



ARMY OF
VOLUNTEERS

MISSION VOLUNTEER HANDBOOK

Version 2.0 July 2020

Name:

Role:

Mission expression:



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1 | Welcome

Welcome to The Salvation Army, affectionately known in Australia as the Salvos.

Mission volunteers are an integral part of The Salvation Army's vision to transform Australia one life at a time with the love of Jesus. We couldn't do this without you, so we are both grateful and excited to have you join us.

This handbook will help you understand:

- ✔ More about the Salvos and your mission expression
- ✔ Your rights and responsibilities as a mission volunteer
- ✔ Expected performance, behaviour and boundaries
- ✔ How to stay safe while volunteering
- ✔ How to raise concerns and find support
- ✔ What to do when you can no longer volunteer

We want to thank you for dedicating your service, time and skills to the Salvos. Everyone has a part to play and each part is equally important. Thank you for taking the steps to volunteer and make a meaningful impact. We hope that as you invest in others, you will find the experience both rewarding and enjoyable. Thank you for choosing to be involved and partner with us.



2 | Who we are

2.1 About the Salvos

The Salvation Army Australia is a Christian movement, united by faith and giving hope where it's needed most. We operate in remote, regional and urban communities across Australia and provide a range of supports and services such as addiction recovery, disaster and emergency relief, chaplaincy, accommodation and homelessness support and financial assistance amongst many others. These services are delivered without discrimination, to those facing hardship and injustice. We are a Church as well as a charity, and believe that with one hand we reach out to God and with the other, we reach out to the world.

We help more than one million Australians every year – that's one person every 30 seconds. This is only possible with our incredible army of mission volunteers. Together we are creating a meaningful impact – every moment of every day.

Organisational structure

The Salvation Army operates in 130 countries and is led by a General who provides spiritual and administrative guidance to The Salvation Army worldwide. The General is located at the Army's International Headquarters (IHQ) in London, England. Each country in which The Salvation Army operates is typically known as a territory.



2.2 Mission, vision and values



Our mission

The Salvation Army Australia is a Christian movement dedicated to sharing the love of Jesus.

We share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice



Our vision

Wherever there is hardship or injustice, Salvos will live, love and fight, alongside others, to transform Australia one life at a time, with the love of Jesus.



Our values

Recognising that God is already at work in the world, we value:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

The Salvation Army recognises the Aboriginal people as the traditional owners and custodians of our land. Our vision for reconciliation is to be a faith movement committed to equity, freedom and the righting of injustice.

We aim to respect, value and acknowledge the unique cultures, spiritualities, histories and languages of the oldest surviving culture in the world, and to engage in a unified and positive relationship with Aboriginal and Torres Strait Islander peoples and their communities.

The Salvation Army is a child safe organisation and provides an environment that is safe and inclusive for children and young people, where they feel safe, respected, valued and encouraged to reach their full potential. The Salvation Army is committed to protecting children from all forms of abuse and harm (zero tolerance). The Salvation Army's commitment to the safety and wellbeing of children is a shared priority and responsibility of all Salvos personnel.

2.3 Our work

The Salvos work with and support the community through our corps (churches), social mission and community engagement programs.

Corps

Our local Salvation Army churches are known as corps. They are our grassroots community presence around the country and oversee a range of spiritual, social and recreational activities.

Social mission and community engagement

Social service centres and programs provide aid and support to people in need. Support is provided within the community and in the form of emergency assistance and rehabilitation. Types of services can vary from one state to another.

Mission Enterprises

Mission Enterprises raise vital funds which allow the Salvos to continue providing services and programs.

The corps provide:

- Worship services

- Community support
- Community events

Community activities may include:

- Family/Thrift stores
- Corps local coffee shops
- Community meals
- Mainly Music
- Just Brass
- Street teams
- Fundraising (Red Shield Appeal)

- Bible study groups
- Companionship clubs
- Craft groups
- Home League
- Kids Club
- Youth Club
- Playgroups
- Positive Lifestyle Program
- Holiday clubs
- Homework programs

Social services provided:

- Recovery services – alcohol, drugs and gambling
- Chaplaincy (clubs, hotels, courts, prisons, fire and emergency services, hospitals, social mission, airports, rural chaplains, Aged Care and Employment Plus)
- Community support (emergency relief)
- Counselling
- Domestic and family violence support

- Emergency services (SAES) and disaster management
- Financial counselling
- Housing and homelessness support
- Learn to Drive
- Legal services
- Mental health services
- Support for refugees, asylum seekers and migrants
- Rural support
- Youth services

Mission Enterprises include:

- Salvos Stores
- Aged Care
- Employment Plus

- Salvation Army Housing
- Salvos Funerals

Together, all Salvos mission expressions (churches, services, programs and activities) aim to transform Australia one life at a time with the love of Jesus.

