Frequently Asked Questions – NSW, ACT, QLD

1. **Do I still complete a program approval form for new children and youth programs and send it to my Divisional Support Officer when I want to run a new program?**
   Yes, continue to use the Program Approval form. Refer to the Program Approval Step Guide for your Division. The Step Guide can be found under the Program Approval Resources link on Salvos Central Toolkit and My Salvos Toolkit.

2. **When I am submitting or approving a program where do I check to make sure my volunteers have the right integrity check?**
   All your team members must have a current WWCC and Safeguarding Principles and Safeguarding@TSA training. Anyone who has current Safe Salvos would have been granted RPL for Safeguarding Principles and Safeguarding@TSA training. You can check your team members' WWCC and training data on **Salvos WorkDay** (SWD).
   The *Volunteer Mandatory Training and WWCC Status* report provides you with updated status of both WWCC and safeguarding training for your volunteers. Managers and Admin of Volunteers can access this report in SWD.
   To check WWCC for team members that are outside of your direct line management email: integritycheckhelp@salvationarmy.org.au

3. **When I am submitting or approving a program where do I check to make sure my volunteers have the right training?**
   You can check training details in SWD for volunteers or Learn for Officers and employees in your direct line management.
   The *Volunteer Mandatory Training and WWCC Status* report provides you with updated status of both WWCC and safeguarding training for your volunteers. Managers and Admin of Volunteers can access this report in SWD.
   To check training for team members that are outside of your direct line management email: integritycheckhelp@salvationarmy.org.au

4. **Who can I ask about approval processes for children and youth programs?**
   You can contact your Divisional Safeguarding Consultants (SGC).

5. **Who should I speak to if I have a question about volunteer data in Salvos WorkDay (SWD)?**
   You can contact your VR Advisor.

6. **Who should I speak to if I have a question about safeguarding considerations in new activities or programs?**
   SGC can assist and provide you with advice and support when developing new activities/programs.

7. **I have developed or adapted a program or activity in response to Covid-19 provisions, do I need to complete a new program approval and activity risk assessment?**
   Yes, you will need to complete a new program approval and activity risk assessment.
   Your SGC can support you in addressing any safeguarding considerations.

8. **Is an individual wanting to volunteer in Children and Youth Ministry positions still required to complete the Application for Ministry form?**
No. The Application for Ministry form has been superseded by the new national Volunteer Application process via Salvos Workday. Managers of Volunteers are to ensure they follow recruitment, integrity check, Code of Conduct and Safeguarding training requirements as directed via the SWD recruitment process. You can follow the SWD step guides/videos found at: https://salvosau.sharepoint.com/sites/SUP0678Toolkit/SitePages/Managing-Volunteers.aspx?Mode=Edit *or contact your Volunteer Advisor:* *https://my.salvos.org.au/volunteer-resources/volunteer-resources-team/*

9. **My volunteer has completed face to face Safeguarding training and needs to have their training record updated in Salvos Workday (SWD). How do I update this record?**
You can update face to face Safeguarding training for your volunteer directly in SWD. Refer to the Update Volunteer Details Step Guide here (Steps 17 onwards provide instructions on updating training details)

10. **My volunteer has recently got a new WWCC but their information in Salvos Workday is not updated. How do I update this information in SWD?**
You can update WWCC records for your volunteer directly in SWD. Refer to the Update Volunteer Details Step Guide here (Steps 20 onwards provide instructions on updating Background Check information in SWD)