

The Salvation Army Australia



# Impact Report

2022



**Together:**  
leaving no one in need



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# The Salvation Army statements

## Mission

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

We share the love of Jesus by:

### CARING FOR PEOPLE

Being there when people need us most

We offer care and compassion as a sacred encounter with transformative potential

### CREATING FAITH PATHWAYS

Taking a holistic approach to the human condition that values spirituality

We graciously share the Good News of Jesus and grow in faith together

### BUILDING HEALTHY COMMUNITY

Investing ourselves in relationships that promote mutual flourishing

We find the wholeness God intends for us in community

### WORKING FOR JUSTICE

Tackling the social systems that harm creation and strip away human dignity

We join God's work to build a fairer world where all can thrive

## 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.

## Values

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

### INTEGRITY

Being honest and accountable in all we do

### COMPASSION

Hearing and responding to pain with love

### RESPECT

Affirming the worth and capacity of all people

### DIVERSITY

Embracing difference as a gift

### COLLABORATION

Creating partnerships in mission

## The Inclusion Statement



The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders, past, present and future. 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 safety and wellbeing of people of all ages, particularly children.

# From our leaders

As the world takes cautious steps out of the COVID-19 pandemic, the true impact of the past two years is continuing to take a toll on everyday Australians.

Growing economic pressures and uncertainty have caused ongoing financial stress, and there has been a marked decline in many people's mental health and wellbeing.

The pandemic has compounded experiences of poverty, unemployment and housing stress, particularly for low-income earners and those on government benefits. Many households on limited incomes are struggling to maintain a basic week-to-week existence as living expenses increase.

In short, many people are being forced to go without, and more and more Australians are turning to charities and support services like The Salvation Army for assistance.

The Salvation Army's Emergency Relief centres provide practical assistance, food vouchers, material aid and case work to people experiencing disadvantage and hardship. In 2021, these centres helped more than 128,000 people and provided close to 290,000 sessions of care to those in need.

Underpinning these relief centres are our faith communities that provide a place of belonging and spiritual hope that reflects the heart of Jesus, which drives us as a movement.

Through the stories and statistics in this 2022 Impact Report, we aim to give you a snapshot of the care and capacity-building The Salvation Army provides.

The stories show how the financial and time-giving generosity from businesses, philanthropic trusts and individuals, combined with the support from everyday Australians, just like you, have enabled The Salvation Army to stay at the forefront of meeting the essential needs of those doing it tough.

Our Vision Statement says: "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.

The Salvation Army remains committed to this statement and assisting people in managing through difficult times. With your help, we will strive to improve our effectiveness and efficiency as we care holistically for everyday Australians.

God bless you all,



A handwritten signature in blue ink, appearing to read 'Janine Donaldson'.

A handwritten signature in blue ink, appearing to read 'Robert Donaldson'.

A handwritten signature in blue ink, appearing to read 'Winsome Merrett'.

## Commissioners

**Janine and Robert Donaldson**

National Leaders

The Salvation Army Australia

## Colonel

**Winsome Merrett**

Chief Secretary

The Salvation Army Australia



# Our governance

## 2021-22 Territory Board

The Board is responsible for providing governance oversight to the Australia Territory in accordance with Australian law, all requirements under International Headquarters' Orders and Regulations, and the principles of theology, mission, integrity and compliance.

The Board is also responsible for strategically positioning the territory so that it has a sustainable, major influence on Australian society, and to provide advice and assistance to the Trustees.

The Board is chaired by the Territorial Commander and accountable to the General for its responsibilities.

Board membership for the period 1 July 2021 to 30 June 2022 is as listed:

- Commissioner Robert Donaldson, Chair
- Colonel Geanette Seymour, Alternate Chair (ceased 1 January 2022)
- Colonel Mark Watts (commenced 1 January 2022)
- Richard Grellman AM, Lead Independent
- Greg Couttas
- Desley Hargreaves PSM
- Commissioner Janine Donaldson
- Colonel Winsome Merrett
- Adrian Appo OAM
- Felicity Natoli
- Captain Colin Reynolds
- Captain Lydia Hong (ceased 1 February 2022)
- Captain Leisa Humbley (commenced 1 February 2022)

Due to the COVID-19 pandemic, the Board has been unable to meet in person during the 2021-22 period, with all meetings held virtually.