2.4 Army of mission volunteers

Our mission volunteers offer their skills, knowledge and expertise in a range of role and programs – from collecting for the Red Shield Appeal, contributing to Salvos faith communities (corps), supporting community members in need, working as retail assistants in our stores to providing expertise on our Board and advisory boards and committees.

Our army of volunteers, including you, are the heartbeat of the Salvos and we are thankful to every single one of you!



MISSION VOLUNTEERS

3 Preparing for your volunteer role

3.1 Administration

As part of your volunteer role, there are some steps and forms you must complete before you can safely commence your role. You will need to:

- Read and understand this handbook which includes our Code of Conduct.
- Sign a volunteer agreement
- Be given a Role Profile
- Complete induction and training

Your corps officer/line manager will let you know if your role requires additional steps before you can start.

3.2 Background checks

Background checks are required before commencing new roles. This could include a Police Check, Working with Children Check, Reference Check and/or other role specific checks. If your volunteer role changes, you may need to get additional checks.

The checks are based on factors such as

- Risks related to a role
- Legislative requirements
- Organisational requirements

If you work with children or young people, you must have a current Working with Children Check (or equivalent) before you start. It is illegal to work with children without these checks. Your corps officer/line manager and Role Profile will outline what checks are required, and support will be provided to obtain and maintain those checks.

4 Rights and responsibilities

4.1 Rights

During your engagement as a volunteer with the Salvos, you and the Salvos will have certain rights and responsibilities. These ensure that our partnership is mutually agreed, safe and meaningful.

As a volunteer, you have the right to:

- Volunteer in a healthy and safe environment free from discrimination, bullying and harassment
- Be engaged in your role in accordance with equal opportunity and anti-discrimination law
- Be given a volunteer Role Profile which reflects the role, your responsibilities and relevant requirements
- Be given the tools, resources and information required to undertake your role safely and effectively
- Be covered by our Voluntary Workers Insurance which comes into effect once you have completed and submitted the Volunteer Agreement
- Provide and receive feedback
- Raise concerns, complaints and grievances and be supported towards a resolution
- Have your personal information stored and protected as outlined in [The Salvation Army Privacy Policy](#)
- Be recognised for your commitments and contribution to mission delivery
- Change or reconsider your volunteer involvement with the Salvos at any time

As a volunteer, you accept that the Salvos have the right to:

- Select the candidate who best meets the Role Profile
- Require the completion of training to ensure there is clear understanding of safety and behavioural requirements before starting your role
- Evaluate and manage your engagement and performance in your role
- Suggest alternative roles, respectfully reassess or ask you to vacate your role if the requirements of the role and organisation are no longer being met
- Make volunteer roles redundant where a mission expression no longer exists

4.2 Responsibilities

As a volunteer for the Salvos, you represent the organisation in the community. Therefore, you have a responsibility to behave in a manner consistent with The Salvation Army's fundamental values and Code of Conduct*, and comply with relevant policies and procedures.

*Full Code of Conduct to be provided by corps officer/line manager, or can be requested from Volunteer Resources by emailing vrhelpdesk@salvationarmy.org.au
For Salvos Stores, please email ssvolunteer@salvationarmy.org.au

During the course of your volunteering, we expect you to:

- Provide the Salvos with relevant personal information required to manage your engagement safely and effectively
- Treat all people with respect, dignity and consideration
- Be a positive representative for the Salvos and refrain from behaviour and activities that would reflect poorly on yourself and on the Salvos
- Respect the privacy and confidentiality of service users, other workers, visitors and participants
- Be punctual and, when unable to attend, provide advance notice to your corps officer/line manager
- Fulfil the outlined tasks and responsibilities of your role or negotiate the duties where possible
- Provide as much notice as possible if you can no longer volunteer
- Comply with the law, Salvos policies and procedures and instructions from your corps officer/line manager. Refer to the Code of Conduct for additional information
- Ensure your acts do not adversely affect the health and safety of yourself or others and report any incidents as outlined below in 6.5 Incident and accident reporting.
- Report any changes concerning your integrity checks



5 Performance and behaviour

5.1 Code of Conduct summary

The Code of Conduct outlines the standards of personal and professional conduct, which reflect organisational and community expectations of volunteers contributing to the work of The Salvation Army. The summary outlines the required standard we abide by to ensure we can maintain an environment that is productive, positive, enjoyable, safe and free from harassment and discrimination.

The Code of Conduct expands on the rights and responsibilities of all Salvos workers (officers, employees, contractors and volunteers). As a volunteer, you have access to the full Code of Conduct and all relevant policies and procedures. Your corps officer/line manager will explain where to find these documents. You are encouraged to discuss with your corps officer/line manager if you would like any of the following information further explained.

5.2 Personal behaviour

When volunteering, your actions must align with The Salvation Army's vision, mission and values.



