



SERVICE STANDARD 1.5.4 NPWS ALL PARKS PASSES

ITEM	DESCRIPTION
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SOPs	➤ SOP 1.5.4-1 Application Process for NPWS All Parks Pass
Policy Owner	Executive Director, Membership and Strategic Services
Policy Contact	Manager, Volunteer Relations and Workforce Planning
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1 Purpose

- 1.1 The operations of the NSW Rural Fire Service (NSW RFS) often include providing assistance to other NSW Government agencies. As a measure of appreciation of the efforts of the NSW RFS the NSW National Parks and Wildlife Service (NPWS) makes available a limited number of All Parks Passes for distribution to eligible NSW RFS members.
- 1.2 The purpose of this Service Standard is to:
 - a. outline the eligibility, terms and conditions for NPWS All Park Passes; and
 - b. clearly identify the requirements and responsibilities of pass holders and Authorised Issuing Officers (AIO).

2 Definitions

- 2.1 For the purpose of this Service Standard the following definitions apply:
 - a. **Ordinary member:** a NSW RFS volunteer member who has met their brigade's constitutional requirement for membership and is recorded as such in the NSW RFS membership system.
 - b. **NPWS All Parks Pass (All Parks Pass or Pass):** the All Parks Pass product issued by the NSW National Parks and Wildlife Service, part of the Office of Environment and Heritage (OEH).
 - c. **Authorised Issuing Officer (AIO):** the NSW RFS staff member who has been delegated the function of issuing NPWS All Parks Passes by the District Manager.

3 Policy

Eligibility

- 3.1 To be eligible to receive a complimentary NPWS All Parks Pass, the member must be a volunteer of a Rural Fire Brigade and recorded in the NSW RFS membership system with a membership classification of 'Member Ordinary' and a membership type of Operational, Operational Support, or Administration. All passes are issued at the discretion of the District Manager.
- 3.2 An All Parks Pass must not be issued to:
- people who are not recorded as members in the NSW RFS membership system;
 - members who are not recorded as ordinary members in the NSW RFS membership system;
 - ordinary members who are recorded as having a membership type of Reserve, CFU, or Cadet in the NSW RFS membership system;
 - staff members who do not have a 'member ordinary' classification and are not recorded in the NSW RFS membership system as members of a Rural Fire Brigade;
 - members who have been issued an Annual Pass or NPWS Exemption Card under one of the other categories in the NPWS Exemptions Policy; or
 - new members classified as Probationary members in the NSW RFS membership system.

Note: an ordinary member who has been reclassified as a Probationary member due to District or Brigade transfer and the NSW RFS membership system records the membership classification as 'ordinary' membership with their previous brigade, may be eligible for a Pass.

Terms and Conditions

- 3.3 NSW RFS members who accept a NPWS All Parks Pass issued by the NSW RFS agree to abide by the terms and conditions of the Pass, including but not limited to the following:
- The NPWS pass conditions detailed on the annual pass carrier;
 - The pass shall only be affixed to a nominated vehicle registered at the eligible volunteer's primary place of residence. A copy of the current vehicle registration certificate for the nominated vehicle must accompany the Annual Pass application;
 - Eligible volunteers may affix their NPWS All Parks Pass to a vehicle registered for business use provided the employer has confirmed the vehicle is approved for private use and will not be used in national parks for any business or commercial purpose. The volunteer's employer shall complete the Private Vehicle Usage Declaration section of the application form;
 - All Parks Passes shall not be transferred between vehicles for any reason. Replacement passes may be issued by the NSW RFS and/or NPWS in some instances (refer SOP 1.5.4-1 clause 3.12);
 - NSW RFS members leaving the NSW RFS for any reason shall return the Pass;
 - NPWS All Parks Passes shall not be used for brigade fundraising, sold, auctioned or exchanged for goods and/or services. The member shall not sell, donate, transfer, give away or exchange their pass for any reason;
 - NPWS All Parks Passes shall not be used as an incentive in recruitment/membership campaigns;
 - An eligible volunteer transferring from one district to another shall not be issued with an additional pass. The original pass shall be transferred from the issuing District or Brigade;
 - Lost passes must be reported to the District Office immediately. Lost, misplaced or damaged passes may be replaced by the NPWS upon application;
 - Any unauthorised, fraudulent or inappropriate use of the pass will result in instant cancellation of the pass and the member may be subject to disciplinary action in accordance with Service Standard 1.1.2 Discipline; and
 - A NPWS All Parks Pass shall be allocated to one vehicle only, being that vehicle nominated on the application form.

