



Army of
VOLUNTEERS

MISSION VOLUNTEER HANDBOOK

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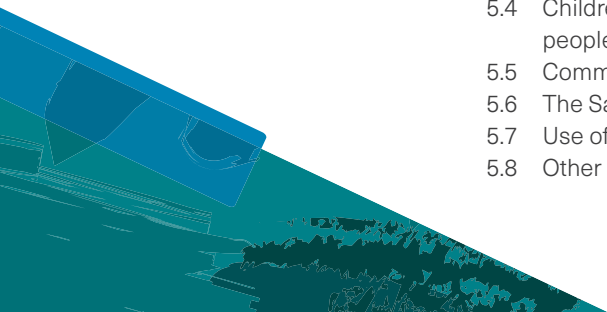
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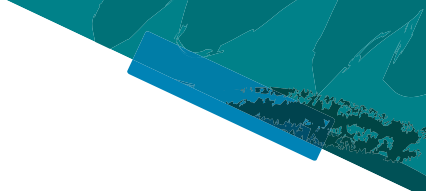
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1 | Welcome

Welcome to The Salvation Army (TSA)¹, affectionately known in Australia as 'the Salvos'.

Mission volunteers are an important part of The Salvation Army's vision to transform Australia one life at a time with the love of Jesus.

There are thousands of volunteers making an impact all throughout The Salvation Army, at the frontline and behind the scenes, every day in times of crisis, long-term, and short-term volunteering; you'll find volunteers in every corner of the Salvation Army. Every year, our volunteer numbers increase for our campaigns such as Red Shield Appeal and Christmas.

We want to thank you for dedicating your service, time, and skills to TSA. Everyone has a part to play, and each part is equally important. Thank for choosing to be involved and partner with 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



¹ Throughout this handbook, the terms 'The Salvation Army', 'Salvos' and 'TSA' are used interchangeably.

2 | Who we are

2.1 About TSA

The Salvation Army Australia is a Christian movement, united by faith and giving hope where it's needed most. We operate in rural and urban communities throughout Australia and provide a range of services and programs such as addiction recovery, disaster and emergency relief, homelessness, domestic violence support and financial assistance amongst many others.

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.

Every 17 seconds, The Salvation Army in Australia helps someone at one of our service or programs. This is only possible because of our incredible Army of mission volunteers.

Organisational structure

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



2.3 Organisational commitments

As a volunteer, you are part of our workforce and responsible for contributing and supporting our organisational commitments.

Our commitment to reconciliation

We recognise Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of Australia. Our vision for reconciliation is to be a faith movement committed to equity, freedom, and the righting of injustice.

We respect, value and acknowledge the traditions, spiritualities and languages of the oldest living cultural history in the world. We're intentional about engaging in unified and positive relationships with Aboriginal and Torres Strait Islander peoples and their communities.

Our commitment to inclusion

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the cultural safety and wellbeing of people of all ages, particularly children.

Our commitment to children and young people

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. We are committed to protecting children from all forms of abuse and harm.

To learn more about TSA, please visit www.salvationarmy.org.au/about-us/



2.4 Our work

TSA works with and supports the community through our various mission expressions.

Corps

Our local Salvation Army churches are known as corps.

The corps provide:

- Worship services
- Community support
- Community events

Community activities may include:

- Family stores/Thrift stores
- Street teams
- Community meals
- Music programs
- Coffee shops
- Bible study groups
- Fundraising (Red Shield Appeal)
- Companionship groups
- Craft groups
- Playgroups
- Positive Lifestyle Program
- Holiday club
- Homework programs
- Youth and adult groups

Social mission and community engagement

Social service centres and programs provide aid and support to people in need.

Social services provided:

- Recovery services – alcohol, drugs and gambling
- Emergency relief
- Emergency and disaster management
- Domestic violence and family support
- Mental health support
- Financial counselling
- Housing and homelessness
- Driving programs
- Support for refugees, asylum seekers and migrants
- Rural support
- Youth Services

Mission Enterprises

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

Mission Enterprises include:

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

3 | Volunteering with TSA

3.1 Administration

Administration isn't the most exciting part of the volunteering, but it's needed to ensure volunteers are supported safely. You will need to:

- Sign a volunteer agreement before starting
- Provide personal and contact details so we can safely manage your volunteering
- Have been provided with a Volunteer Role Profile which describes your duties and responsibilities
- Have access to this handbook for reference during your volunteering (available via VolHQ website. See 3.4 for more information)

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

3.2 Background checks

We have a commitment to ensure our people and places are safe. Background checks such as Police Checks and Working with Children Checks provide a layer of security to help us do this.