Integrity, honesty and respect

While volunteering it is important to:

- Conduct yourself with professionalism, honesty, integrity and transparency
- Treat everyone with respect, dignity, fairness and courtesy
- Treat children, young people and vulnerable people in a dignified manner

Dress and appearance

The Salvation Army is a well-recognised and respected organisation that projects a particular standard to its service users and the community it serves. As a volunteer, you must ensure that your appearance is neat, clean and appropriate for your area of work (as determined by your corps officer/line manager).

Some roles may require you to wear The Salvation Army branded clothing. It is important that such clothing only be worn when volunteering. A high standard of personal hygiene is expected at all times.

Do your best

Aim to fulfil your role to the best of your ability. Your Role Profile and corps officer/line manager will help you understand your duties and expectations.

Sensitive language

When communicating with others (written and verbal), do not make assumptions, deliberately offend or discriminate based on background, family status, gender identity, sexual identity or social, economic or cultural background.

Attendance and punctuality

As a volunteer, you are expected to be punctual and regular in your attendance (as outlined in your Role Profile). If you are absent due to sickness or any other reason, please notify your corps officer/line manager (or appropriate delegate) as soon as possible – preferably before normal starting time. Your corps officer/line manager may contact you to enquire about your wellbeing and reason for absence.



5.3 Unacceptable behaviour

The following behaviours are not condoned by The Salvation Army:

Violence and assault

The Salvation Army does not condone and will not tolerate violent, aggressive or any other behaviour that may constitute assault in any form against any person.

Language and verbal abuse

It is not acceptable to use language that is:

- Abusive, uncivil, insulting or obscene
- Intended to harm, abuse, bully, harass, shame, humiliate, belittle or degrade
- Inappropriate, offensive, profane or discriminatory

Boundaries

Boundaries help keep us safe and ensure that our interactions with children and young people, service users, fellow volunteers, staff and community members remain professional and respectful. To be effective, boundaries need to be respected and applied on a consistent and ongoing basis. You should only act within the agreed terms of your role (as outlined in your Role Profile).

As a volunteer with The Salvation Army, you must have a clear understanding of where the responsibilities of your role begins and ends. If you are unsure about boundaries within your role, speak to your corps officer/line manager.

Act and report a concern

We all have a responsibility to ensure the safety of others. If you have concerns or complaints regarding something that breaches The Salvation Army policies or relating to the wellbeing of others, you should report it to your corps officer/line manager or a senior Salvos representative.

Sexual misconduct

Under no circumstances is any form of sexual or intimate behaviour to occur between, with, or in the presence of children, vulnerable people or anyone else, irrespective of their age. Unacceptable behaviour includes, but is not limited to, inappropriate touching, flirting, comments about the body and exposure to pornography.

Exploitation

You are not allowed to seek to influence a situation or any person (whether physical or psychological) in order to gain advantage.

Physical contact

Physical contact should always be respectful, appropriate, based on the needs of others and only for the purpose of fulfilling your duties safely and effectively.

Self-disclosure

Do not disclose or share any of your personal details with children, young people, vulnerable people or service users. This is for your safety as well as to establish and maintain professional boundaries. Personal details include your full name, contact details and social media accounts. All communication and interaction should be to deliver services pertaining to your role. If sharing your personal details is required by the role, your corps officer/line manager will discuss this with you.

Images of others

It is important to protect and safeguard the privacy and images of all personnel, children, vulnerable people and service users.

You must familiarise yourself and comply with the following:

- Images and footage should only be taken on Salvation Army devices. Salvos personnel are not authorised or allowed to use personal devices
- Images should be respectful, dignified and have the appropriate consent
- A talent release form should be signed and completed for all persons whose image/content we are using
- Make sure you assess and comply with local cultural traditions or legal restrictions. For example, you are not permitted to take images or footage of children who are in out-of-home care
- Ensure file labels and text descriptions do not reveal identifiable or sensitive information

The capture and use of images must comply with The Salvation Army's policies, procedures and the law.

5.4 Children and young people guidelines

The Salvation Army is a child safe organisation and provides an environment that is safe and inclusive for children and young people – where they feel safe, respected, valued and encouraged to reach their full potential. The Salvation Army is committed to protecting children from all forms of abuse and harm (zero tolerance) and our commitment to the safety and wellbeing of children is a shared priority and responsibility of all Salvos personnel.

Volunteers play a crucial role in protecting children and young people. In your role, you must do all you can to promote a child safe culture.

Legal requirements

In line with relevant state or territory legislation, all personnel engaged in activities or programs with children must hold a valid Working with Children Check or Working with Vulnerable People Check for the relevant state or territory they are working in. Any volunteer who cannot meet this requirement will not be allowed to work in a child-related role, thereby potentially ending their volunteer involvement.



