



SALVOS
stores

Volunteer F.A.Q's

Are there minimum/maximum hours required for volunteering?

There are no minimum hours for volunteering, as long as it fits the store's current needs. We do have a maximum working week of 38 hours in conjunction with employment law for all workers.

What is Salvos Stores minimum/maximum age for volunteering?

Our minimum volunteer age is 15 in respect to the minimum working age in Australia. We can accept volunteers at the age of 15 as long as we are provided a written letter of permission from a parent or guardian.

Students wishing to perform work experience with Salvos Stores may be exempted from this policy, on the condition the placement is approved in writing by a third party organisation responsible for the work experience (school, scout group etc). The third party organisation must confirm in writing that they have full insurance coverage for students (including personal injury and public liability coverage).

There is no maximum age limit on any employee or volunteer, assuming they are able to safely carry out their duties to the requirements of their position.

I am not an Australian Citizen, am I eligible to volunteer?

All individuals wishing to volunteer with Salvos Stores must be eligible to volunteer in Australia in accordance with the Department of Immigration and Border Protection (DIBP) guidelines.

It is the responsibility of the individual to ensure that they are eligible to volunteer in Australia. If you are not an Australian Citizen you will need to make sure that your visa type allows volunteer activity. For more information please visit [DIBP's website](#).

Can I volunteer at more than one Salvos Stores? How?

Yes! It is possible to volunteer at more than one Salvos Stores. To do this, once you have created a profile you can go through the sign up process again, with the new store, but when asked "Do you already have an existing account?" sign in with the username and password you have already created on the left hand side of the screen.

What type of work is involved in volunteering with Salvos Stores?

Salvos Stores has three main areas for volunteering: Stores, Warehouses and Offices.

If you are to assist in our Stores you will be helping with:

- Merchandising
- Sorting donated goods
- Customer service
- Store maintenance



If you are to assist in our Warehouses you will be helping with:

- Moving stock – loading/unloading trucks
- Maintenance
- Sorting donations
- Picking and packing

Please keep in mind that there are stores that offer similar tasks “back of house”

If you are to assist in our Offices you will be helping with:

- Data entry
- Role specific projects if through an educational institute “work experience”
- Customer service

Please keep in mind we display positions vacant on Seek.com volunteering; we have limited volunteer opportunities in our offices

Is there a dress code?

Yes. Salvos Stores Volunteers and Employees do adhere to a dress code that specifies: if working in our retail floors we have a preference for “all tops to be black or white and bottoms to be black, however this is not compulsory”. We must insist on enclosed shoes (excluding runners) for Workplace Health and Safety compliance in all aspects of the organisation.

If you do not have these items in your current wardrobe, we offer our volunteers and staff a 50% discount off donated stock items in the store, if they meet the black and white description. These items must be priced by the store manager prior to purchase.

We provide our volunteers with an apron and name badge which must be worn at all times. This helps customers distinguish who is there to help them in our stores.

Does Salvos Stores provide training?

For volunteers, Salvos Stores provides an in store induction and on site “on the job” training to assist with the varying tasks undertaken across the organisation.

Could volunteering lead to employment within Salvos Stores?

Yes. We post all of our positions vacant on Salvos Stores career page and the link can be located at the bottom of the Salvos Stores website:

<http://careers.salvosstores.com.au/>



Who do I contact if I have any further inquiries?

There are a few different people you can contact if you would like to discuss anything further or require assistance:

Volunteer Program Team: Salvos Stores Support Office (03) 9210 5100 or via email at ssvolunteer@aus.salvationarmy.org

Store Manager: To find your nearest store contact information please use the "Store Locator" link on the Salvos Stores website.