**Commissioner Robert Donaldson** (Chair)



**Colonel Geanette Seymour** (Alternate Chair, ceased 1 January 2022)



**Colonel Mark Watts** (Alternate Chair, commenced 1 January 2022)



**Mr Richard Grellman AM** (Lead Independent) (Chair, Professional Standards Committee)



**Mr Greg Couttas** (Chair, Audit and Risk Committee)



**Ms Desley Hargreaves PSM** (Chair, Quality and Safety Committee)



**Commissioner Janine Donaldson**



**Colonel Winsome Merrett**



**Mr Adrian Appo OAM**



**Ms Felicity Natoli**



**Captain Colin Reynolds**



**Captain Lydia Hong** (ceased 1 February 2022)



**Captain Leisa Humbley** (commenced 1 February 2022)



More about The Salvation Army Australia leadership at [salvationarmy.org.au/about-us/leadership-and-structure/australian-leadership](https://salvationarmy.org.au/about-us/leadership-and-structure/australian-leadership)



## Board Committees

### **AUDIT AND RISK COMMITTEE**

The purpose of this committee is to ensure the integrity of the financial statements, the risk management framework and the system of internal controls, such that these align with The Salvation Army's values and meet its legislative and regulatory obligations.

### **NOMINATIONS COMMITTEE**

The purpose of this committee is to fairly and objectively identify and nominate suitably qualified candidates for appointment to the Board.

### **PASTORAL COMMITTEE**

The purpose of this committee is to improve the depth and breadth of the spiritual life of The Salvation Army in Australia; and to guide the movement so that it operates in accordance with its God-given mission to: "Share the love of Jesus by caring for people, creating faith pathways, building healthy communities and working for justice".

### **PROFESSIONAL STANDARDS COMMITTEE**

The purpose of this committee is to define and promote within The Salvation Army a world's best-practice response to allegations of abuse and ensure The Salvation Army is actively enhancing child safety within the Australian community.

### **QUALITY AND SAFETY COMMITTEE**

The purpose of this committee is to define and promote a culture of continuous quality improvement and consumer safety that aligns with The Salvation Army's values and meets its legislative and regulatory obligations.

## The Under-35 Board Participant Program

In April 2021, the Board approved the concept of an Under-35 Board Participant Program. This initiative ensures that the under-35 cohort of Salvationists is able to participate in the governance of The Salvation Army in Australia.

On 1 December 2021, the Board approved the appointment of Anthony Eden and Claire Clifton to the Under-35 Board Participant Program.

As participating observers, the Under-35 Board Participants attend all Board meetings with full access to the information being considered at each meeting and any additional communications provided to the Board. This position does not carry a Board vote. However, full participation in all Board discussions is encouraged.



# The Salvation Army's key social and community service focus areas



## Homelessness

The Salvation Army has a long history and strong capacity to respond to the immediate needs of those experiencing or at risk of homelessness. While our services and programs vary in offering and size, they are united by a singular vision: by ending homelessness, we transform lives and communities, restoring hope and dignity wherever there is hardship or injustice.



## Family and Domestic Violence

The Salvation Army is committed to upholding every person's right to be safe, empowered and free from violence. Through early intervention and prevention services, we support survivors and their children to feel safe, while holding perpetrators to account.



## Youth Services

The Salvation Army's network of youth services offers targeted programs that engage youth across Australia as they transition to independence. These programs include youth homelessness services, driver training, educational programs, drug and alcohol addiction support, youth justice programs, mental health programs, counselling, chaplaincy, advocacy support, creative arts and multimedia.



## Alcohol and Other Drugs

The Salvation Army offers a range of recognised services and programs that enable and support recovery from alcohol, drug and gambling addictions.



## Strategic Emergency and Disaster Management (SEDM)

The Salvation Army Emergency Services (SAES) has served Australian communities for more than 40 years. Whether it's a natural disaster or a missing person search, SAES volunteers are among the first to arrive on the ground, providing support to victims and emergency personnel on the frontline. The Salvation Army is committed to staying for as long as it takes for local communities to recover.