Power imbalance

You should be aware that children and young people, vulnerable people and service users often have limited or no power or voice in relationships and may find it difficult to speak up or communicate. Ensure that your actions or words do not take advantage of any other individual.

Reporting obligations

You must ensure the safety of all individuals by taking immediate and appropriate action to remove and/or reduce the risk to a child. This includes immediately notifying your corps officer/line manager or senior Salvos representative if:

- You become aware of any allegations of child abuse
- You have a concern for the safety of a child or young person in our services
- You notice any personnel whose practice or behaviour is contrary to the expectations of behaviour outlined here

You must obtain and follow the direction of your corps officer/line manager or senior Salvos representative, and in accordance with The Salvation Army's Incident Management Processes.*

*To be provided by corps officer/line manager, or can be requested from Volunteer Resources by emailing vrhelpdesk@salvationarmy.org.au
For Salvos Stores, please email ssvolunteer@salvationarmy.org.au

Physical contact

Any physical contact with children must be appropriate to the delivery of services and based on the needs of the child or young person, such as assisting or comforting a distressed child, rather than based on your needs.

You should report any physical contact initiated by a child that is sexual and/or inappropriate, including acts of aggression to your corps officer/line manager. This should be done as soon as possible to enable effective management of the situation.

Grooming

Grooming describes any behaviour intended to gain access to a child for the purposes of causing harm or exploitation. Examples of grooming and unacceptable behaviour include:

- Developing a 'special' relationship with a child by spending inappropriate 'special time' with them, giving gifts, showing favours, allowing the individual to overstep boundaries
- Encouraging inappropriate contact or conversation
- Inappropriate communication, including messaging, social media interaction or emails that seek to establish a relationship
- Developing a relationship with a child outside the boundaries of your volunteer role
- Requesting a child to keep any aspect of the behaviour, actions or communications a secret

Positive guidance

It is important to ensure each child participating in Salvation Army activities is made aware of the acceptable limits of their behaviour. Children are encouraged to feel safe, be safe and have positive relationships and friendships with their peers.

One-on-one interaction

You are required to avoid one-on-one situations with children. One-on-one unsupervised interaction with children is not considered part of normal process and should be avoided. Where necessary, interaction with children should be conducted in view of other personnel and in open spaces. Do not ask a child or young person into a closed room with you or take them away from the rest of the group.

If one-on-one unsupervised interaction is required, it must:

- Comply fully with the law and Salvation Army policies, procedures and requirements
- Have written approval from a senior Salvos representative and consent from a parent/guardian

Social interactions

You are not permitted to initiate time alone with any child or vulnerable person outside stated duties and responsibilities. Social interaction includes, but is not limited to, social media and other web-based networks and forums, face-to-face interaction and phone contact.

If social interaction or communication is necessary outside of your stated duties or Salvation Army service, prior approval from a senior Salvation Army representative and guardian/parent must be obtained. Interaction should fully comply with the law and Salvation Army policies, procedures and requirements.

5.5 The Salvation Army brand

The Salvation Army is a well-recognised and respected organisation that projects a positive image. When volunteering, your actions should always align with our mission, vision and values.

Media and social media

Only authorised personnel can speak to the media on behalf of The Salvation Army. As a volunteer, you should refer any media enquiries to your corps officer/line manager.

The Salvation Army has a social media policy which helps volunteers, officers, soldiers and employees communicate and engage safely and effectively on platforms. Anyone engaged with The Salvation Army in any volunteering capacity is a representative of the organisation and must conduct themselves according to this policy. Volunteers should refrain from posting content that may damage the reputation of The Salvation Army, another organisation or individual.

Smoking

Smoking is not permitted while wearing The Salvation Army branded clothing or representing the Salvos in any capacity, in Salvation Army buildings, vehicles or vicinity of entrances to Salvation Army buildings.

Drugs and alcohol

The Salvation Army expects volunteers to perform their duties with skill, care and attention. As a volunteer, you must not be under the influence of alcohol or illegal substances while volunteering or during meal breaks. Failure to comply may result in termination of your volunteer role.

Possession, use or trafficking of illegal drugs on Salvos premises is not permitted. The Salvation Army premises include, but are not limited to, all buildings, vehicles, car parks, meeting rooms and open spaces. Any prohibited activity will immediately be referred to the police. The Salvation Army will take disciplinary action, which may include termination of your volunteer role.

Please notify your corps officer/line manager immediately if you're taking any legally prescribed medication that may affect the safety and/or performance of yourself or others.

Gambling

The Salvation Army is acutely aware of the suffering and deprivation experienced as a result of gambling. Gambling is contrary to the ethos of The Salvation Army and therefore raffles, sweeps or any activities associated with gambling are not permitted on The Salvation Army's premises or while representing The Salvation Army.