The checks are based on factors such as:

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

If you work with children or young people, you will need a Working with Children Check (or equivalent) before you start. It is illegal to work with children without the appropriate checks in place.

As legislation changes, the requirements for your role may also change. If you started volunteering and didn't require a check, but now need one, please know it is due to a new requirement impacting your role. You will always be provided with information and time to complete new requirements so that it doesn't disrupt your volunteering.

3.3 Induction and orientation

Upon starting a new volunteer role, your manager² will provide you with an induction/orientation. During this time, you will get the opportunity to:

- Meet your team and get familiar with your site/service/program
- Learn about your role and how to do tasks
- Complete mandatory training
- Ask questions

3.4 VolHQ – a website dedicated to our volunteers

www.my.salvos.org.au/volhq

We want you to feel supported throughout your volunteering with TSA. One of the ways we aim to do this is by giving you access to as much information as possible. VolHQ is a dedicated website for TSA volunteers. It contains:

- Policy and procedures
- Access to training
- Helpful information and resources
- Access to volunteer retail benefits
- Health and wellbeing support
- Latest news and more

3.5 Training

To set you up for success, you will have access to a suite of training to support you in your volunteering. Some training will be considered 'mandatory training' meaning that you must do it to commence or continue your volunteering. The type of role you have will determine the courses you will need to complete, for example, volunteers in child-related roles will need to undertake child safety training. Like background checks, mandatory training needs may change during your volunteering due to new legislation or organisational requirements.

² A manager can be a corps officer, employee, or volunteer.

3.6 Your personal checklist

Whether you're a new volunteer or have been around for years, this essentials checklist will help you commence and/or maintain your volunteering safely. If there's anything not yet completed, contact your manager for support.

The essentials checklist

☐

Signed volunteer agreement

returned to your manager before commencing

☐

A volunteer role profile

If you have multiple roles, please ensure you have a role profile for each role

☐

Background checks have been completed

If any personal information changes which may impact your background check, please notify your manager

☐

Current contact details provided to your manager

If your contact details have changed, please notify your manager

☐

Access to VolHQ

You're familiar with how to use the site and what information you can find there

☐

Induction/orientation completed with your manager

You can always request a refresher if needed

☐

Have the correct tools, equipment, and knowledge

If something is missing, please notify your manager

☐

Mandatory training

completed within the required timeframes

4 | Rights and responsibilities

4.1 Rights

Both you and TSA have rights and responsibilities.

These are outlined below to ensure the partnership is open, transparent, and meaningful.

As a volunteer, you have the right to:

- Volunteer in a healthy and safe environment, free from discrimination and harassment
- Be covered by our Voluntary Workers Insurance (a signed volunteer agreement is required for this)
- Have your personal information protected per the The Salvation Army Privacy Policy
- A volunteer role profile which describes your role, responsibilities and the attributes needed for the role
- Be given the tools, equipment and training required to safely fulfil your role
- Raise concerns, complaints, grievances and feedback safely
- Be consulted if there are changes to your volunteer role
- Change your mind about volunteering

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

- Select the candidate who best matches the role profile criteria
- Require you to complete background checks at the start or during your volunteering
- Require you to complete mandatory training, which may change from time to time
- Suggest alternative roles or respectfully ask you to vacate your role if you can no longer meet the role requirements
- Alter or make the volunteer role redundant if there are organisational changes which impact the role

4.2 Responsibilities

As a volunteer, you are part of TSA's workforce and have certain responsibilities which are outlined here and in the following sections.