## Community Services (material aid, community programs, financial inclusion, financial counselling and poverty alleviation)

Every week, 280 Salvation Army community support services and emergency relief centres assist thousands of Australians experiencing disadvantage. For people facing hardship, these services help alleviate poverty by addressing immediate needs, such as food, shelter, clothing and utility assistance. Additionally, these services connect clients with long-term support services to build capacity and resilience through financial counselling and case management.



# How we measure impact



The Stronger Communities Outcomes Measurement project aims to determine how The Salvation Army (TSA) is progressing in achieving its mission and vision to “transform Australia, one life at a time with the love of Jesus”. This project is led by the Research and Outcomes Measurement team (hereafter known as ‘the research team’) in partnership with frontline services.

As part of this project, measurement and reporting tools are developed to provide visibility of progress and/or outcomes reported by community members across diverse TSA services. These outcomes are mapped to the four TSA Outcome Domains (see Figure 1 for TSA Outcomes Framework and Appendix 1 for TSA Outcome Domains definition), and to the relevant funding bodies’ outcomes framework. Mapping individual outcomes across the four overarching outcome domains enables TSA to understand how many people have been transformed by its services.

There are six key streams participating in this project:

Alcohol and Other Drugs (AOD), Doorways Emergency Relief (ER) and Casework Services, Family and Domestic Violence (FDV), Homelessness, Moneycare financial counselling services, and Youth Services.

Currently, Doorways Emergency Relief and Moneycare financial counselling services have embedded outcomes measurement into their usual service operations, whilst the rest of the key streams (except homelessness stream) are currently piloting their outcomes measurement framework.

The homelessness outcomes measurement project has just started, where the research team is working closely with the homelessness specialists to develop the national framework. Where resource permits, the Stronger Communities project also involves smaller programs, such as the Townsville Indigenous Mentoring Program, the Family Place Logan, the Positive Lifestyle Program and the Emergency and Disaster Assistance Program.

# The Salvation Army Outcomes Measurement Framework

## Our mission

The Salvation Army is a Christian movement dedicated to sharing the love of Jesus by:



**CARING FOR  
PEOPLE**



**CREATING FAITH  
PATHWAYS**



**BUILDING HEALTHY  
COMMUNITIES**



**WORKING FOR  
JUSTICE**

**This mission informs the outcomes we want to measure.**

## Our outcome domains

The Salvation Army uses sector-specific frameworks and best practice to promote change across the following outcome domains:



**WELLBEING AND  
SPIRITUALITY**



**INDIVIDUAL  
CAPABILITIES**



**LIFE  
CIRCUMSTANCES**



**SOCIAL  
CONNECTEDNESS**

**By measuring these outcomes, we determine our impact and the extent to which we are achieving our mission and vision.**

## Our collective impact

The Salvation Army measures and evaluates the impact of our work in fulfilling our mission and vision and this information is used to improve our services:



**PRACTICALLY  
(CARING FOR PEOPLE AND  
WORKING FOR JUSTICE)**



**SOCIALLY  
(BUILDING HEALTHY  
COMMUNITIES)**



**SPIRITUALLY  
(CREATING FAITH  
PATHWAYS)**

**Our outcomes measurement framework enables greater accountability and supports our continuous improvement. It is a significant milestone on our journey towards understanding and appreciating our full impact.**



# 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.

## *The Salvation Army Australia Vision Statement*

The research team is guided by the following principles to develop the outcomes measurement framework:

1. **Accessible & Meaningful:** Outcomes measurement tools and processes are useful, relevant, trauma-informed, culturally-appropriate and accessible to those involved.
2. **Participatory & Collaborative:** We value the collective knowledge and expertise of our frontline team, people with lived experience and our community partners. Thus, participation and collaboration with project participants and partners are actively sought as an essential component of developing outcomes measurement and reporting tools.
3. **Holistic:** When developing our outcomes tools, we value and take into account the physical, emotional, spiritual and social wellbeing of people, their connections to the communities and environments around them.
4. **Ethical:** All outcome measurement projects are aligned with the Australian National Statement on Ethical Conduct in Human Research to protect the wellbeing of those engaged in the projects and to ensure that the benefits of projects would be shared with the stakeholders.