5.6 Communication

Good communication is vital in helping you build healthy professional relationships and to prevent unnecessary misunderstanding. Guidance and training may be required for you to understand the most appropriate and effective way to communicate in your volunteer role. For example, if you are likely to be confronted with challenging behaviour such as silence, mistrust and aggression in your role, your corps officer/line manager will discuss this with you.



Electronic communication with children

All electronic communication with children, young people and vulnerable people should be performed for the purpose of delivering Salvation Army services. Wherever possible, parents and guardians should be copied into communications with children. Where this is not possible, another adult should be copied into the communication.

Communicating effectively with others

Listen

Communication is a two-way process, hence good listening is essential. Stay engaged, show positive body language and do not let your attention wander.

Be patient

Some people may need extra time to consider their words and formulate sentences. Give them the time to finish what they are saying, rather than trying to finish their sentences for them. You may also experience difficulties in being understood. If this is the case, slow down your speaking pace and use short, clear sentences. Try not to raise your voice, as this is generally unhelpful and can cause embarrassment to yourself and the service user. Talk to your corps officer/line manager about alternative communication channels if needed.

Be non-judgmental and neutral

It is important when you are interacting with others, especially service users, that you remain neutral and non-judgmental. Others may not be aware or totally in control of what they are saying. Remain calm and use clear language.

Be clear

Clarity means getting your message across so the other person understands what you are trying to communicate. To help make your message clear, use direct and common language, include examples, illustrations and other visual aids (if useful), and always provide an opportunity for others to ask questions and seek clarification if needed.

Be positive and realistic

While being positive, it is also important to ensure you are being realistic. For example, be upfront with your corps officer/line manager about what time you can and cannot commit to your volunteer role. Don't take on more than you can realistically manage, be genuine and do not make promises you cannot meet.



5.7 Other obligations

Telephone, email and internet

Telephone (including mobile phone), email and internet facilities may only be used by you as a volunteer for the purpose of mission delivery and to carry out official tasks related to your volunteer role. Inappropriate use of The Salvation Army IT systems and computers exposes the organisation to risks, including loss of sensitive information, compromise of network systems and services, viruses and legal issues.

If your volunteer role requires significant use of telephone, email or internet, it is important to familiarise yourself with The Salvation Army's Code of Conduct and other relevant policies and procedures. Intentional inappropriate or illegal use of The Salvation Army communication systems (including using the internet to download material without permission) will be taken seriously and may result in termination of your volunteer engagement.

Gifts

Volunteers must notify their corps officer/line manager of any money, gift, reward or benefit they are offered.

Volunteers should not:

- Request any gifts, benefits, money or commission as part of their role from anybody
- Participate in a scheme or activity where a supplier offers incentives as rewards for placing orders
- Accept offers or bribes
- Provide gifts, money or benefits of any kind to any service recipient, irrespective of age

If you are unsure about gifts and benefits in your mission expression, please seek clarification from your corps officer/line manager.



Confidentiality

In the course of your engagement as a volunteer, you may have access to sensitive personal and/or commercial information. This information is to be used for The Salvation Army purposes only and must remain secure and confidential. Volunteers must not discuss or release to any person, inside or outside the organisation, any confidential or sensitive information relating to The Salvation Army and/or its operations unless the other party is duly authorised.

Certain volunteer role may involve compulsory adherence to additional program-specific confidentiality policies/guidelines, which may be reflected in signing a Deed of Confidentiality. Your corps officer/line manager will advise you if this is the case.

Within South Australia, the Information Sharing Guidelines also apply, and you should speak to your corps officer/line manager about what this means for you.

Intellectual property (IP)

Any documents, plans, ideas, photographs and other data belonging to The Salvation Army or created for The Salvation Army within your role as a volunteer are confidential and subject to intellectual property rights. The Salvation Army advises that use of its IP is prohibited without prior written consent from the organisation. Any material or works created as part of your volunteer role with and for The Salvation Army will be owned by The Salvation Army. You may be required to sign an Intellectual Property Deed should your role be identified as requiring it.



6 | My health and safety

6.1 Work health and safety

The Salvation Army is committed to providing a healthy and safe environment for all volunteers, officers, employees, contractors and visitors to our centres. At The Salvation Army, it is everyone's responsibility to ensure the workplace is safe and healthy for all concerned. As a volunteer you are responsible for:

- Complying with The Salvation Army Work Health and Safety processes, requirements and instructions as explained by your corps officer/line manager
- Ensuring that you take reasonable care to work safely and do not harm others through your actions and omissions
- Where necessary, modifying your approach or asking for advice or assistance to eliminate or minimise risks
- Using and following instructions, training or other information provided regarding work, health and safety
- Reporting all incidents, accidents, injuries and hazards to management for action