Issuing of NPWS All Parks Pass

- 3.4 NPWS All Parks Passes may only be issued by an AIO in accordance with the criteria contained within this Service Standard and SOP 1.5.4-1 clause 3.1.
- 3.5 Any unauthorised, fraudulent or inappropriate issuing of passes will be investigated and may result in disciplinary action in accordance with the *Government Sector Employment Act 2013* and associated regulations and rules.

Storing, Recording and Auditing Passes

- 3.6 All NPWS All Parks Passes shall be securely stored at all times by the AIO and District Manager.
- 3.7 Only the AIO and District Manager shall have access to NPWS All Parks Passes.
- 3.8 A record of each NPWS All Parks Pass shall be kept in accordance with this Service Standard and its Standard Operating Procedures (SOPs).
- 3.9 Completed applications shall be retained by the District and securely stored until the completion of yearly audits, and an electronic copy will be stored on the NSW RFS electronic document storage system.
- 3.10 NPWS All Parks Passes may be subject to internal or external audit at any time.

4 Related documents

- [Government Sector Employment Act 2013](#)
- [Government Sector Employment Regulation 2014](#)
- [Government Sector Employment Rules 2014](#)
- [NPWS Conditions of entry to National Parks](#)
- [Service Standard 1.1.2 Discipline](#)
- [Service Standard 1.1.7 Code of Conduct and Ethics](#)
- [Service Standard 5.2.2 Return of Equipment Allocated to Members of the Service](#)

5 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
28 October 2010	1.0	➤ Initial release as SS 1.1.31
19 February 2015	1.1	➤ Repealed and remade SS 1.1.31 v1.0 ➤ Amendments made to reflect SAP membership types and current NPWS processing requirements.
15 June 2018	1.0	➤ Repeals and remakes SS 1.1.31 v1.1 ➤ Renumbered to SS 1.5.4 to align with SS index ➤ Amendments made to reflect SAP membership types and current NPWS processing requirements.

SOP 1.5.4-1

APPLICATION PROCESS FOR NPWS ALL PARKS PASS

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) outlines the process for the application and issuing of NPWS All Parks Passes to eligible NSW Rural Fire Service (NSW RFS) members.

2 Procedures

Application

- 2.1 Applications for a NPWS All Parks Pass may only be made using the 'Rural Fire Service All Parks Pass Application' form with a copy of the nominated vehicle's registration papers attached.
- 2.2 The pass shall only be affixed to a nominated vehicle registered to the eligible volunteer's primary place of residence. The All Parks Pass is linked to the nominated vehicle's registration number and is not transferable between vehicles.
- 2.3 If the eligible volunteer's nominated vehicle is a vehicle registered to a business, the volunteer's employer must complete the Private Vehicle Usage Declaration to confirm that private use of the vehicle is approved.
- 2.4 Completed applications must be made to the volunteer's *primary* District Office.

Issuing of Passes

- 2.5 Only an Authorised Issuing Officer (AIO) from the eligible volunteer's *primary* District may issue an All Parks Pass.
- 2.6 Prior to allocating a pass the AIO shall ensure:
 - a. all sections of the form are completed and the application form is signed by the volunteer;
 - b. the volunteer meets the eligibility criteria outlined in clause 3.1 Eligibility of the Service Standard;
 - c. a copy of the current registration certificate for the nominated vehicle is attached to the application form; and
 - d. the residential address shown on the vehicle registration papers is the same residential address recorded on the NSW RFS membership system.

Note: if the vehicle is not registered in the name of the applicant a pass may still be issued if the residential address shown on the vehicle registration papers is the same as the applicants' residential address recorded on the NSW RFS membership system.

If an eligible volunteer has changed residential address since the issue of the registration papers, a pass may be issued provided that:

 - the address on the application form is the same as the applicant's place of residence recorded on the NSW RFS membership system;
 - some other form of identification (eg drivers licence) is provided that shows the same address as that recorded on the NSW RFS membership system; and
 - the AIO is satisfied the information provided is current.
 - e. If the applicant has been allocated a work vehicle by their employer a completed 'Employer Private Vehicle Usage Declaration' must be completed and attached to the application.
- 2.7 An All Parks Pass shall not be issued if the criteria outlined in 2.5 and 2.6 of this SOP have not been met.

