



SERVICE STANDARD 9.1.1

INTERNAL SERVICE AWARDS

ITEM	DESCRIPTION
Version Number	4.3
SOPs	<ul style="list-style-type: none">> SOP 9.1.1-1 Nomination Process for Internal Service Awards> SOP 9.1.1-2 Internal Service Awards Ceremonies> SOP 9.1.1-3 Nomination Process for Long Service Medal
Owner	Executive Director, Membership and Strategic Services
Contact	Director Membership Services
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1 Purpose

- 1.1 The Rural Fires Regulation 2013 provides for the institution of an 'internal' Honours and Awards System.
- 1.2 The NSW Rural Fire Service (NSW RFS) is committed to acknowledging the valour, bravery, service and dedication as exemplified by its members.
- 1.3 The establishment of an internal awards structure creates an environment where recognition, respect and praise are sought and encouraged, contributing to a culture of excellence.

2 Policy

- 2.1 All members of the NSW RFS as defined by the *Rural Fires Act 1997* are eligible to be nominated for Internal Honours and Awards.
- 2.2 The Commissioner of the NSW RFS has established the following Internal Service Awards in recognition of acts of valour, bravery and distinguished service:
 - a. Commissioner's Award for Valour;
 - b. Commissioner's Commendation for Bravery;
 - c. Commissioner's Commendation for Service;
 - d. Commissioner's Unit Citation for Bravery;
 - e. Commissioner's Unit Citation for Service; and
 - f. Commissioner's Certificate of Commendation (Unit and Individual).
- 2.3 Awards are given when the actions of a member or unit of the NSW RFS clearly demonstrate outstanding valour, bravery or service in accordance with the criteria described for each award. Refer to SOP 9.1.1-1 Nomination Process for Internal Service Awards for details.

- 2.4 The Manager Membership Administration is responsible for the administration of the Internal Service Awards.
- 2.5 The Commissioner of the NSW RFS has established the Long Service Medal which is awarded to NSW RFS members who have accrued the minimum required years of service. Refer to SOP 9.1.1-3 Nomination Process for the Long Service Medal for details.

3 Related documents

- > [Rural Fires Act 1997](#)
- > [Service Standard 2.1.6 Joining the NSW RFS as a Volunteer Member](#)
- > [Service Standard 8.1.3 Ceremonies and Events](#)
- > [NSW RFS Awards Medal Booklet](#)

4 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
1 September 1999	1.0	Initial release
12 August 2005	2.0	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v1.0 > Full review completed
14 October 2005	3.0	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v2.0 > Service Standard reviewed to include provisions for the Long Service Award
4 August 2008	3.1	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v3.0 > Nomination forms updated > Awards Booklet removed > Hyperlinks to Awards Booklet on Intranet added
24 September 2008	3.2	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v3.1 > Clause 2.17.3
4 May 2009	4.0	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v3.2 > SOP 9.1.1-1 Removal of form and posted as link > SOP 9.1.1-3 Nomination Process for the May 2009 Long Service Medal – complete review to align with new process > SOP 9.1.1-3 Removal of forms and posted as links > SOP 9.1.1-3 Checklist added
16 November 2011	4.1	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v4.0 > Review of forms to simplify nomination process
4 August 2014	4.2	<ul style="list-style-type: none"> > Repealed and remade Service Standard 9.1.1 v4.1 > Review of nomination approval process (from District Manager to the Commissioner)
9 April 2018	4.3	<ul style="list-style-type: none"> > Repeals and remakes Service Standard 9.1.1 v4.2 > Amend clause 2.15 in SOP 9.1.1-3, to allow service of members prior to age 16 to be considered as “eligible service” for the purpose of awarding long service medals. > Wording change from “Commissioner’s Awards” to “Internal Service Awards”. > SOP 9.1.1-1 Clause 2.11 Remove the wording “half committee changeover every two years”. > Removal of clause 2.28 in SOP 9.1.1-1

SOP 9.1.1 - 1

NOMINATION PROCESS FOR INTERNAL SERVICE AWARDS

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) defines the complete nomination process for Internal Service Awards and the roles and responsibilities of all members.