Based on those principles, the research team works closely with frontline team to ensure the outcomes measurement and reporting tools are appropriate to their clients, feasible to administer and useful to their services, whilst still meeting measurement best practices. We also work with the client database team to make the outcomes data accessible to frontline workers. Therefore, outcomes data can be utilised

by workers and community members to review if the supports have enabled community members to progress in desirable areas, and/or to prompt discussion about required supports to achieve desirable outcomes. The holistic nature of the outcome measurement may also help to identify other areas that community members would like to tackle, which sometimes are addressed through referral services. The research team also works towards obtaining feedback from people with lived experience on the outcomes framework, such as the suitability of outcomes indicators, data collection processes and how they can be used for the betterment of people accessing services.

When developing an outcomes framework, the research team also takes into account the diversity of funding reporting requirements and their outcomes framework to ensure services across the nation are able to meet their reporting requirements and remain competitive in maintaining current funding and in securing new funding opportunities. Where possible, TSA client database team also develops automatic and safe data upload to funding bodies' databases, which allow TSA frontline services to use only one database to report to multiple funding or government databases. This strategy has reduced the administration burden of data collection, allowing workers to focus more time to support community members.

As all key streams are progressing with their outcomes measurement implementation, TSA will have more visibility in its collective progress and mechanisms in achieving its mission and vision. **For more information about the Stronger Communities project, please contact your designated Relationship Manager.**



## Family and domestic violence

The Salvation Army has recently developed and piloted the National Outcomes Measurement Framework for its Family and Domestic Violence (FDV) stream. The Framework was developed by TSA Research and Outcomes Measurement team in consultation with FDV services and victim-survivors and advocates. The Framework is also informed by the latest literature, FDV stream's Model of Care and funders outcomes reporting requirements. The resulting Framework is designed to measure the impact services have on victim-survivors' lives, using a trauma-informed, client-focused and culturally-safe approach.

Measuring FDV service impacts helps identify service efficiency drivers and areas in need of improvement, as well as strengthening FDV service's ability to meeting funders' outcomes reporting requirement. Clients benefit from Outcomes Measurements directly as the Outcomes Measurement tools can be used to inform case planning, track progress and provide service feedback in timely manner, and indirectly through the overall service continuous improvement and funding continuity.

The Outcomes Measurement tool consists of three parts – a set of service evaluation questions and two internationally recognised indicators: 1) the Personal Wellbeing index (PWI), a validated tool quantifying overall wellbeing<sup>3</sup>, and 2) the Measure of Victim Empowerment Related to Safety tool developed specifically for FDV victim-survivors<sup>4</sup>, which has been used throughout the United States and Europe. Indicators are designed to be used by caseworkers with clients at intake and exit (a review is available for longer cases). Service feedback questions are offered at exit, but clients can offer their feedback at any time – anonymously or directly to centre workers.

To date, client feedback has been positive. When asked, “What was the greatest positive change that happened for you while being supported by this service?”, one client wrote:

***I was helped to get on the department of housing list to find a house. I was moved into a transitional house so I was able to get my daughter back in my care. I have made lifelong friends. I was helped getting a course and into TAFE.***

When asked, “In what ways could this service improve to provide a better service in the future”, FDV services are yet to receive anything but praise. For example, one client wrote:

***I couldn't possibly suggest anything. Everyone has been amazing and the services were great.***

<sup>3</sup> International Wellbeing Group (2013). *Personal Wellbeing Index: 5th Edition*. Melbourne: Australian Centre on Quality of Life, Deakin University <http://www.acqol.com.au/instruments#measures>

<sup>4</sup> Goodman, L. A., Cattaneo, L. B., Thomas, K., Woulfe, J., Chong, S. K., & Smyth, K. F. (2015). *Advancing domestic violence program evaluation: Development and validation of the Measure of Victim Empowerment Related to Safety (MOVERS)*. *Psychology of Violence, 5*(4), 355–366. <https://doi.org/10.1037/a0038318>