6.2 Bullying and harassment

The Salvation Army will not tolerate actions that are discriminatory or constitute as bullying or harassing. It is never acceptable to humiliate, victimise, intimidate or threaten anyone directly or indirectly. Volunteers should be aware that they do not disadvantage or judge anyone based on:

- Age
- Gender or gender identity
- Industrial activity
- Sexual identity
- Parental status
- Pregnancy
- Political beliefs
- Lawful sexual activity
- Personal associations
- Impairment or disability
- Race or ethnic background
- Unrelated criminal record
- Carer status
- Religious belief or activity
- Relationship status
- Physical features

6.3 Work health and safety consultation

The Salvation Army encourages volunteers to raise Work Health and Safety issues and participate in the consultation processes related to Work Health and Safety matters. Your corps officer/line manager can provide more information on your local Work Health and Safety consultation and issue resolution processes.

6.4 Work health and safety hazards

The Salvation Army is committed to preventing, identifying and managing Work Health and Safety hazards that may arise in a work area. Your corps officer/line manager will provide information on Work Health and Safety hazards that could arise in your work area, along with prevention and management strategies.

6.5 Incident and accident reporting

The Salvation Army seeks your help in making our equipment, buildings and grounds as safe as possible for all who use them. Should an incident, injury or near-injury occur, inform your corps officer/line manager as it will be necessary to complete an Incident Report form or Hazard Report form.

The Salvation Army uses an online incident reporting system called SolvSafety to record incidents and hazards. No login is required to report an incident or hazard on SolvSafety.

The link to SolvSafety is solvafety.com.au/thosalvationarmy

If you are unsure whether something counts as an incident, injury or potential hazard, ask your corps officer/line manager. It is best to act on the side of caution.

6.6 Emergency procedures

Make sure you are aware of all emergency procedures specific to the area you are volunteering in before you start your role. These procedures should be explained to you by your corps officer/line manager. If that doesn't happen, it is your responsibility to ask. You must be aware of what you can and cannot do, as well as your level of responsibility.

Most importantly, familiarise yourself with the following procedures:

- Emergency evacuation of the building
- What to do in case of a fire
- What to do in case of an armed or potentially threatening intruders/service users
- Emergency telephone numbers
- Infection control

6.7 Employee Assistance Program

Ongoing volunteers across Australia can access the Employee Assistance Program (EAP) directly.

EAP, managed through The Salvation Army's provider, Converge International, is a professional counselling service that provides confidential, short-term support for a variety of work-related and personal problems. These issues may be ones affecting volunteers in their role or at home. Access is provided to the EAP service only and does not include other extension services. For volunteers, EAP does not extend to family members.

To find out more about the EAP service, please visit convergeinternational.com.au or contact the Volunteer Resources team on **(03) 8878 2467** or vrhelpdesk@salvationarmy.org.au For Salvos Stores, please email ssvolunteer@salvationarmy.org.au



7 | Insurance

The Salvation Army is insured against medical liability occurring during your volunteer duties. If you are injured while undertaking your volunteer role, you must alert your corps officer/line manager as soon as practicable. Your corps officer/line manager will then write a report on SolvSafety to outline details of the incident and will assist you in making direct contact with The Salvation Army's insurance claims officer.

Please note: Some volunteer types are covered by insurance differently. Seek clarification from your corps officer/line Manager or the Volunteer Resources team on **(03) 8878 2467** or **vrhelpdesk@salvationarmy.org.au**
For Salvos Stores, please email **ssvolunteer@salvationarmy.org.au**

Motor vehicle use

Your volunteering role may require you to use a Salvos fleet vehicle. In this case, you will be required to complete a Police Check and Driver Declaration form, and may also be required to provide information about your driving record. Please be aware that the use of your private vehicle while carrying out your volunteer role is not covered by The Salvation Army's insurance policy.



8 | What's next?

8.1 Induction and orientation

The aim of induction and orientation is to help you become familiar with the mission, values and work of The Salvation Army, and to make you feel welcome into the organisation and your volunteer role. During orientation, you will get to know your mission expression site and meet the rest of the team.

Your corps officer/line manager (or their delegate) will conduct your orientation to ensure you:

- Are introduced to your team members (employees and volunteers)
- Are shown around the site
- Understand your Role Profile/Activity Brief
- Know where to go to get support
- Have details of the local emergency procedures

Important Work Health and Safety factors will also be covered during this session. You may be assigned a peer support person (an employee or volunteer). Please do not hesitate to ask questions about anything you do not understand.

Training

To ensure safety and the best start in your role, you will have to complete some training before or soon after you commence your role. Training required varies according to the role tasks and duties.

The Salvation Army holds educational seminars and other training. You are encouraged to attend if they are of interest/applicable to your role.

If you identify any gaps in your knowledge or training, please let your corps officer/line manager know.