2 Procedures

Categories of Internal Service Award and Criteria for Nominations

Commissioner's Award for Valour

- 2.1 The Award for Valour is awarded to recognise an act or acts of conspicuous courage involving exceptional bravery under circumstances of great peril where there has been a clear and significant risk to life.

Commissioner's Commendation for Bravery

- 2.2 The Commissioner's Commendation for Bravery is awarded to recognise an act of courage under hazardous circumstances where the risk to life has not been significant as to warrant the Commissioner's Award for Valour but is worthy of recognition.

Commissioner's Commendation for Service

- 2.3 The Commissioner's Commendation for Service is awarded for service of a meritorious nature, or outstanding actions in relation to fire service duties, administrative leadership, or exemplary performance of a specific difficult project or task, not involving bravery.

Commissioner's Unit Citation for Bravery

- 2.4 The Commissioner's Unit Citation for Bravery is awarded to crews, brigades, groups or organised Units, where outstanding service involving group bravery warrants recognition.

Commissioner's Unit Citation for Service

- 2.5 The Commissioner's Unit Citation for Service is awarded to crews, brigades, groups or organised Units to recognise outstanding service of a meritorious nature, such as group action in relation to fire service duties, group work performance, or other outstanding or meritorious service not involving bravery.

Commissioner's Certificate of Commendation (Unit and Individual)

- 2.6 The Commissioner's Certificate of Commendation is awarded to recognise service or outstanding actions in relation to fire service duties, administrative leadership, or exemplary performance of a specific project or task. The Certificate of Commendation may be awarded to an individual or Unit for service beyond the scope of responsibility normally expected of that person or Unit in their assigned duties and is therefore worthy of acknowledgement and commendation.
- 2.7 The insignia of internal awards are worn on NSW RFS uniforms in line with protocols outlined in the booklet titled "Internal Bravery and Service Awards Booklet". A copy of this booklet is also on the NSW RFS public website, Intranet and MyRFS.

The Rural Fire Service Awards Committee

- 2.8 The nomination process is coordinated by the NSW RFS Awards Committee (the Committee). The Committee will make a recommendation to the Commissioner on each nomination and advise the Commissioner on such matters concerning an award as the Commissioner may refer to the Committee.

- 2.9 The Committee is comprised of six individuals;
- a. One person who has been nominated by the Rural Fire Service Association (RFSA) to represent District Managers;
 - b. Another person who has been nominated by the RFSA to represent volunteers up to the rank of Group Captain;
 - c. Three further Committee members who have been nominated by the Commissioner of the NSW RFS to represent the Commissioner and staff; and
 - d. An executive director appointed to represent the Commissioner to chair the Committee.
- 2.10 The Manager Membership Administration shall administer the Committee.
- 2.11 A member of the Committee shall hold office for a period of 4 years from the date of appointment. The Committee members remain eligible for reappointment.
- 2.12 The Committee shall meet a minimum of once annually and then as and when required.
- 2.13 The nomination process must be both transparent and accountable. Members of the Committee will at all times, demonstrate accountability in the process of each nomination.
- 2.14 The Committee must submit its final recommendations for Awards to the Commissioner. Recommendations are made with supporting documentation in line with these SOPs. The Commissioner has final determination in the approval of the list of recommended recipients.

Nominations

Assessment of Nominations

- 2.15 The Committee meets in November and considers all nominations made for internal awards for that year. The Committee makes a recommendation to the Commissioner on the type and level of internal award to be awarded, including a recommendation to decline an award.
- 2.16 The Committee may recommend the upgrading or downgrading of any nomination for an internal bravery or service award
- 2.17 In considering nominations, the Committee seeks to satisfy itself that the person concerned has:
- a. Made a significant contribution to the NSW RFS;
 - b. Gone above and beyond what could reasonably be expected of someone in a similar position;
 - c. Made a contribution which stands out from others who may have also made a valuable contribution; or
 - d. Demonstrated all of the eligibility requirements of the particular award.
- 2.18 The degree and value of the contribution, rather than merely the length of service is the primary focus for awards for service.
- 2.19 The degrees and levels of risk and survivability are the primary focus for awards for valour and bravery.