## Appendix A: TSA's overarching outcome domains and definitions

<b>WELLBEING &amp; SPIRITUALITY</b>	<p>Wellbeing means in a state of being well, feeling satisfied and contented. Wellbeing and spirituality domain is multidimensional and holistic in nature, encapsulating many different aspects of life such as physical and mental health and wellbeing, spiritual wellbeing, life satisfaction, sense of meaning or purpose, happiness and flourishing in life.</p>
<b>INDIVIDUAL CAPABILITY</b>	<p>Individual capability<sup>3</sup> are personal attributes, attitudes, competency and behaviours that help people to function reasonably well in life and act constructively when dealing with stressful events or hardships. This domain includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Skills, knowledge and competency</li> <li>• Coping strategies, resilience</li> <li>• Personal traits, attitudes, outlook in life and mindsets</li> <li>• Social functioning skills and life skills</li> <li>• Self-advocacy</li> <li>• Self-efficacy</li> <li>• Positive behaviours</li> </ul>
<b>LIFE CIRCUMSTANCES</b>	<p>Life circumstances<sup>4</sup> are the circumstances and environments in which people live, which impact directly on their health and wellbeing and their ability to mitigate stressful events and hardships. These circumstances may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Living conditions, e.g., housing situation.</li> <li>• Economic resources, e.g., ability to meet basic needs (food, paying for bills and rents)</li> <li>• Income and employment, e.g., secure employment, living wage</li> <li>• Education, e.g., opportunities for learning, education status, school attendance, school engagement</li> </ul>
<b>SOCIAL CONNECTEDNESS</b>	<p>Social connectedness<sup>5</sup> is the degree and quality of connections and interactions between a person with their significant others, family, friends and their community, which contribute towards the person's wellbeing and enable them and the society to function effectively, including during times of hardships. Healthy social connections at individual and community levels provide people with emotional and material supports in times of need, and opportunity to share knowledge and information, in order to flourish in life and to reduce or rebuild from the negative impact of stressful events and hardships.</p> <p>This domain includes, but is not limited to, social supports and networks, social engagement and participation, social cohesion, social capital and community resilience.</p>

<sup>3</sup> Definition is informed by <https://www.forgov.qld.gov.au/identify-capabilities-you-need> (26/08/2019)

<sup>4</sup> Definition is informed by Scottish Public Health Observatory <https://www.scotpho.org.uk/life-circumstances> (26/08/2019)

<sup>5</sup> Definition is informed by <https://www.definitions.net/definition/social+connectedness> and Full Frame Initiative (2013), *Five Domains of Wellbeing: Social Connectedness*, [https://fullframeinitiative.org/wp-content/uploads/2011/05/SocialConnectedness\\_Factsheet.pdf](https://fullframeinitiative.org/wp-content/uploads/2011/05/SocialConnectedness_Factsheet.pdf), accessed 29th August 2019.



# Alongside others

With the continuing challenges of a global pandemic, the devastating disasters across a large part of our nation that have impacted thousands of lives and the immense hardship many Australians are dealing with, The Salvation Army is grateful for the role it can play in reaching out and supporting others.

True to its essence and DNA as a movement, the notion of 'others' is beautifully summed up by co-founder of The Salvation Army, Catherine Booth: "You are not here in the world for yourself, you have been sent here for others. The world is waiting for you!"

It is this focus on *others*, echoed through The Salvation Army's vision of transforming Australia, one life at a time with the love of Jesus that continues to motivate staff, officers, volunteers and supporters to live out The Salvation Army mission of caring for people, creating faith pathways, building healthy communities and working for justice.

Connection is a key element in The Salvation Army's mission whether in-person or via online platforms. Delivering services, supporting people in desperate circumstances and rebuilding lives after crisis is a difficult journey, but The Salvation Army continues to show

resilience and agility during this unpredictable period, offering holistic care to all people – physical, social, emotional, intellectual and spiritual. The Salvation Army's social and community services continue to provide advice, support and critical services to assist people:

- **Who were at risk of or experienced homelessness**
- **Affected by family violence**
- **Who lost their job, or experienced hardship**
- **Without food or unable to afford basic essentials**
- **Who struggled with addiction**
- **Impacted by drought, floods and bushfires, and**
- **Who were isolated or lonely**

As a Christian movement, united by faith, The Salvation Army works in cities, country towns and remote communities across Australia to ensure delivery of the mission and the vision – to leave no one in need and transform lives with the love of Jesus. This will always be the priority.