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

- Agree to and meet the requirements of the role and the organisation's policies, providing information that is true, accurate and continuously up to date
- Report any changes to personal circumstances which may have an impact on the outcome of your background checks
- Treat others with respect, dignity and compassion
- Be a positive representative by not behaving in a way that would poorly reflect you or TSA
- Respect the privacy and confidentiality of service users, other personnel, visitors and participants
- Complete your role duties as described in your role profile
- Provide as much notice as possible if you are no longer able to volunteer



5 Performance and behaviour

5.1 Code of Conduct summary

The Code of Conduct outlines the standards of expected behaviour of all TSA personnel. It expands on the rights and responsibilities of all personnel and is intended to help create and maintain an environment that is productive, positive and safe.

We have extracted some important sections from the Code of Conduct and summarised it for you in the following sections. For a copy of the full Code of Conduct, please visit VolHQ or ask your manager.



5.2 Personal behaviour

Integrity, honesty and respect

As a volunteer, it is expected that you will:

- Act with integrity, honesty, transparency, and professionalism
- Treat all people with respect, dignity, fairness, and compassion
- Treat all people in a way that protects their worth as individuals

Dress and appearance

As a volunteer, you should ensure your appearance is neat, clean, and appropriate for your area of work. We support you dressing in a manner that reflects your cultural, faith and/or gender identity.

Do your best

You are encouraged to do your best when volunteering and take pride in the tasks you complete.

Sensitive language

When communicating with others (written and verbal), do not make assumptions, deliberately cause offence, discriminate based on background, age, disability, religion, family status, gender identity/expression, intersex status, sexual orientation, social or economic background.

Attendance and punctuality

As a volunteer, you are expected to be punctual. If you can't attend, please notify your manager as soon as possible – preferably before your shift. If you need to adjust your volunteering to suit your schedule, please talk to your manager.



5.3 Unacceptable behaviour

The following behaviours are not acceptable at TSA.

Violence and assault

TSA has a zero-tolerance policy to all forms of abuse, neglect, harm or risk of harm. You must not behave in a way that may be considered violent or aggressive or that may constitute assault in any form. Physical contact should always be respectful, appropriate, and based on the need of others and for the purpose of fulfilling your duties safely.

Language and verbal abuse

It is not acceptable to use language that is:

- Abusive, rude, insulting or obscene
- Intended to harm, bully, harass, shame, humiliate, belittle or degrade
- Discriminatory against Aboriginal and Torres Strait Islanders, LGBTIQ+ people, people with disabilities or culturally diverse people

Boundaries

Boundaries help ensure interactions with others are respectful and professional, especially interactions with children and vulnerable people. To create and nurture safe, supportive and positive relationships, boundaries need to be respected and applied on a consistent basis. You should only act within the agreed terms of your role and must not violate another's physical, psychological, religious, cultural or sexual boundaries.

Sharing your information

Do not disclose or share any of your personal or contact information with children, vulnerable people, or service users. This is for your safety as well as to establish professional boundaries. If sharing your details is required, your manager will discuss this with you.

Act and report a concern

If you have concerns or complaints regarding something that breaches our policies or relating to the wellbeing of others, you should report it to your manager or a senior Salvos representative as soon as possible.

Relationships with clients/participants

In all cases, personal relationships with clients are considered exploitative, a breach of professional boundaries and the Code of Conduct. You must not use your position as a volunteer to start any form of improper relationship. Existing personal relationships with a client must be declared to your manager as soon as practicable.

Sexual misconduct

Any form of sexual behaviour between, with, or in the presence of children or vulnerable people is strictly prohibited. Unacceptable behaviour includes, but is not limited to, inappropriate touching, flirting, comments about the body, exposure to pornography etc.

Exploitation

Do not seek to influence a situation or any person (whether physical or psychological) to gain advantage.

Images of others

Photos and recordings must only be taken with the informed and written consent of the person and/or their guardian via a signed Media Release form. All photos and recording must be:

- Dignified and respectful
- Comply with organisational, legal and cultural traditions/restrictions
- Taken on TSA devices and not personal devices
- Handled appropriately so that identifying features either in the photo/recording or the associated data is removed

5.4 Children and young people guidelines

As an organisation, we are committed to protecting children from all forms of abuse and harm. This commitment is a shared priority and responsibility.

Legal requirements

All personnel engaged in child-related work or identified by law/organisational requirements must have a Working with Children Check (or equivalent) prior to commencing their role. You must maintain this check for the duration of your volunteering.

Power imbalance

You should be aware that children and vulnerable people often have limited or no power/voice in their relationships with others and may find it difficult to communicate. Ensure that your actions and words don't take advantage of others.

