



TSA Workplace Support Program

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Overview


Overarching Policy

The Workplace Support Program (WSP) Procedure supports the Remuneration and Conditions Policy (BS_HR_POL_TRAC_V1-0) and Workplace Flexibility Procedure (BS_HR_PRO-07_TRAC)

Purpose

To outline The Salvation Army's (TSA) approach to employees contributing to TSA's mission outside their substantive role for brief periods of time.

Scope

- Employees permanent, part-time and max term of The Salvation Army Australia Territory (TSA), including Mission Enterprises.
 - Does not extend to casual employees, TSA's officers or contingent workforce
 - The WSP opportunities within TSA do not extend to organisations outside TSA
-  Unpaid Community Service leave is available. See Leave Procedure (BS_HR_PRO-08_TRAC)

Effective date

3/11/2021

Definitions

Definitions are located in the [Glossary of Terms and Definitions](#).

Term	Definition
Workplace Program manager	The manager of TSA area that benefits from the WSP employee.

Purpose and Benefits

Program purpose	<p>The WSP provides TSA employees with an opportunity to contribute to the mission of TSA in a different role to their substantive role for brief periods of time. The involvement may be in response to a specific event or disaster where there is a shortfall of available workers, or where the event is extended, to provide relief to first responders.</p> <p>The program also provides opportunities for specific areas of TSA flexibility for team members to experience different aspects of TSA to benefit their professional development and promote cross functional collaboration.</p>
Benefits to TSA and employees	<ul style="list-style-type: none">▪ Give employees a better understanding and appreciation of other TSA functions and programs▪ Strengthens understanding, support and relationships between employees in Mission Enabler departments and frontline service delivery and/or local mission delivery▪ Provides employees an opportunity to utilise existing and gain new skills and knowledge beyond their current role.▪ Strengthens TSA's workforce culture and creates more supportive and collaborative networks.▪ Enhances employee engagement which leads to better communication and networking opportunities between departments, programs, and services.▪ Helps to create an engaged and motivated workforce and a positive employee culture.▪ Provides an opportunity for employees to engage in programs that match their values, personal preferences, and motivations along with instilling pride in their workplace.
Key Principles	<ul style="list-style-type: none">▪ Employees are not required or expected to participate in the WSP.▪ Interested employees are required to obtain Line manager approval prior to applying for involvement.▪ Line managers can deny applications on grounds including but not limited to, resource constraints, key campaigns, and pre-scheduled activities.▪ Employees are effectively trained, inducted, and supported in the short-term role.▪ Employees are required to adhere to TSA's Child Safe and WHS guidelines and relevant policies and procedures which may require additional training and integrity checks.

**Expected
Behaviours**

It is expected that all workers of TSA will act in ways that are consistent with TSA's Code of Conduct while engaged with TSA.



See the Code of Conduct Policy (GO_LR_POL_TCOC) and Code of Conduct Standard (GO_LR_PRO_TCOC).

Privacy

All personal information is managed in accordance with Australian Privacy Principles.



See the Privacy Act Compliance Policy (GO_LR_POL_TPAC).

Process

Planning and Recruitment

Recruitment and engagement for the WSP can be both planned and reactive. TSA personnel may proactively approach their line manager expressing interest to support a different expression, and equally, a TSA Expression may approach specific Portfolio leads/HOD's regarding a specific short-term need.

Expressions such as TSA's Strategic Emergency and Disaster Management (SEDM) will be proactive in recruiting and training prior to the emergency high season to support potential disaster and recovery needs across Australia.

Length of time contribution

The WSP is intended to be a short-term opportunity with a maximum of 5 working days per calendar year to limit the negative impact on the employees' substantive role.

The line manager can agree to extend this time in consultation with and sign off by their relevant HOD/Portfolio/DC.

Process to apply

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1. Opportunities for WSP may be promoted via Salvos Workday (SWD) and/or Salvos Central, or initiated by the employee in negotiation with their line and the receiving manager.
 2. The employee is required to approach their line manager to discuss interest in the Workplace Support Program opportunity **and** gain "in principle" approval through written confirmation, i.e. email.
 3. The employee may then apply for the opportunity (e.g. SEDM), and if successful, apply for special 'Workplace Support Leave' on SWD
 4. The line manager either approves the leave, or, in discussion with the employee, declines the request.