Eligibility for Nominations

- 2.20 All members of the NSW RFS are eligible to be nominated for the Internal Service Awards. Members of the Service are defined at Section 8 of the *Rural Fires Act 1997* as being:
- a. The Commissioner and other staff of the NSW RFS; and
 - b. All volunteer members.
- 2.21 Contract and temporary staff are not eligible to be nominated for an Internal Service Award.

Eligibility of Person Nominating

- 2.22 Any member of the NSW RFS may nominate any other member of the Service for an Internal Service Award.
- 2.23 Self-nominations are unacceptable and will not be processed.

- 2.24 The Commissioner may award an internal Bravery and Service Award to any member of the NSW RFS or any other person at any time and for any reason. Additionally, the Awards Committee may recommend to the Commissioner the nomination of a member or unit of the NSW RFS for an Internal Bravery and Service Award.
- 2.25 Nominations must be received by the Manager Membership Administration by close of business 1 October annually.

Nomination Form

- 2.26 Members of the NSW RFS must be nominated for an award using the prescribed Nomination Form in line with the criteria set out in these SOPs.

Preparing a Nomination

- 2.27 When filling out the Nomination Form, the Nominator must pay particular attention to the detail of the following:
- a. Ensuring that the complete and accurate contact details of the person being nominated for an award have been recorded.
 - b. Ensuring the complete and accurate contact details of the nominator (the individual completing and submitting the nomination) have been recorded.
 - c. Ensuring the nominee's first name, other given names (if applicable) and surname have been recorded i.e. John William Buckman.
 - d. Ensuring that the nomination and recommendation/s address all eligibility criteria, and that all wording is appropriate and the information provided is true and accurate.
- 2.28 It is helpful to include examples that best show how the nominee has gone above and beyond what could reasonably be expected of someone in a similar position.
- 2.29 In the case of nominations for an award for valour or bravery, look carefully at the wording of the requirements for the particular award. Provide sufficient detail to enable an accurate assessment to be made of the level of risk to life and the survivability of the individual or individuals in their carriage of the act/s.
- 2.30 In the case of nominations for an award for valour or bravery, identify witnesses to the incident described and the act/s undertaken and, if possible provide statements from these witnesses.
- 2.31 In the case of nominations for an award for valour or bravery, it is imperative that the location is accurately identified and time that the act or event took place is shown. Describe in detail the act/s of the individual concerned and the circumstance under which the act/s took place and the level of risk involved.
- 2.32 In preparing the nomination, consider and record why the nominee's service and achievements are outstanding and worthy of recognition through the Internal Awards system.

Confidentiality

- 2.33 Whoever nominates a member or unit for an award will do so confidentially. The details of each nomination are kept confidential. If a nomination is successful, the member(s) is advised.
- 2.34 In accordance with this Service Standard all Internal Service Award nominations are strictly confidential and the information provided shall be used only to assist the Committee in considering the merits of the nomination.
- 2.35 The person nominated should not be approached for information or advised of their nomination at any stage.
- 2.36 The processes of the NSW RFS Internal Awards follow closely those used by the Honours Secretariat in Canberra and the Manager, Membership Administration will not release information concerning the process or progress of a nomination.

- 2.37 The Manager, Membership Administration shall acknowledge receipt of a nomination for an award to the nominator and line management only. Unless the Committee requires additional information, no further information concerning an award will be provided by the Manager Membership Administration, including details of unsuccessful nominations or the reasons why a nomination was unsuccessful.
- 2.38 If a nominated person does not receive an award, then clearly the nomination was unsuccessful. However, unsuccessful nominations for an award may be renominated in the following year.
- 2.39 Members of the NSW RFS may or may not accept a nomination. As nominations are strictly confidential, this matter will at all times remain a discreet and private matter between the Commissioner and the nominated member.

Offer of Award

- 2.40 Recipients are advised in writing of the offer of an award. The names of successful nominees shall be published annually on St Florian's Day (4 May).

Role of Management

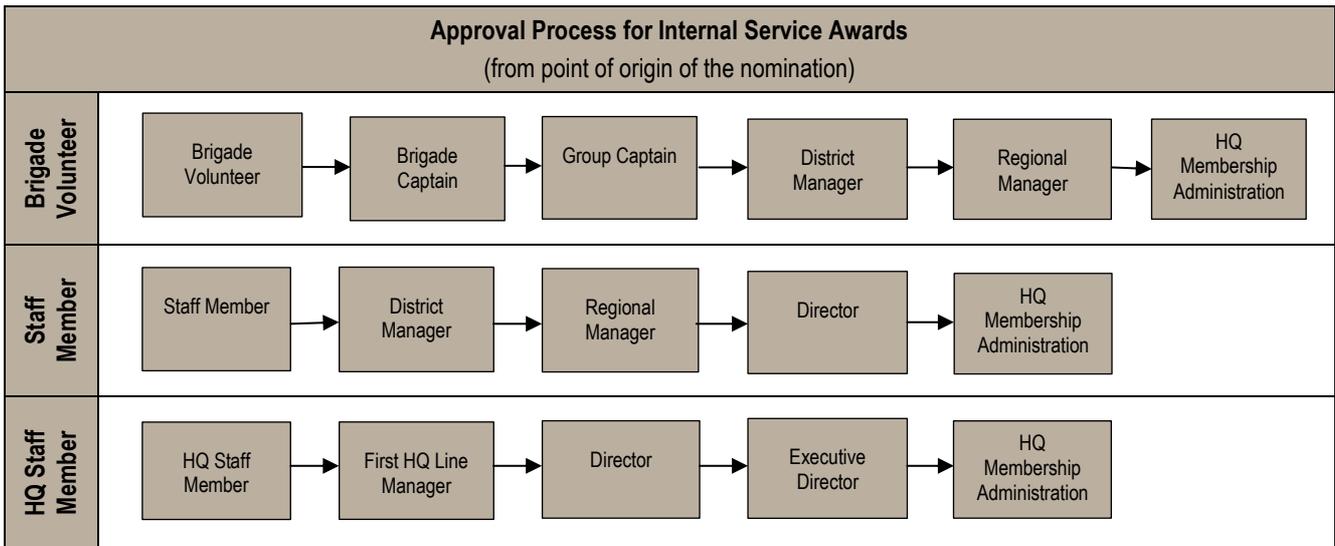
- 2.41 Managers play a vital part in the internal awards process. District and business unit Managers endorse nominations and confirm the nominee is worthy of the award they are nominated for.
- 2.42 Managers check the nomination form to ensure:
- a. The completeness and appropriateness of the nomination;
 - b. Detailed examples of the nominee's contribution to the NSW RFS are provided.
 - c. That the appropriate signatures have been obtained and affixed to the Nomination Form and that all details are correct.
- 2.43 Managers consider the nomination and make a recommendation regarding the nominee.
- 2.44 Regional Managers are to consider the nomination based on its merits and make a recommendation.

Management Recommendations

- 2.45 In the case that managers are not intending to recommend a particular award, they should attach their written reasons for not recommending a particular award to the Nomination Form and submit this to the next level in the NSW RFS chain of command. This will ensure that the Committee is privy to all of the information concerning a particular proposal for an award.

Cancellation and Reinstatement

- 2.46 Where an award is cancelled, the name of the person to whom it was awarded will be removed from the Register and that person will return the award to the Committee.
- 2.47 Where an award has been cancelled and restored, the Committee will restore the entry in the register.
- 2.48 The Commissioner may cancel an award to a person and may restore an award which was so cancelled.
- 2.49 If you have any further questions, or require guidance in the preparation of a nomination, please contact your Captain/Group Captain or Manager.



3 Related forms

- > [How to nominate someone for an Internal Service and Bravery Award](#)
- > [Internal Service and Bravery Award Nomination Form](#)

SOP 9.1.1 - 2

INTERNAL SERVICE AWARDS CEREMONIES

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) defines the procedures for the NSW RFS Awards Ceremony (Awards Ceremony) for the Internal Service Awards.

