



AUSTRALIAN EMERGENCY MANAGEMENT VOLUNTEER FORUM

Recognition in the Australian Emergency Management Volunteer Forum

Summary of Responses to the 2006 Member Organisations Questionnaire

1 March 2007

The Australian Emergency Management Volunteer Forum (AEMVF) developed a questionnaire in 2006 to identify ways in which member organisations recognise the contributions of their volunteers. The questionnaire included questions on formal, informal, internal and external means of recognition. In addition, it asked how organisations recognise the contributions of the employers of their volunteers. This document provides a synopsis of the responses received.

Organisations that comprise or support Emergency Management Volunteers are encouraged to consider whether the opportunities for recognition listed below would be appropriate for them. They should develop a range of formal and informal ways of recognising their volunteers and should gain access to external opportunities where possible.

Thank you to the following AEMVF member organisations for their participation in the questionnaire:

- Australian Red Cross
- Australasian Fire Authorities Council (AFAC)
- ADRA
- Anglicare
- Australian Volunteer Coast Guard
- Fire and Emergency Services (FESA) – Western Australia
- Royal Volunteer Coastal Patrol
- St John Ambulance Australia
- St Vincent de Paul
- State Emergency Service (responses from NSW, Tasmania and Victoria)
- Surf Life Saving Australia

Formal Internal Awards

These are often auspiced and/or presented by key figures within the organisations, e.g. CEOs, Commissioners, members of local, state and Commonwealth governments, Patrons, etc. The awards include medals (and bars/clasps), ribbons, certificates and letters. Some of the Awards are recognised under the Australian Honours and Awards System.

- Admission to and promotion within an Order - St John
- Appointment to a Rank
- Awards for members killed in action
- Awards in memory of deceased members
- Bravery and Courage – group and individual
- Cadet Awards – such as the (international) Grand Prior Award in St John
- Certificates of completion and participation for training
- Divisional or Unit Awards – awards within a local division or unit
- Honorary Membership and Honorary Life Membership
- Letters and Certificates of Appreciation
- Long Service – group and individual
- Operational Service Awards – for completion of a predetermined number of operations or hours of service
- Service and Achievement – conspicuous, distinguished, exceptional, international, meritorious, outstanding (for members and non-members)

Formal External Awards

These awards include medals (and bars), ribbons, certificates and letters. Many of the Awards are recognised under the Australian Honours and Awards System.

- Australia Day Awards - including national, state, regional and local government levels
- Australian Bravery Decorations
- Australian Fire Services Medal
- Australian of the Year Awards
- Award within the Order of Australia
- Awards for Assisting Police (issued by Police Commissioner/Commander)
- Centenary Medal
- Citizen of the Year Awards – often at a local government level.
- Emergency Management Australia Safer Community Awards
- Emergency Services Medal
- National Medal
- Premiers' Awards
- Public Service Medal

- Royal Humane Society of Australasia Bravery Award
- Statements of Attainment for training

Informal Internal Recognition

- Acknowledgement (often by a senior member) in person, either in private or in the presence of peers
- Annual lunches, dinners and celebratory events
- Certificates of Appreciation
- Correspondence to employers of volunteers to explain the significant role and achievements of their employees
- Member benefit and discount programs – organisations engaging businesses to provide discounts and other benefits to their members. For example, *MemberLink* for Victorian Country Fire Authority (CFA) members.
- Member newsletters, gazettes, circulars and websites – the opportunity to recognise the actions, activities and achievements of individuals and groups
- Positive recognition taught during team leader training and to area coordinators.

Informal External Recognition

- Articles and items about members and their work/achievements in the media
- Nomination of members in local awards, e.g. local government
- Opportunities for members to represent their organisations at public events – including conferences, celebration days, seminars, ANZAC Day, Commonwealth Games ceremonies.
- Profiles of members on the AEMVF website
- Supporter (external) newsletters, gazettes, circulars and websites – the opportunity to recognise the actions, activities and achievements of individuals and groups

Other Recognition

- Experienced volunteers asked to share their experiences with their peers at meetings, camps, etc.
- Experienced volunteers engage in high level organisational decision-making
- Honour Boards
- Provision of uniforms and other equipment

Employer Recognition

- Letters and certificates to recognise supportive employers including those who provide release time for operations
- One organisation is currently developing a formal employer recognition program
- Recognition of employers in publications, including websites.

One organisation also discussed how it is developing means of recognising its own employees for the out of hours work they do in supporting volunteers.

Recognition Sub-committee

Australian Emergency Management Volunteer Forum