# The Salvation Army Australia's impact

**1.88+**  
**million**

sessions of care  
across all social programs



**34,500+**  
number of people  
assisted with  
addiction to  
alcohol and other  
drugs, gambling  
and rehabilitation  
services


**\$72.7 million+**

total amount of financial  
assistance provided (cash,  
gift cards, vouchers etc.)

approx. **13,000**  
number of people provided  
financial counselling

**\$52.2 million+**  
amount of profit generated  
back into The Salvation Army  
programs from Salvos Stores

**309,800+**   
sessions of care provided  
to people who were at  
risk of or experienced  
homelessness

**1.77+ million**   
number of meals provided  
to people who accessed  
homelessness services



approx. **1500**  
community support  
activities run by corps  
(churches)



**68,700**  
job seekers assisted  
to find employment



**21,600**  
households/  
families assisted who were  
impacted in some way by  
disaster (bushfire, flood,  
drought, cyclone, etc.)

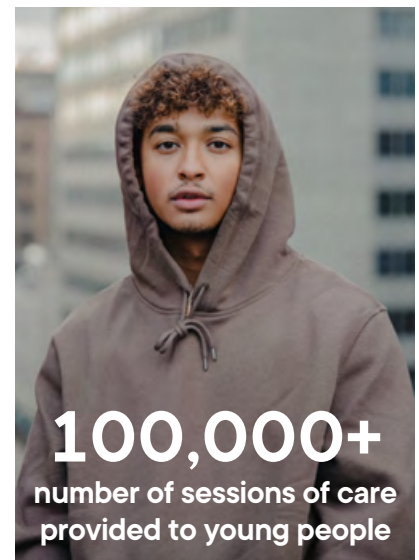


**5800**

women and children  
supported  
who experienced family  
and domestic violence

**92,500+**  
number of nights people  
were provided emergency  
accommodation due to  
family and domestic violence

**2440+**  
number of people cared  
for in residential Aged  
Care facilities



Statistics provided by The Salvation Army Australia, Research Team, covering July 2020 – June 2021.



# Spotlight on selected services

The Salvation Army is primarily driven by people working passionately to make a difference to the lives of individuals and families who, due to adverse life circumstances and experiences, are disadvantaged by compromised capabilities and opportunities to fully participate in community. Equipping and enabling local people to impact their own community has always been a key focus of The Salvation Army. Today, the need for our services is on the rise. But with your support we are able to empower the vulnerable to prosper financially, socially and spiritually.



## THE SHED (WA)

Eighteen months ago, the youth space at Kalgoorlie-Boulder Corps, better known as 'The Shed', was a vast, empty warehouse on the corps site. But youth leader Cameron Mallory saw its potential. He had a vision to convert the space into a hub for young people across the Western Australia Goldfields community.

Cameron got the green light, and work started on fitting out the shed, including a lounge, PlayStation, library, puzzle and games area, and more.



"It's become more of a success story than we ever anticipated," shares Cameron. "What we do at The Shed varies from week to week; there is literally something for everybody. One of the things we found was that when young people feel ownership of a space they have more of a sense of belonging. And it's huge in the Salvos that we make sure young people know they belong, that they are loved and cherished."







### COFFEE-TUNITY (TAS.)

Give someone a cup of coffee and they are energised for the day. But teach them to make coffee and they gain confidence and skills for a lifetime of employment. That's the premise of Coffee-tunity, the new mobile barista training program run by The Salvation Army in south-eastern Tasmania and its partners.

Corps Officers Lieutenants Craig Boyd and Jess Frost-Boyd came up with the idea of Coffee-tunity in 2020 after hearing about a rarely used coffee van being stored at Divisional Headquarters.

“Our goal is now to use it to help people gain long-term paid employment in the future,” Craig said.

Coffee-tunity is in its early days, and after a successful pilot in 2021, they have already seen nine participants come through the program and one person who has secured a 20-hour-a-week traineeship.



### SHOWER PROJECT (SA)

Victor Harbor Corps is tapping into a community awash with interest in improving services to people sleeping rough in the seaside South Australian town.

