



Frequently Asked Questions – VIC, TAS, SA, NT, WA

1. **Do I still complete Permissions to Proceed for new children and youth programs in Safety Management Online (SMO)?**

Yes, continue to use SMO. 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. **Do I still use SMO to approve children and youth programs?**

Yes, continue to use SMO. 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](#).

3. **How do I add new team members to my program?**

For new team members create a list using the New Program Member List Excel template found at the Resources Section in SMO and on [Salvos Central](#) and [My Salvos](#) Toolkits – click on Program Approval Resources link.

4. **Can I still use the Traffic Light system in SMO to check the validity of team members' integrity check and training?**

No, the Traffic Light system is no longer accurate as we have disabled its edit function.

5. **When I am submitting or approving a program where do I check to make sure my volunteers have the right integrity check?**

You can check your team members' WWCC on Salvos Workday (SWD). To check WWCC for team members that are outside of your direct line management email:

integritycheckhelp@salvationarmy.org.au The **Volunteer Mandatory Training and WWCC Status** report provides status of both WWCC and safeguarding training for your volunteers. Managers and Admin of Volunteers can access this report in SWD.

Please note that for Safeguarding Principles Training there is currently a number of unmatched training records. The ICS can assist in the interim where training records appear to be missing.

6. **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. To check training for team members that are outside of your direct line management email: integritycheckhelp@salvationarmy.org.au

The **Volunteer Mandatory Training and WWCC Status** report provides status of both WWCC and safeguarding training for your volunteers. Managers and Admin of Volunteers can access this report in SWD.

7. **Who can I ask about approval processes for children and youth programs?**

You can contact your [Divisional Safeguarding Consultants](#) (SGC).

8. **Who should I speak to if I have a question about volunteer data, VMS or Salvos WorkDay (SWD) for volunteers?**

You can contact your VR Advisor.



9. 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.

10. 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 in SMO. Your SGC can support you in addressing any safeguarding considerations.

11. 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 Salvos Workday. Refer to the Update Volunteer Details Step Guide [here](#) (Steps 17 onwards provide instructions on updating training details).

12. My volunteer has recently got a new WWCC but their information in Salvos Workday (SWD) 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).