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. You should notify your manager if:

- You become aware of any allegations of child abuse
- You have concern for the safety of a child
- You notice any personnel's behaviour which is contrary to the expectations of behaviour outlined in this handbook and/or the Code of Conduct

You also have an obligation to let your manager know of any offences you have committed that a reasonable person may question your suitability to work with children and vulnerable people.

Physical contact

Any physical contact with children and vulnerable adults must be appropriate to the delivery of services and based on their needs. Any inappropriate physical contact is prohibited and will not be tolerated.

You should report any physical contact initiated by a child or vulnerable adult that is sexual or aggressive to your manager and via SolvSafety.

Grooming

Grooming is described as any behaviour intended to gain access to a child or vulnerable adult for the purpose of causing harm or exploitation. Examples of this behaviour include developing 'special relationships', giving gifts, inappropriate or secretive communication and breaking of professional boundaries. Grooming is a crime and will be dealt with accordingly.

Positive guidance

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

One-on-one interaction

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 in view of other people 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
- Have written approval from a senior Salvos representative and consent from a parent/guardian

Social interactions

You are not allowed to initiate time alone with children and vulnerable adults outside your duties. Social interactions include, but is not limited to social media, face-to-face interactions, phone contact etc. Where contact outside regular program hours is required, prior approval from your manager and the guardian must be obtained. This contact must be in the presence of another adult. Where electronic communication such as an email takes place, guardians should be copied in.

5.5 Communications

Good communication is important for building healthy and professional relationships. It prevents misunderstanding and can help you deal with tricky situations. Here are some quick communication tips. If you need additional training, please contact your manager.

Listen

Communication is a two-way process; listening is just as important as speaking. Positive body language will let the other person know you're actively listening and engaged in the conversation.

Be patient

Some people need extra time to consider their words and form sentences. Give them the space and time to finish their thoughts and speak for themselves; do not finish their sentences for them.

You may also experience difficulties in being understood. We encourage you to be patient, slow down your speaking pace and use short and clear sentences. Try not to raise your voice as this is often unhelpful. Talk to your manager if you need more support.

Be non-judgemental and neutral

It is important you remain neutral and non-judgemental when speaking with others, especially services users. Keep in mind, others may not always be aware or totally in control of what they are saying. Remain calm and understanding.

Be clear

To help make your message clearer, use direct and common language. Use illustrations and visual aids (if helpful). Provide them an opportunity to ask questions if needed.

Be positive and realistic

Being positive is important, but it's equally important to be realistic. Don't take on more than you can realistically manage, be genuine and don't make promises you cannot meet.

5.6 The Salvation Army Brand

The Salvation Army is a well-recognised and respected organisation. When volunteering, your actions should always align with our mission, vision, and values. Please do not use the brand for personal use or make public comments on behalf of TSA.

Media and social media

Social media is powerful, so please be mindful about what you post. Don't post any content that may damage the reputation of TSA, another organisation, or any individual. If posting a personal view, it must be clear that is your own view and not that of TSA.

Alcohol, smoking and non-medical prescribed drugs

The use of alcohol and other substances must not impact your work performance or the safety and wellbeing of others. You cannot consume alcohol while volunteering, or during any breaks.

Smoking and vaping are not permitted while wearing TSA branded clothing or representing TSA in any capacity, in Salvation Army buildings, vehicles or entrances to Salvation Army buildings.

You cannot supply, receive or use any form of drugs with service users, regardless of their age. Please speak to your manager if you need clarification or support.

Gambling

Gambling is contrary to the ethos of TSA and therefore, raffles, sweeps or any activities associated with gambling are not permitted on TSA premises or while representing TSA

5.7 Use of Technology

If you need to use devices or technology such as computers, phones, email etc. for your role, take extra care for its appropriate use. Inappropriate use may open yourself and TSA to unwanted computer viruses, attacks and legal issues. If your role uses technology regularly, please refer to the 'Use of IT Resources' section in the Code of Conduct.

5.8 Other obligations

Gifts and benefits

Gifts and benefits can be perceived as a conflict of interest. If you receive any gift, reward, or benefit, please notify your manager. Take extra care not to ask for any gifts or benefits from others or accept offers or bribes.

