



Service Standard 1.5.4

NPWS All Parks Passes

Version	2.0
SOPs	Nil
Policy Owner	Deputy Commissioner People and Corporate Services
Policy Contact	Director People and Culture
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Next Review	10 July 2030

1. Purpose

- 1.1. In recognition of the contribution made by NSW Rural Fire Service (RFS) volunteers, the NSW National Parks and Wildlife Service (NPWS) makes available complimentary NPWS All Parks Passes to eligible RFS volunteer 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.

2. Policy

- 2.1. The supply of All Parks Passes to eligible RFS volunteer members will be governed by a written agreement between the RFS and NPWS (the Agreement).
- 2.2. Under the terms of the Agreement NPWS may issue one free digital All Parks Pass per eligible volunteer member, which allows the member's nominated vehicle entry to fee-collecting parks in NSW as specified in the pass confirmation email. Members entering a park which is not included in the All Parks Pass will be required to pay the scheduled fee for that park.
- 2.3. RFS members who accept a NPWS All Parks Pass must abide by both the terms and conditions as provided by NPWS, and the requirements of this Service Standard.

Eligibility

- 2.4. To be eligible to receive a complimentary NPSW All Parks Pass, the member must be a current volunteer member of a Rural Fire Brigade and recorded in the RFS membership system with a membership classification of 'Member Ordinary' and a membership type of Operational, Operational Support, or Administration.
- 2.5. The following are not eligible for an All Parks Pass:
 - a. people who are not recorded as current members in the RFS membership system
 - b. members who are not recorded as ordinary members in the RFS membership system

- c. ordinary members who are recorded as having a membership type of Reserve, CFU, or Cadet in the RFS membership system
 - d. staff members who do not have a 'member ordinary' classification and are not recorded in the RFS membership system as members of a Rural Fire Brigade
 - e. members who have been issued an Annual Pass or NPWS Exemption Card under one of the other categories in the NPWS Exemptions Policy, or
 - f. new members classified as probationary in the RFS membership system.
- 2.6. **Note:** an ordinary member who has been reclassified as probationary due to District or Brigade transfer will be considered eligible for a pass provided their previous ordinary member classification is recorded in the RFS membership system.

Applying for and using the All Parks Pass

- 2.7. To receive the complimentary All Parks Pass eligible RFS members must apply via the online application form on the OneRFS member website. Members must complete all sections of the online application and declaration before submitting.
- 2.8. Members must declare via the application form that the nominated vehicle is either:
- i. Registered in their name or at their home address, or
 - ii. Registered in a business name (including those supplied as part of a remuneration package), they have sole and private use of the vehicle, and that it will not be used in NSW National Parks for any business/commercial purposes.
- 2.9. They may be requested to provide evidence of the vehicle's registration at the discretion of either the RFS or NPWS.
- 2.10. The All-Parks Pass must remain in the eligible member's name, changes to these details may result in the pass being revoked.
- 2.11. All Parks Passes cannot be sold, donated, used for RFS brigade or corporate fundraising, auctioned or exchanged for goods, services or any form of benefit. Availability of the All Parks Pass must not be used as a marketing or promotional tool in any membership or recruitment initiative.
- 2.12. Each eligible member may be issued one complimentary All Parks Pass which will be automatically renewed until the NPWS is advised the passholder is no longer eligible. If a pass is cancelled the member is not entitled to a second pass.
- 2.13. Passes can be transferred to another vehicle in the below two scenarios:
- i. Another vehicle registered in the same name or address as the original vehicle.
 - ii. Another vehicle registered to a business, with demonstrated connection to the applicant in the form of a letter from the business confirming the vehicles use exclusively by the applicant and available for their private recreation.
- 2.14. Pass vehicle transfer applications can be made through the Manage Pass web portal with payment of the NPWS transfer administration fee. Members cannot cancel a pass and reapply with different vehicle details in order to avoid the transfer fee.
- 2.15. Unauthorised, fraudulent, or inappropriate use of a pass may result in the pass being cancelled and the user of the pass being subject to discipline action by the RFS and/or fined by NPWS. The RFS validating officers will immediately advise the Director People and Culture in writing as soon as they are aware of or suspect the inappropriate use of an Annual Pass.
- 2.16. Members are not able to obtain a refund for the value of any entry fees paid prior to applying for the All Parks Pass or while waiting for pass confirmation from NPWS.

- 2.17. If a member's circumstances change or assistance is required, members are to contact National Parks and Wildlife Service (NPWS) on 1300 072 757 or visitor.systems@nationalparks.nsw.gov.au

Management of NPWS All Parks Passes

- 2.18. Districts are responsible for ensuring members details in the RFS membership system are up to date, so that passes are issued and renewed appropriately.
- 2.19. Personal Information collected by the RFS through the application process, including member contact and vehicle details, will only be shared with NPWS for the purpose of issuing and managing the All Parks Pass. Completed RFS applications will be retained in SAP and made available to NPWS on request.
- 2.20. RFS Membership Services will provide quarterly reporting to NPWS listing any pass holder/s who are no longer eligible.
- 2.21. NPWS will forward a confirmation email to the member when their digital pass has been activated or renewed. It is the member's responsibility to ensure they have a valid pass prior to entering a fee-collecting park.
- 2.22. For all enquiries regarding the RFS online application, contact membership@rfs.nsw.gov.au
- 2.23. For all enquiries regarding the pass once issued by NPWS, contact NPWS directly on 1300 072 757 or visitor.systems@nationalparks.nsw.gov.au.

3. Definitions

- 3.1. For the purpose of this policy document the following definitions apply:
- a. **Ordinary member:** RFS volunteer member who has met their brigade's constitutional requirement for membership and is recorded as such in the RFS membership system.
 - b. **NPWS All Parks Pass (All Parks Pass or pass):** the All Parks Pass issued by the NSW National Parks and Wildlife Service.
 - c. **Validating Officers:** RFS Membership Services staff members.

4. Document control

Release history

Version	Date	Summary of changes
1.0	28 Oct 2010	Initial release as SS 1.1.31
1.1	19 Febr 2015	Repeals and remakes SS 1.1.31 v1.0 Amendments made to reflect SAP membership types and current NPWS processing requirements
1.0	01 Jun 2018	Repeals and remakes SS 1.1.31 v1.1 Renumbered to SS 1.5.4 v1.0 to align with SS index Amendments made to reflect SAP membership types and current NPWS processing requirements.
2.0	10 Jul 2025	Repeals and remakes SS 1.5.4 v1.0 Complete review to align with new processes (e-passes issued by NPWS)

Approved by

Name	Position	Date
Peter McKechnie AFSM	A/Commissioner	10 July 2025

Related documents

Document name
NPWS entry Pass conditions of use
Park entry fees and passes FAQs
Service Standard 1.1.34 Workplace Complaints Resolution
Service Standard 1.1.7 Code of Conduct and Ethics