- 2.8 Prior to issuing the All Parks Pass, the AIO must:
- a. print or write the vehicle registration number, using a permanent laundry marker, on the sticker (pass) before it is given to the applicant. *The use of a biro to write the vehicle registration number, rather than a laundry marker, on the sticker may result in the NSW RFS incurring a fine which will be passed on to the issuing District; and*
 - b. record the details of the All Parks Pass on the member's NSW RFS membership record.

Records

- 2.9 Once the application has been processed, the AIO must ensure all sections of the form are complete and that:
- a. a copy of the applicant's vehicle registration papers or a completed Private Vehicle Usage Declaration form; and
 - b. any other relevant information (e.g. Acceptance of Risk form), where appropriate, is attached to the application.
 - c. The completed paperwork is scanned and either uploaded into the online records management system using the correct naming conventions, or emailed to Volunteer Relations and Workforce Planning.
- 2.10 Applications, along with unused passes, must be kept together and stored securely by the District until such time as the information is recalled, or you are directed to securely dispose of the applications by the Volunteer Relations and Workforce Planning section.

Administrative Information

Authorised Issuing Officer

- 2.11 NPWS All Parks Passes may only be issued by a NSW RFS staff member who is an Authorised Issuing Officer (AIO). The AIO is nominated by the District Manager and endorsed and recorded by the Volunteer Relations and Workforce Planning section located at Headquarters. The District Office shall also keep a record of the nominated AIO.
- 2.12 Passes cannot be issued until the AIO has been endorsed and recorded by Volunteer Relations and Workforce Planning.

Audit

- 2.13 On receipt of the NPWS Passes the AIO shall audit and record all pass numbers before any pass is issued.
- 2.14 The AIO shall regularly audit the records of all issued and unused NPWS All Parks Passes. The District Manager is responsible for ensuring that records are kept up to date.
- 2.15 NPWS All Parks Passes may be subject to internal or external audit, in accordance with the NSW RFS Internal Audit Plan.

Collection of Passes (by applicants)

- 2.16 NPWS All Parks Passes should, wherever possible, be issued in person to the approved eligible member.
- 2.17 In the event the approved eligible volunteer is unable to collect their NPWS All Parks Pass from the District office, they may elect to:
- a. provide authorisation to the AIO or District Manager for a delegate to collect their pass on their behalf; or
 - b. elect to have the pass sent to them via mail.
- 2.18 Eligible volunteers electing (a) or (b) above are required to submit a completed 'Acceptance of Risk for Posted NPWS All Parks Pass' form and in doing so, acknowledges that the NSW RFS does not accept any responsibility for undelivered, lost or damaged passes. All Parks Passes collected in person and then reported as lost or damaged, or those passes despatched by post, shall not be replaced by the NSW RFS or NPWS.

Leaving the NSW RFS

- 2.19 In accordance with Service Standard 5.2.2 Return of Equipment Allocated to Members of the NSW RFS, a member who has been issued a NPWS All Parks Pass and is leaving the NSW RFS for any reason shall return the pass to the District Office.
- 2.20 The AIO for the District shall record the pass as cancelled on the member's record, and affix the pass to the original application form and accompanying records.
- 2.21 If the records have already been recalled, the cancelled pass is to be returned to Volunteer Relations and Workforce Planning.

Replacement Passes

- 2.22 Replacement passes can be issued by the AIO under certain circumstances. A replacement pass may only be issued where:
 - a. the nominated vehicle has been sold, disposed of or written-off. If the vehicle is being sold, written off or will no longer be in the possession of the pass holder, the label must be removed before the vehicle is disposed of. Proof of disposal/transfer/writing-off of the vehicle is also required; or
 - b. the windscreen has been replaced. In the instance of windscreen damage, as much of the pass as possible must be removed and returned to the AIO together with a copy of the windscreen repair notice.
 - c. An administrative error has occurred – for example, the wrong registration number is written on the pass.
- 2.23 Lost passes will not be replaced. Members must report the pass has been lost/stolen to the NSW RFS District Office immediately. In turn, the AIO must report the details of the lost pass to Volunteer Relations and Workforce Planning, who will advise NPWS. The member must contact NPWS directly to purchase another pass. This will not be reimbursed by the NSW RFS.