Confidentiality

You may come across confidential information during your volunteering. All information you come across must be used for TSA purposes only. You must not discuss or release this information to any outside organisation or person.

Intellectual property

Intellectual Property (IP) includes:

- Copyright in literary and artistic works e.g. written materials in marketing, policies, publications, images, and music
- Trademarks (whether registered or unregistered including words, slogans, logos and shapes used to distinguish TSA services and goods from those of another entity; and
- Confidential information in the nature of 'know how' and 'trade secrets'

IP 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.

Where any intellectual property is created within your role as a volunteer, you agree for The Salvation Army to have non-exclusive license of any material or work you create whilst volunteering. Should you want to assign copyright to TSA, please request a Deed of Assignment. Should you want TSA to no longer use works you have created, please inform TSA immediately in writing.

6 | Diversity and safety

6.1 Work health and safety

TSA is committed to providing a healthy and safe environment for all personnel, participants and visitors. It is everyone's responsibility to help create and maintain a safe workplace.

As a volunteer, you're responsible for:

- Complying with WHS processes, requirements and instructions explained to you by your manager. Where necessary, control risks and hazards by changing your approach or ceasing until advice has been sought.
- Taking reasonable care to work safely and do no harm through your actions or omissions
- Reporting all incidents, accidents, injuries and hazards to management

WHS Consultation

You have a right to be consulted if your work practice is to be changed. You can discuss the changes with your manager on how they impact WHS risks.

WHS Hazards

Preventing, identifying, and managing hazards is important. Your manager will give you access to training and information relating to hazards in your area, along with prevention and management strategies.



6.2 Emergency procedures

Make sure you're familiar with:

- Emergency exits, assembly areas and procedures
- Emergency telephone numbers
- Infection control
- What to do in a crisis or threatening situation

If you are unsure about any of the above emergency procedures, it's your responsibility to ask your manager. You must be aware of what you can and cannot do in an emergency.

6.3 Incident and accident reporting

The Salvation Army uses an online reporting system named SolvSafety. Along with WHS matters, complaints and feedback can also be recorded in SolvSafety. It doesn't require any logins and passwords, simply visit:

<https://www.solvafety.com.au/thesalvationarmy>

In the event of an incident, injury or hazard at your site, please report it to your manager as well as reporting it on SolvSafety.



6.4 Bullying, harassment and discrimination

We have a zero-tolerance policy on actions that are discriminatory or may be seen as bullying or harassment. It is never acceptable to humiliate, victimise, intimidate or threaten anyone directly or indirectly. Take extra care to ensure you do not disadvantage or judge someone based on personal characteristic including, but not limited to:

- Age
- Gender or gender identity
- Sexual identity
- Parental status
- Political beliefs
- Impairment or disability
- Race or ethnic background
- Religious belief
- Relationship status
- Physical features

6.5 Counselling and support

Converge International – counselling service

To support your wellbeing whilst volunteering, you can access free counselling via our Employee Assistance Program, provided by our partner, Converge International. Don't let the word 'employee' confuse you, this service is also for volunteers. You can get three free confidential sessions providing support across a broad range of personal and work-related issues.

To make an appointment to speak with a Converge International EAP counsellor:



1300 OUR EAP (1300 687 327)



Visit www.convergeinternational.com.au and click on Contact Us to access the Live Chat service



Download the EAP Connect App and connect through the Appointment icon

Other available support

- TSA Moneycare: free and confidential financial counselling
<https://www.salvationarmy.org.au/about-us/our-services/moneycare/>
- TSA Chaplaincy – TSA Chaplains providing support at your point of need
<https://www.salvationarmy.org.au/about-us/our-services/chaplaincy/>

For more information visit VolHQ or ask your manager.



7 | Insurance

7.1 Voluntary Workers Insurance

TSA holds Voluntary Workers Insurance which covers medical expenses and potential loss of income if you are injured whilst volunteering with TSA. Completing TSA's registration and signing a volunteer agreement will ensure that you can access this insurance. If you have not signed an agreement, please speak to your manager immediately.

If you are injured while volunteering, you must alert your manager as soon as practicable. They will then complete a report on SolvSafety and will assist you in contacting the Insurance team. Please note, this insurance covers remaining out-of-pocket expenses after claiming through Medicare and your own health insurance.