TSA Expressions, such as SEDM, may run a recruitment campaign well in advance to prepare for the natural disaster 'season' with a requirement for WSP employees to attend pre-season training. If this training is completed in work time, the employee must apply and be granted approval for 'Workplace Support Leave' and will be counted as part of the up to 5-day provision.

Background and Integrity Checking

Employees are required to have the relevant Integrity Check/s required for the WSP role.



See: Integrity Check Procedure: BS_HR_PRO-08_TWPR_V1-2

Conditions

Insurance	Employees who are placed in a TSA WSP role continue to be covered by Workcover even if the time extends beyond their standard working hours as pre agreed by the employee.
Leave Entitlements	<p>If the employee is unwell whilst filling a WSP role, the employee is required to notify both their line manager and the manager in their WSP role and apply for personal leave via SWD or Kronos. Personal leave only applies to your contractual hours.</p> <p>WSP Leave is non-transferable to other types of leave and expires on an annual basis (it does not accrue).</p> <p>This leave is not able to be cashed out and is not payable on termination.</p>
Hours of Work	<p>The hours for the WSP may span standard and non-standard working hours and additional unpaid hours. Any additional hours are dependent on the circumstances of the activity and the interest/availability/willingness of the employee and this will be unpaid.</p> <p>Where additional hours are known prior to the employee participating in the WSP, the receiving manager is to inform the employee of the option.</p>
Expenses	<p>WSP does not provide budget to backfill the employee's substantive role.</p> <p>Expenses encountered by the employee whilst filling a WSP role is to be covered by the receiving department. This may include training, travel costs (regional or interstate, not local), meals, accommodation, and integrity check costs, such as Working with Children Check.</p>

Roles and Responsibilities

The roles associated with execution of this protocol and guideline are indicated in the table below.

DC/HOD/Portfolio Lead	Provide approval for their employees who want to extend beyond the five days WSP provision.
Line Manager	Line manager is responsible for approving/declining their employee's WSP/Workforce Support leave based on the business needs of their area, as discussed with the respective employee.
Workplace Program manager	To provide the WSP employee the necessary induction, training and supervision.
Human Resources	Provides support for WSP internal recruitment campaigns; advice to managers and employees on WSP, including compliance requirements and application for leave.
TSA Employees	Are responsible for gaining approval from their line manager to participate in WSP, adhere to the requirements of the WSP role and conduct themselves in a manner that reflects TSA's Values and Code of Conduct.

Accountability

Obligation	All employees under the terms of their contract must comply with all TSA policies, procedures and supporting documents.
Consequences of non-compliance	Failure to comply with this procedure may result in disciplinary action and, in serious cases, termination of employment or engagement with TSA.

Location

Repository	Policy Hub
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Feedback

Feedback is encouraged	Feedback is used to improve and enhance the impact of this policy and will be considered when reviewing and updating the document.
Who is feedback provided to?	All feedback is to be forwarded to GM Workplace Relations via email to policy@salvationarmy.org.au .

Related Documents and References

Policy Documents	Remuneration and Conditions Policy (BS_HR_POL_TRAC_V1-0) Working Hours Procedure (BS_HR_PRO-02_TRAC) Leave Procedure (BS_HR_PRO-08_TRAC). Workplace Flexibility Procedure (BS_HR_PRO-07_TRAC)
Related Policy Documents	Advocacy and Social Justice Policy (MD_OM_POL_TASJ) Code of Conduct Policy (GO_LR_POL_TCOC) Code of Conduct Standard (GO_LR_PRO-01_TCOC) Conflict of Interest Procedure (GO_LR_PRO-02_TCOC) Diversity and Inclusion Policy (GO_LR_POL_TDAI) Enterprise Risk Management Policy (GO_LR_POL_TERM) Knowledge, Information and Data Management Policy (GO_LR_POL_TKID) Lived Experience and Participation Policy (GO_QA_POL_TCSP) Privacy Act Compliance Policy (GO_LR_POL_TPAC) Recruitment and Onboarding Policy (BS_HR_POL_TROB) Safety and Wellbeing of Children and Young People Policy (GO_LR_POL_TSWC) Work Health and Safety Policy (GO_WH_POL_TWHS)
Related Legislation	N/A
Funding Agreement Requirements	N/A
Governance/ Accreditation/ Certification Standards	N/A
Audit Report Findings	N/A
Other Relevant Documents /Resources	N/A

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