8.2 Expenses and reimbursements

Please know we are grateful for the generous contribution of your time, but we cannot make payments, in cash or kind, that relate to your attendance as a volunteer.

The Salvation Army has policies around reimbursements and payments. Your corps officer/line manager (subject to policy) has the discretion to reimburse out-of-pocket expenses directly related to your volunteer role. In most instances, you will have to provide a receipt or proof of purchase/payment. Ask your corps officer/line manager about what is required.



9 | Dealing with issues

9.1 Grievances

The Salvation Army is committed to maintaining a workplace that encourages collaboration, cooperation and communication. Bullying, harassment and discrimination are not tolerated. If you believe that you have experienced or observed inappropriate workplace behaviour, we strongly encourage you to take action so it can be resolved. We understand this can be a difficult process and support is available.

Please speak to your corps officer/line manager in the first instance (if appropriate), another staff member (if appropriate) or trusted Salvation Army representative. You can also refer to The Salvation Army Grievance Complaint Procedure* for additional information.*

*To be provided by corps officer/line manager, or can be requested from Volunteer Resources by emailing vrhelpdesk@salvationarmy.org.au
For Salvos Stores, please email ssvolunteer@salvationarmy.org.au

9.2 Resolving issues

The Salvation Army is committed to resolving behaviour and performance issues in the most positive manner possible. This may be done through methods such as personal support and mentoring, additional training and/or direct supervision, reassignment and/or verbal warnings. However, disciplinary action (including ending the volunteer relationship) may be necessary if a volunteer engages in unacceptable or prohibited behaviour.

It is the responsibility of your corps officer/line manager to intervene when behaviour is seen to be inappropriate. The Code of Conduct provides a broad guideline as to what is considered acceptable and unacceptable behaviour.

Where there appears to be cause for the services of a volunteer to be suspended or ended, the volunteer will be informed and given every opportunity to explain the situation from their perspective. However, please be aware that in cases of serious misconduct, the services of a volunteer may be concluded with immediate effect.

9.3 Leaving the Salvos

You may resign from your volunteer role at any time and for any reason. The intention to resign should be communicated to your corps officer/line manager with as much notice as possible. Preferably this would be with at least two weeks' notice in writing.

In some service areas, you may develop direct relations with service users or a partnering community organisation. In such circumstances, the process of notifying a service user or partner organisation of your resignation must be planned and handled sensitively. You and your corps officer/line manager should determine the best approach to take. Your corps officer/line manager can then formally notify a service user or partner organisation.

Don't forget to return any Salvation Army resources, tools, materials or clothing provided to you for your volunteer role. On leaving The Salvation Army, we would appreciate your feedback about your volunteering experience and suggestions regarding areas that could be improved.

Please request an exit survey or contact the Volunteer Resources team on **(03) 8878 2467** or vrhelpdesk@salvationarmy.org.au
For Salvos Stores, please email ssvolunteer@salvationarmy.org.au



10 | Glossary

The following terms and definitions are either referred to in this booklet or commonly used by The Salvation Army.

Abuse	<p>Abuse refers to all forms of:</p> <ul style="list-style-type: none">• Physical abuse• Emotional abuse• Spiritual abuse• Sexual abuse and exploitation• Grooming behaviours• Neglect or negligent treatment• Commercial or other exploitation of a person• Actions that result in actual or potential harm or injury to a person <p>Abuse can be a single incident, but usually takes place over time.</p>
Area officer	<p>A Salvation Army corps officer who has oversight over a number of corps and community support services/ programs within a given geographical area.</p>
Background checks	<p>All pre-engagement checks including, but not limited to:</p> <ul style="list-style-type: none">• Reference checks• Medical checks• Integrity checks (such as National Police Check, Working with Children Check, Working with Vulnerable Persons Check and Finance Check)
Client or service user	<p>A person/s seeking assistance or support through a mission expression operated by The Salvation Army.</p>
Corps	<p>The name given to Salvation Army churches.</p>
Child, young person	<p>Refers to and includes all persons under the age of 18.</p>
DC	<p>Divisional commander</p>

Discrimination

Disadvantaging someone because of an actual or perceived personal characteristic (protected attribute) as defined in relevant legislation, such as:

- Age
- Physical features
- Industrial activity
- Parental status
- Political belief
- Personal association
- Race or ethnicity
- Carer status
- Relationship status
- Gender, gender identity or sexual orientation
- Pregnancy
- Lawful sexual activity
- Impairment or disability
- Unrelated criminal record
- Religious belief or activity

Discrimination occurs if a person treats or proposes to treat a person with a protected attribute less favourably because of that attribute.

Employee Assistance Program (EAP)

External professional counselling service providing confidential, short-term support for employees, officers and eligible mission volunteers who may be experiencing issues at work or in their personal lives.

