



## Service Standard 1.1.41

# Photographic Identification Cards for RFS Volunteer Members

Version	1.1
SOPs	SOP 1.1.41-1 Printing of Identity Cards
Policy Owner	Deputy Commissioner Field Operations
Policy Contact	Director State Operations
Approval Date	8 Jan 2025
Next Review	8 Jan 2027

## 1. Purpose

- 1.1 The Rural Fire Service (RFS) recognises the need to ensure all members are able to appropriately identify themselves as members of the Service.
- 1.2 The issuing of photograph identification cards to RFS members will improve the security of the Service and its members.
- 1.3 Photograph identification cards will assist RFS members in performing their duties and navigating barriers such as roadblocks.

## 2. Policy

- 2.1 An RFS photograph identification card is a card displaying a photograph and other information (prescribed by the attached Standard Operating Procedure) to assist in identifying the holder.
- 2.2 The RFS will provide photograph identification cards to eligible members of the Service.
- 2.3 RFS members who have received a photograph identification card should carry the card with them during all authorised RFS activities.
- 2.4 Only cards issued in accordance with this Service Standard will be deemed to be authorised by the RFS.
- 2.5 Only equipment approved by RFS Headquarters is to be used to produce RFS identification cards.
- 2.6 All RFS members must comply with the attached Standard Operating Procedure.

## 3. Definitions

- 3.1 For the purpose of this policy document the following definitions apply:

- a. **Identity card:** a plastic card displaying a photograph of the holder issued to eligible ordinary and junior members of the NSW RFS. This card has no powers of authority.
- b. **Photograph:** a digitised/ electronic or computer generated image, and electronic data and other information used to create or generate a photograph.
- c. **Member:** any member of the NSW RFS, either volunteer or salaried, who has met all joining criteria.
- d. **Ordinary member:** a NSW RFS volunteer member who has met their brigade's constitutional requirement for membership and is classified as an ordinary member in SAP.
- e. **Junior Member:** a member of a Brigade (other than a Cadet Brigade) aged between 12 years and up to 18 years of age who is not an Ordinary Member.
- f. **Probationary Member:** a member who has been accepted by the Brigade, but who has not yet met the criteria for attaining "ordinary member" status.

## 4. Document control

### Release history

Version	Date	Summary of changes
1.0	27 Aug 2011	Initial release
1.1	8 Jan 2025	Reviewed for currency Updated to new branding and organisational alignment.

### Approved by

Name	Position	Date
Rob Rogers AFSM	Commissioner	8 Jan 2025

### Related documents

Document name
<a href="#">Rural Fires Act 1997</a>
<a href="#">Privacy and Personal Information Protection Act 1998</a>
<a href="#">SS 1.1.7 RFS Code of Conduct and Ethics</a>
<a href="#">SS 1.1.14 Personal Information and Privacy</a>
<a href="#">SS 2.1.6 Volunteer Membership Applications</a>

# SOP 1.1.41-1

## Printing of Identity Cards

### 1. Purpose

- 1.1 This Standard Operating Procedure (SOP) describes the process to be followed for the issue of photo identity cards to RFS members.

### 2. Procedures

- 2.1 Wherever possible, the taking of photographs and printing of identity cards is to be conducted at District Offices.
- 2.2 Photographs can be captured off-site under the sponsorship of a Brigade or District officer and using the Photograph Verification form
- 2.3 The CardExchange software is not to be utilised outside the office to which it has been issued.
- 2.4 Card printers are not to be removed from the office to which the asset has been issued.
- 2.5 The camera may be taken to Brigade meetings, training days etc to enable capturing of batches of photographs and the identity cards later printed and issued from the District Office.
- 2.6 System security constraints do not permit the printing of identity cards from a location not connected to the RFS network i.e. a brigade station or in the field, even if a wifi card is available.
- 2.7 Members not known to the issuing officer or where no image of the member is recorded in CardExchange will be required to provide sufficient identification, as required of the RFS Volunteer Membership Application process, to satisfy the issuing office.
- 2.8 A user guide and training manual has been developed to provide greater detail on the use of cameras and the CardExchange system.
- 2.9 The RFS will provide photo identity cards to all eligible volunteer members of the Service and employees of Area and District offices.
- 2.10 Only identity cards issued in accordance with this Service Standard will be deemed to be issued by the RFS.
- 2.11 An RFS identity card is valid for the period for which it is issued and always remains the property of the RFS.
- 2.12 Only equipment approved by RFS Headquarters is to be used to produce RFS identity cards. This equipment is not to be used for any other purpose.

#### Exclusions

- 2.13 This Service Standard does not apply to the following cards:
  - a. RFS Authority Cards issued under Service Standards 1.3.2 Powers of Officers
  - b. Internal aviation (refuellers, Air Base Operators, Winch, Rappel accreditation, Air Observers)
  - c. External aviation (cards printed for contract pilots)
  - d. Media
  - e. Fire Investigators (Wildfire and Structural)
  - f. Identification cards for salaried members of the RFS located at locations other than District Offices, or
  - g. Access control cards for salaried members of the RFS.

- 2.14 A volunteer member who has been stood down by the District Manager, Area Commander or Director Area Operations is not eligible for a volunteer identity card.
- 2.15 A volunteer member identification card does not replace the identification/access control cards issued to staff members where such a system is in place, and who may also be volunteer members.

#### Use of cards

- 2.16 The RFS identity card is to be carried by members when attending any RFS activity.
- 2.17 The identity card is to be produced when any reasonable request is made for proof of identity.

#### Multiple cards

- 2.18 A member may hold more than one RFS card. Each member may hold a volunteer identification card and one or more authority cards as a result of:
- a. election to an officer position
  - b. authority cards issued under SS 1.3.2 Powers of Officers
  - c. holding a role requiring accreditation, or
  - d. employment with the RFS.
- 2.19 RFS staff members may hold one or more authority cards, depending on roles assigned to the staff member.

#### Expiry date

- 2.20 Photo identity cards will remain valid for five years from the date of issue.
- 2.21 The renewal and printing of expired identification cards will require a new photographic image to be captured and stored on the RFS network.

#### Image storage

- 2.22 Images will be stored in a central database at Headquarters. If an image does not exist for a member, the system will not print a card.
- 2.23 Information captured for the issue of identification cards will be kept in accordance with Service Standard 1.1.14 Personal Information & Privacy.

#### Replacement cards

- 2.24 Lost or damaged cards will be reprinted by the District office.
- 2.25 A District Manager will request photographic verification of identity i.e. drivers licence, current passport etc., when a request for replacement of a lost or damaged card is made.

### 3. Related documents

RFS Photograph Verification form

# Photograph Verification Form

This form is to be used to capture information related to photographs taken for ID cards and is to be signed by the Brigade officer or District staff member responsible for the photography session. Each member is to witness that the photo index ref relates to their image.

*Note the photograph name shown on the camera ie 100\_0009 will import to CardExchange as img\_0009*

Member Number	Member Name	Photo Index Ref	Date Taken	Date Card Issued	Member Signature
123456	Judy Henderson	100-0009	11/7/11		

Brigade:

District:

Position:

Verified by:

Signature:

Date: