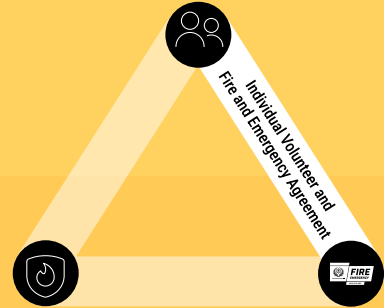




# 1 Individual Volunteer and Fire and Emergency Agreement

This document relates to: the relationship between you as an individual volunteer and Fire and Emergency.



## Intent of this document

This document is proposed to be an agreement to confirm your engagement as a volunteer with Fire and Emergency New Zealand. It outlines the shared commitments, responsibilities and expectations that come with that relationship.\*



### Review the agreement

You will find a copy of this document on the next page. You can also view it online by using the QR code or visiting <https://portal.fireandemergency.nz/VEM> and clicking *Individual and Fire and Emergency Agreement*.



### Share your feedback

There are four ways to provide feedback - you can access them all at <https://portal.fireandemergency.nz/VEM> or by following the QR code.



**Attend an online or in person drop-in session**



**Collaborative consultation website**



**Respond to a survey**



**Send us an email**  
[vem@fireandemergency.nz](mailto:vem@fireandemergency.nz)  
[connect@ufba.org.nz](mailto:connect@ufba.org.nz)

\* Some existing volunteer agreements that pre-date the formation of Fire and Emergency (2017) make reference to payments. Volunteer payments are out of scope of the Volunteer Engagement Model Project and are not a part of this consultation. A separate project has been established to review volunteer payments. For more information please refer to the volunteer payment project page on the portal at <https://portal.fireandemergency.nz/projects-and-programmes/volunteer-payments-project>.

# Individual Volunteer and Fire and Emergency Agreement

This agreement confirms your engagement as a Fire and Emergency New Zealand volunteer and outlines our shared commitments, responsibilities and expectations. This agreement is not customisable.

## This agreement is between:

[Insert Volunteer name here]

and

Fire and Emergency New Zealand

### Definitions

- **Authorised person** is someone empowered under the Fire and Emergency Act to respond to incidents as directed.
- **Call outs** are incidents that operational personnel attend.
- **Fire and Emergency** means Fire and Emergency New Zealand.
- **Tangata whenua** means people of the land.
- **We** means Fire and Emergency and the volunteer making this agreement acting together.
- **Whānau** means extended family and family group.
- **You** means the volunteer entering this agreement.
- **Your Brigade** or **the Brigade** means the Volunteer Fire Brigade with which you are joining or currently volunteer.

## 1. Engagement overview

### 1.1 Engagement as a volunteer

You, [name], are engaged as a Fire and Emergency **volunteer** under the Fire and Emergency New Zealand Act 2017. This means that you are not an employee or contractor of Fire and Emergency and the work you do as a volunteer is not done for financial gain or profit.

If your volunteer role requires Authorised Person status, this will happen upon successful completion of the required training. Fire and Emergency will provide you with a notice confirming this authorisation.

If you end your volunteer engagement with Fire and Emergency or your role changes to a position that doesn't require authorised person powers, Fire and Emergency will remove your authorisation status.

### 1.2 Enrolment and dual relationship

As a volunteer, you are engaged with Fire and Emergency as well as a member of the «Name of Brigade» Volunteer Fire Brigade reporting to your Brigade Leader. You will keep this dual relationship for as long as you remain a member of a Brigade and engaged with Fire and Emergency.

## 2. What we will do together

Together, we share responsibility for creating an environment that is safe, respectful and inclusive.

Together, we will:

- keep people safe by making sure everyone goes home safe and well by following good safety, health and wellbeing practices
- foster a positive and inclusive culture, treating everyone with respect, living our Fire and Emergency values and supporting diversity, equity and inclusion
- build public trust by representing your Brigade, Fire and Emergency and our communities with integrity, professionalism and care
- protect privacy by keeping personal or sensitive information confidential
- honour our commitment to work with Māori as tangata whenua
- communicate clearly and respectfully by listening and sharing information
- working through any issues or challenges fairly, with goodwill and openness.

## 3. What you can expect from Fire and Emergency

Fire and Emergency is committed to supporting you to serve your community safely and effectively.

You can expect Fire and Emergency to:

- provide what you need to perform your role as a volunteer safely and competently, including equipment, uniform and training
- ensure you have the policies, guidance and authorisations needed to set you up for success
- provide insurance cover and legal protection under the Fire and Emergency New Zealand Act 2017 for what you do with honest intentions in your role as a volunteer
- look after your wellbeing, including managing safety, health and wellbeing risks and providing access to psychological or medical support when needed
- recognise your contribution by acknowledging that volunteering can bring extra costs or pressures and reimbursing reasonable expenses as outlined in policy
- consult and communicate meaningfully with you and your Brigade about changes that may reasonably affect your volunteering
- invest in your development and provide learning, training and leadership opportunities to grow your skills and confidence
- support fair process by making dispute resolution, advocacy and support services available at no cost to you
- recognise and appreciate the support of your whānau and employers (including your own business if self-employed) in recognition of their contribution to your volunteering journey.

## 4. What Fire and Emergency expects from you

Volunteering with Fire and Emergency means being part of a trusted team that keeps communities safe. Your reliability, professionalism and care make all the difference.

As a Fire and Emergency volunteer, you agree to:

- be an active and reliable volunteer by attending training, callouts and Brigade meetings as required for your role
- keep your skills current by staying up to date with the training needed to perform your duties as a volunteer safely and effectively
- act with integrity and uphold the reputation of your Brigade, Fire and Emergency and yourself within your community
- use uniform, fleet and equipment entrusted to you responsibly
- follow all Fire and Emergency policies, procedures and Te Tikanga Whanonga | Our Code of Conduct
- only undertake tasks for which you are trained, qualified and have up-to-date skills
- follow reasonable directions and instructions from Brigade leadership and Fire and Emergency where you can do so safely, competently and within relevant legislation and policies
- take care of your own safety, health and wellbeing and support those around you to do the same
- tell your Brigade Leader or Fire and Emergency if you need help to perform your role safely or if something doesn't feel right
- tell your Brigade Leader if anything changes in your health or wellbeing that may affect your ability to volunteer safely.

## 5. Ending your agreement with Fire and Emergency

You can end your volunteer relationship with Fire and Emergency at any time by writing to your Brigade Leader. If you're thinking of doing this, please talk to your Brigade Leader or someone in the Brigade first as there may be other options or help available.

If you resign from your Brigade, you also end your relationship with Fire and Emergency, except where this is to transfer to a different Brigade.

Where issues affect safety, public trust or go against Fire and Emergency directions or policy, Fire and Emergency may need to end this agreement and your engagement as a volunteer with Fire and Emergency. If this happens, Fire and Emergency will always listen carefully, communicate openly and provide support throughout the process.

## 6. Contact information and signatures

By signing this agreement:

- **You** agree to the terms set out in this agreement and to volunteer safely, respectfully and in line with Fire and Emergency's values and policies.
- **Fire and Emergency** agrees to support you as a volunteer with the resources, training and guidance you need to serve your community.

**Volunteer**

**Brigade Leader**  
(on behalf of Fire and Emergency  
New Zealand)

Signature

\_\_\_\_\_

\_\_\_\_\_

Name (print)

\_\_\_\_\_

\_\_\_\_\_

Position

\_\_\_\_\_

\_\_\_\_\_

Date

\_\_\_\_\_

\_\_\_\_\_



### SHARE YOUR FEEDBACK

Share your feedback by visiting <https://portal.fireandemergency.nz/VEM> or by following the QR code.



### FOR YOUR REFERENCE

You can view a glossary of relevant policies and guidelines referenced in this agreement at <https://portal.fireandemergency.nz/vem-links>.

