency;.
- For further information:
 - Refer to the Code of Conduct on the Volunteer Portal;
 - Ask staff at your Rural Operations Area Office;
 - Contact the Ethical Standards Unit (ESU) - ethicalstandards@dcs.qld.gov.au.

Reference Materials

- Queensland Public Service Code of Conduct
- Public Sector Ethics Act 1994

Brigade Manual

- C5.2 Equity and Harassment
- D7.2 Volunteer Portal