2 Procedures

The Internal Service Awards Ceremony

- 2.1 The Manager, Membership Administration is responsible for the conduct of the Awards Ceremony and its arrangements.
- 2.2 If a member is nominated for an award and accepts this nomination, they will be invited to attend the Awards Ceremony.
- 2.3 The Awards Ceremony is held each year on 4 May, being the feast day of St Florian, the Patron Saint of Fire Fighters.
- 2.4 The Minister and/or the Commissioner of the NSW RFS normally present awards. Recipients are invited to bring a guest.
- 2.5 If a recipient is unable to attend the Awards Ceremony, the Award may be presented to the recipient during the ensuing weeks. The presentation is conducted by the Commissioner or by an officer in the NSW RFS nominated by the Commissioner.
- 2.6 Full details on the protocol and procedures for NSW RFS ceremonial events can be found in Service Standard 8.1.3 Ceremonies and Events.

Wearing of Insignia

- 2.7 The insignia of an awards system consist of a number of specific elements such as medals, stars, ribbons and miniatures. A medal is essentially different from a decoration, a clasp different from a bar, and a ribbon different from a ribbon bar.
- 2.8 The insignia of internal awards are worn on NSW RFS uniforms in line with protocols outlined in the booklet titled "Internal Bravery and Service Awards".
- 2.9 If a member accepts and is presented with an award, only that individual member or unit members of an awarded unit wear the insignia. The recipients' name, along with the date and incident (in the case of bravery) will be listed on the warrant of the award and a record of this award will be kept on a central database maintained by the Manager, Membership Administration.

3 Related Forms

- > None

SOP 9.1.1 - 3

NOMINATION PROCESS FOR LONG SERVICE MEDAL

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) contains guidelines for medals awarded to NSW Rural Fire Service (NSW RFS) volunteers and staff in recognition of their service to the organisation.
- 1.2 Effective from 4 May 2009 (St Florian's Day) the Long Service Medal replaced the previous Long Service Award. The previous eligibility criteria for this award are outlined in this SOP.
- 1.3 The Long Service Medal replaced the 15, 25, 35 and 50-year Long Service Badges and Certificates.

2 Procedures

Introduction

- 2.1 The Commissioner approved the establishment of a NSW RFS Long Service Medal that will recognise long service by current members of the NSW RFS, both volunteer and salaried.
- 2.2 Ten years of eligible service is necessary to qualify for the Long Service Medal, Miniature Medal and Ribbon Bar. Rosette Impellers and Clasps are awarded for each additional ten year period.
- 2.3 A gold coloured Rosette Impeller and gold coloured Badged Clasp are awarded for 50 years of service with an additional gold coloured Rosette Impeller awarded for each subsequent completed period of ten years of service with an additional Badge added to the gold coloured Clasp for each subsequent completed period of ten years of service.

Description

- 2.4 The design embraces the following as being representative of the State and the NSW RFS:
 - a. **Medal Ribbon**

The ribbon consists of five (5) vertical stripes taking its colours principally from the NSW RFS Emblem (Red, Blue and Green).
 - b. **The Medal**
 - i. The Long Service Medal and its accoutrements are oxy silver in colour.
 - ii. The front side of the medal consists principally of the engraved Emblem of the Rural Fire Service.
 - iii. The reverse side of the medal consists of the engraved Emblem of New South Wales and includes the engraved statement "For Long Service".
 - iv. The Long Service Medal contains the Queen's Crown on the front side of the medal and the Crown is linked to the medal bar ribbon holder by a medal holder.

Order of Precedence

- 2.5 The Long Service Medal ranks immediately after the Commissioner's Commendation for Service.
- 2.6 The NSW Government has determined the Order of Precedence for members of the NSW RFS who are also members of other emergency services as defined in the State Emergency and Rescue Management Act, 1989 or other permanent agencies and who are also eligible to wear the Long Service Medal of the other Service/s and/or Agencies.