7.2 Motor vehicle use

If your role involves driving, in most instances you will have access to a Salvation Army fleet vehicle which is covered by TSA's Motor Vehicle Insurance Policy. Prior to commencing, a police check, an Authority to Drive and Indemnity form will need to be completed. If for any reason, you need to use your own personal vehicle, we strongly suggest having comprehensive insurance as it will not be covered by TSA's Motor Vehicle Insurance Policy. Please check with your insurer to ensure coverage whilst undertaking driving as part of your volunteer role.

8 Expenses and reimbursements

Please know we are grateful for your generous contribution of your time, but we cannot make payments, in cash or kind, that relate to your volunteering. Reimbursements and out-of-pocket expenses may be made in some circumstances but must be pre-approved and follow the Mission Volunteer Reimbursement procedure.



9 | Dealing with issues

9.1 Grievances

We understand that at times, things may go wrong. If you have experienced or witnessed inappropriate behaviour, we encourage you to act so it can be resolved, the sooner the better.

In the first instance, please speak to your manager. Alternatively, you can

- Complete a Complaints Forms online
<https://www.salvationarmy.org.au/contact-us/complaints/>
- Record your issue on SolvSafety
<https://www.solvafety.com.au/thesalvationarmy>

All complaints and feedback will be handled per Salvation Army policies and procedures.

9.2 Resolving issues

When an issue arises, we want to resolve it as sensitively and in a timely way for all parties involved. Some approaches used are personal support, mentoring, additional training or supervision, reassignment and in some cases, warnings. However, if unacceptable behaviour takes place, disciplinary action may be taken. In the event of serious misconduct, your volunteer role may be ceased or suspended with immediate effect.

All issues will be handled according to relevant Salvation Army policies and procedures.

10 | Leaving TSA

10.1 Extended leave

If you need to take extended leave, but intend on returning, please let your manager know as soon as possible. This will help them find a suitable volunteer to help fill the roster during your absence and until you return.

10.2 Leaving your role

Volunteering is not a contractual relationship, and you may leave your volunteer role at any time and for any reason. To help a smooth transition and minimal impact to services, we do request that you let your manager know your intention to leave as soon as possible. It's preferred that you provide two weeks written notice.



11 | Glossary

Administrator of Volunteers (AoV)	One who performs administrative activities as delegated by manager of volunteers (MoV).
Client or service user	A person seeking assistance or support through a mission expression operated by TSA.
Corps	The name given to Salvation Army churches and local worshipping communities.
Corps Officer	A Salvation Army officer who is appointed leader of a corps
Division	Territories are divided into divisions, each of which has a number of corps and social centres which are mostly run by officers.
Manager of Volunteers	TSA personnel with responsibility for safe and effective management of volunteers.
Mission Volunteer	A mission volunteer is anyone who contributes time, service and skills without expectation of financial gain from TSA in order to assist in accomplishing the mission, and who has completed the Volunteer Agreement along with requisite Integrity Checks. Mission volunteers have no obligation to perform any of their volunteering duties and can end their engagement as a mission volunteer at any time. A mission volunteer is someone who fulfils a specific rostered role with an expectation of attendance. This includes people who engage in service for a variety of reasons such as: · An expression of faith, recognising that for many, mission volunteering is part of their covenant to God · To make a positive difference in the world · To gain knowledge and work experience · To create new social connections
Officer	Ordained Salvation Army clergy, who wear uniforms with red epaulettes indicating their rank.

Personnel	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 TSA mission delivery or mission expression or is a Board or Board Committee member.
Salvos Workday	The system for recording information about all workers including mission volunteers.
Supervisor (of volunteers)	An individual who, in some circumstances, is not officially designated in an organisational chart as the line manager but has responsibility to directly supervise mission volunteers delegated to them.
Senior Salvation Army representative	A Senior Manager or above in a person's direct line of management authority or equivalent.
The Salvation Army (TSA/Salvos)	The Salvation Army in Australia inclusive of all Mission Expressions and Mission Enablers.
THQ	The administrative headquarters for The Salvation Army Australia Territory.
Volunteer Resources	A team within TSA HR Department that develops safe and effective volunteer involvement throughout TSA.

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.