Engaged

Any individual or entity with a formal or informal relationship with The Salvation Army, including, but not limited to, suppliers, corps attenders, service recipients and members of the community.

Harassment

Refers to any form of behaviour that is not wanted, not asked for, not returned and that is likely to create a hostile or uncomfortable work environment by offending, humiliating or intimidating a person.

Manager of volunteers (MoV)

The Salvation Army personnel responsible for the safe and effective management of one or more mission volunteers. Managers of volunteers are accountable for the activities of a mission volunteer and for ensuring their compliance with The Salvation Army policies and procedures.

A manager of volunteers is a line manager and may or may not provide day-to-day supervision. This may be delegated to one or more supervisors.

Mission Enterprise

A Mission Enterprise is defined as a commercial entity that:

- Is a mission expression
- Operates within a business model that is designed to deliver a surplus, to be reinvested into The Salvation Army or the Mission Enterprise

The Salvation Army's Mission Enterprises include:

- Salvos Stores
- Employment Plus
- Aged Care
- Salvos Legal
- Salvos Funerals
- Salvation Army Housing

Mission expression

Ministries or services of The Salvation Army that provide holistic mission and serve people in local communities. These include:

- Corps
- Social and community programs
- Chaplaincy
- Mission Enterprises

Examples include, but are not limited to, corps meetings and programs, accommodation services, Doorways and Salvos Stores.

Mission volunteer

'Volunteer' referred to in this handbook are mission volunteers.

A mission volunteer is anyone who contributes their time, service and skills to the Salvos, without expectation of financial gain, to:

- Express their faith
- Make a positive difference in the world
- Gain knowledge and work experience
- Create new social connections

Mission volunteers include, but are not limited to:

- Soldiers and corps members, including local leaders (officers) in a specific rostered role
- Retired officers in a mission volunteer role
- The Salvation Army Board, board committee members and advisory group members
- Ongoing mission volunteers
- Student placements
- Work for the dole or mutual obligation participants
- Community-based or court-ordered volunteers
- Corporate volunteers
- Red Shield Appeal and fundraising volunteers
- Event emergency and disaster management volunteers
- Mobile mission volunteers

Officer	A full-time paid member of The Salvation Army who is also an ordained minister of religion, and most often wears a uniform with red epaulettes.
Personnel, The Salvation Army	A person who may be an officer, territorial envoy, aux-lieutenant, cadet, candidate, person serving under officer conditions, employee, volunteer, a contractor or subcontractor, employee of a contractor or subcontractor, employee of a labour-hire company, trainee or student on placement that is engaged in any Salvation Army mission delivery or mission expression or is a Board or board committee member.
Role Profile	A mission volunteer Role Profile outlines the opportunities, expectations and obligations of a role. It is essential the role matches the skills, experience and motivations of the potential volunteer as equally as it fits the requirements and expectations of the manager of volunteer.
Senior Salvation Army representative	A senior manager or above in your direct line of management authority or equivalent. A senior manager, as defined by the Approved Authorities Policy is a role that reports to a head of department, national director of a Mission Enterprise or a divisional commander.
Soldier	A person who has signed a Salvation Army soldier's covenant and their name remains on the soldier's roll. They may wear a uniform with blue epaulettes.
The Salvation Army	The Salvation Army in Australia inclusive of all mission expressions.
THQ	Territorial headquarters
Vulnerable person	Vulnerable person for the purpose of The Salvation Army policy means: <ul style="list-style-type: none"> • A child or young person under 18 years of age • An individual aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.

Volunteer Resources

The Volunteer Resources function within The Salvation Army enables safe and effective volunteer involvement throughout the organisation.

Volunteer Resources advisor/ coordinator (VRA/VRC)

A member of Volunteer Resources responsible for training, coaching and advising managers of volunteers on safe and effective volunteer involvement.

VRA/VRCs support managers of volunteers across all mission expressions/enablers, including corps-based activities, community services, shared services functions and other Salvation Army expressions to ensure safe and effective volunteer involvement.

Volunteer Workforce Team

The Volunteer Workforce Team manages all tasks related to volunteer recruitment, coordination and planning for Salvos Stores.

Working with Children/Working with Vulnerable Persons Check

A Working with Children Check or a Working with Vulnerable Persons Check is a specific check required under relevant state/territory legislation for an individual to engage in paid or unpaid child or vulnerable people-related activities.

Notes:



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For questions about this document or other volunteer resources, contact Volunteer Resources: vrhelpdesk@salvationarmy.org.au
For Salvos Stores, please email ssvolunteer@salvationarmy.org.au

Through our commitment to reconciliation, The Salvation Army acknowledges the First Nations peoples of Australia as the traditional custodians of this land. We further acknowledge and pay our respects to past and present Elders, giving thanks for their wisdom that has sustained their people since the beginning of time, and we pledge to support emerging and future generations.