2.7 The Order of Precedence for the wearing of Long Service Medals will be in the following Order of Precedence:

1. NSW Police Force
2. NSW Fire Brigades
3. Ambulance Service of NSW
4. Department of Corrective Services
5. Office of the Sheriff of NSW
6. NSW Rural Fire Service
7. State Emergency Service
8. NSW Volunteer Rescue Association Inc.
9. ACT Emergency Services Medal.

Post Nominals

2.8 There are no post nominal entitlements associated with the Long Service Medal.

Approval Date

2.9 The approval date for the institution of the Award of the Long Service Medal was 4 May 2009.

Award of the Long Service Medal

2.10 The Medal may be awarded to a person if that person has eligible long service to the NSW RFS as:

- a. A NSW RFS volunteer; or
- b. A NSW RFS salaried staff member; or
- c. Both of the above.

Eligible Service

2.11 A person has eligible service if throughout the period of their service the person has:

- a. Maintained a level of sufficient training and skills to fulfil their duties as a member of the NSW RFS; and
- b. Maintained a satisfactory NSW RFS record.

Determination of Length of Service

2.12 Length of service will be calculated from a person's anniversary date of commencement as a member of the NSW RFS with the proviso that they were after that date a member of the NSW RFS on 4 May 2009 or have qualifying service.

2.13 The total accumulated period of service of a person who was a member of the NSW RFS on 4 May 2009 will apply towards the calculation of that person's eligible long service. In other words, long service both as a volunteer and a staff member will count towards eligibility for the Long Service Medal.

2.14 Former members of the NSW RFS who left the Service before 4 May 2009 are not entitled to the Long Service Medal.

2.15 Service as a Junior or a Cadet Member will be recognised.

Wearing the Medal

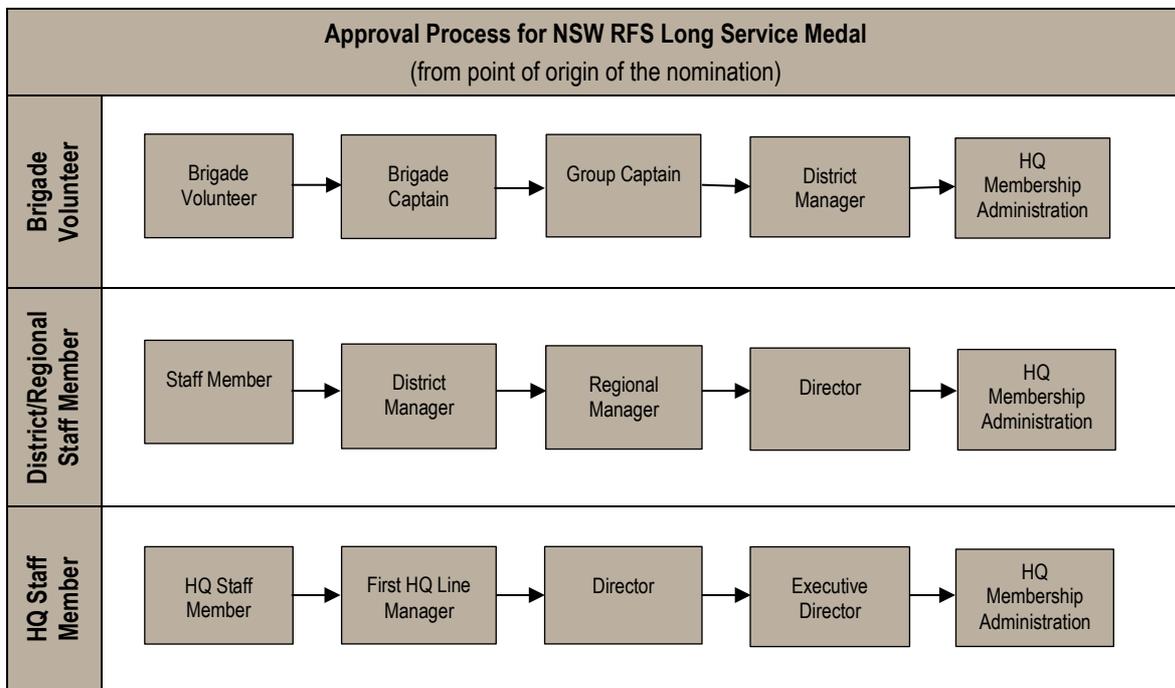
2.16 The Rural Fire Service Internal Bravery and Service Awards are worn on the right side of the uniform with the most senior award closest to the wearer's right shoulder. The Order of Precedence of the Service Awards mirrors the National Awards.

