

CANDIDATE GUIDE

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Thank you for your interest in becoming a member of NSW RFS. This guide should help to answer any questions you have regarding the volunteer application process. It is so important for us to create a diverse and inclusive membership committed to protecting the people of NSW.

So what is the application process?



To start your application journey with us, take the following first steps:

Head to our [website](#).

- 1 **Create a profile** on the portal. You will need an email address to register and complete your application. If you do not have an email address, you can follow these easy steps to [create a free Google email account](#)
- 2 **Complete the Membership Application**, providing your personal details, any medical history and all relevant disclosures.
- 3 **Complete the Police Check Application**, submitting copies of your identification and providing your consent for a Police Check to be conducted. This is required for all applicants age 16 years and older.

What should I do if I am having trouble completing an application online?

To speed up the application process for all applicants, we are now only accepting applications online. If you are having trouble navigating the online form and need support, you can ask a friend or family member to help you. Alternatively, you can also ask your Brigade or local District office.

When should I expect a response?

Once you have submitted your application, sit tight, your application is in the hands of the Brigade for completion of a full review. If you haven't heard anything for a while, please bear with us, it may be because the Brigade is especially busy at this time.

Who will decide if I can become a member?

If there is availability in the Brigade for your preferred role, you may be asked to come in for an interview. Each application must be endorsed by both the Brigade and the District before you can take part in some limited activities within the Brigade.

How long until I can become a member?

Applicants will become probationary members only once a satisfactory Police Check has been confirmed. Please keep in mind that if you have disclosed any special provisions, health and safety matters, or reportable/criminal conduct in your application, it may take longer to review your application, and our Membership Services team may reach out to you.

What happens if I have entered something incorrectly within my application?

Don't worry, if something is wrong and needs to be updated, reach out to your local Brigade or District office to make the changes.

What should I expect from the interview?

The interview is an informal opportunity for the Brigade to get to know you and for you to learn more about the Brigade and the commitment they expect from their volunteers. You may be interviewed by a panel of members within the Brigade.

What should I prepare for the interview?

You won't be expected to prepare anything for the interview. If you are under 18, you must be accompanied by the parent or legal guardian that provided their consent within your application. You should wear appropriate clothing if attending the station in person, so make sure to ask the person contacting you from your local Brigade what you should wear.

How can I learn more about the Brigade I have applied for?

Every Brigade is different and the responsibilities required for each role may vary. It is important that you find out the expectations of the role specific to that Brigade. To help you work out whether this is suited to you, you may want to ask some of the following questions during your interview:

- *Can you tell me more about the role expectations for this Brigade?*
- *Could you give me more information about the physical demands of the role?*
- *Can you tell me more about the other roles within the Brigade and how they all work together?*
- *How often am I required to attend the Brigade?*
- *How often does the Brigade train?*
- *What social and community events does the Brigade organise?*
- *What events can I attend?*

How can I get updates about my application?

You will receive email updates on the progress of your application. You can also choose to track the progress of your application on the online portal. The outcome of your application will be sent by email and you may be contacted by phone to gather further information.

What will happen if I have a police record?

Each application will be reviewed and considered on its own merit. The results of the Police Check are reviewed centrally to determine whether an applicant is a fit and proper person to become a member. Membership Services may reach out to you for more information where required.