2.17 In the case of multiple Service Awards, Medals and Commendations, these are worn on the right side of the uniform with the Medal for Valour being worn closest to the wearer's right shoulder and other awards towards the wearer's centre chest in their Order of Precedence.

- 2.18 In accordance with the above instruction, the NSW RFS Long Service Medal is worn on the right breast, 3mm above the right breast pocket, beneath the Name Badge, in the order of precedence as described at clauses 2.7 above.
- 2.19 Where the holder is the recipient of an award or awards from another Service/s or a Foreign Award, those awards are worn after the NSW RFS awards and in the order of precedence as described above.

Loss of a Medal

- 2.20 In cases where a Long Service Medal has been presented to a member of the NSW RFS who subsequently loses or damages the Medal or its accoutrements, the responsibility and cost of replacement/s is to be borne by the member.
- 2.21 In order for the Long Service Medal and/or Clasps to be replaced or reissued, the member will need to provide the Awards Officer at NSW RFS Headquarters with a completed Request for Replacement Medal Form and a signed Statutory Declaration showing the reasons and circumstances of the medal and/or its' accoutrements being lost, stolen or damaged, along with a copy of a Police Report (if the medal and/or its accoutrements were stolen).
- 2.22 The Long Service Medal service providers have been instructed that no Long Service Medal or replica will be issued to any person for any reason unless authorised by the Awards Officer or the Manager Membership Administration on behalf of the Commissioner.



Nominations

Eligibility for Nominations

- 2.23 All members of the NSW RFS are eligible to be nominated for the Long Service Medal. Members of the NSW RFS are defined in Section 8 of the *Rural Fires Act, 1997* as being:
- a. The Commissioner and other staff of the RFS; and
 - b. All volunteer members.
- 2.24 For the purposes of the Long Service Medal, “contract” or “temporary” or other agency staff members are not members of the NSW RFS and are therefore not eligible to be nominated.

Eligibility of Person Nominating

- 2.25 Any member of the NSW RFS may nominate any other member of the Service for a Long Service Medal. Self-nominations are unacceptable and will not be processed.

Nomination Form

2.26 Members of the NSW RFS must be nominated for a Long Service Medal using the prescribed Nomination Form attached to this SOP, and in line with the criteria set out in this SOP.

Preparing a Nomination

2.27 When filling out the Nomination Form the nominator must pay particular attention to the detail of the following:

- a. Ensuring that the complete and accurate contact details of the person being nominated for an award have been recorded;
- b. Ensuring the nominees first name, other given names (if applicable) and surname have been recorded i.e. John William Buckman;
- c. Ensuring that the complete and accurate contact details of the nominator (the individual completing and submitting the nomination) have been recorded; and
- d. Ensuring that the nomination and recommendation/s address all eligibility criteria, ensuring that all wording is appropriate and the information provided is true and accurate.

Confidentiality

2.28 Long Service Medal nominations are not confidential. The information provided will be used to assist the line managers and the Commissioner in considering the merits of the nomination.

Role of Management

2.29 Managers are required to vet Nomination Forms for:

- a. Completeness and the appropriateness; and
- b. Ensuring that the appropriate signatures are recorded on the Nomination Form and endorse where required.

2.30 In the case that managers are not intending to recommend a particular award, they should attach their written reasons for not recommending a particular award to the Nomination Form. This will ensure that the Manager Membership Administration is privy to all of the information concerning a particular proposal for an award.

3 Related Forms

- > [How to nominate someone for the Long Service Medal](#)
- > [Long Service Medal Nomination Form](#)
- > [Request for Replacement Long Service Medal Statutory Declaration](#)