Corps Officer Captain Nathan Hodges, *pictured*, said upgraded shower and laundry services for those experiencing homelessness had been a pipe dream, but was now a reality thanks to community support.

Complimentary shower packs for clients put together by community groups or through monetary donations are also available as part of the program.

“We’re building towards being able to do more to support our community ... to bless people,” Nathan says.





### BIKE RECYCLING PROGRAM MOVES UP A GEAR (QLD)

The Salvos Re-Cycle Bikes program at Red Hill in Brisbane has gone high-tech – in a couple of different ways. The workshop now not only restores bikes to sell in Salvos Stores but has begun a repair and maintenance service to the public that also includes converting conventional bicycles to electric.

Program coordinator Andy Steele, *pictured far right*, said up until recently bikes had only been available from the adjoining Salvos Stores outlet, but now the more expensive and sought-after brands were being sold online.

Andy said as well as giving bicycles a new lease on life, the program is also about giving people that same second chance. A relationship with Brisbane Recovery Services Centre (Moonyah) had grown, with clients from the centre doing shifts at the bike recycling program as well as several community members also volunteering their time to the program.



### TOWARDS INDEPENDENCE PROGRAM TOP END (NT)

Towards Independence Program Top End (TIPTe) aims to teach tenants how to manage finances more effectively and become financially independent.

“Many of our tenants come from serious disadvantage, and this doesn’t just mean financial disadvantage. Educational disadvantage is also a contributor to homelessness,” said TIPTe Case Manager Leanne Butler, *pictured*.

TIPTe, which runs at Darwin Corps, applied for a \$20,000 Innovation Grant through The Salvation Army in 2019 to facilitate a Life Skills Program to educate tenants on budgeting, home maintenance, cooking, cleaning and health care.



### DRIVE FOR LIFE PROGRAM (NSW)

The Drive for Life program supports young people aged between 16-25 and is designed to meet the needs of young people who may find it difficult to achieve their driver's licence.

This program has supported thousands of young people to achieve their Learner and Provisional licence, establish positive relationships, broaden employment pathways and develop future goals and aspirations. Since 2008, our Driver Training programs have expanded from a single location to 14 programs and a team of over 100 staff and volunteers across the eastern seaboard of Australia.

We estimate over 10,000 young people have passed through our program and moved into further education or employment. Approximately 75 per cent of young people enrolled in our program achieve their learner licence and 68 per cent will go on to achieve their full driver's licence. Participants also receive road-safety education and go on to become safe and responsible road users.



### GATEWAY TO BUILDING COMMUNITY (VIC.)

A number of local mission expressions have collaborated to forge new ground in the Melbourne outer-east suburb of Boronia. Two refurbished houses on the Boronia Corps property now house residents from The Salvation Army Gateways crisis accommodation and support program, enabling clients to receive extended case management and support to break the cycle of homelessness.

Gateways provides six-week crisis accommodation and support for single adults over the age of 25 and families of any age with accompanying children who are experiencing primary homelessness.

The Shared Mission Accommodation Project (REMAP) program will provide clients with the opportunity for longer-term accommodation and support whilst working on their case-plan goals.



"Given one of the most difficult issues for clients is the lack of community connection, REMAP provides not only accommodation but also the community linkages via the corps," says Gateways Manager Leanne Foster.



# Reconciliation: a continuous journey

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The Salvation Army Australia launched its first national Reconciliation Action Plan (RAP) in December 2020, reflecting a commitment to reconciliation and truth-telling in this nation.

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During the consultation and development phase of the national RAP, we embarked on a journey of learning. We gained a better understanding of how we can walk alongside our First Nations peoples and how we can contribute to addressing the challenges they face as a daily reality.

As a faith movement, The Salvation Army's aim is 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.

## REVIEW

Eighteen months on, we have made some outstanding progress on our journey of facilitating reconciliation practices. Although we still have a way to go, the improvements made within one year demonstrates the ongoing commitment from our personnel, officers, volunteers and faith community towards reconciliation in Australia.

Out of the 89 deliverables outlined in the RAP, to date, we have embedded or completed 80, seven are a work in progress and two are ongoing. This is a great sign of our growth and its impact on the First Nations communities we work in. These communities will continue to be the focus of our work.

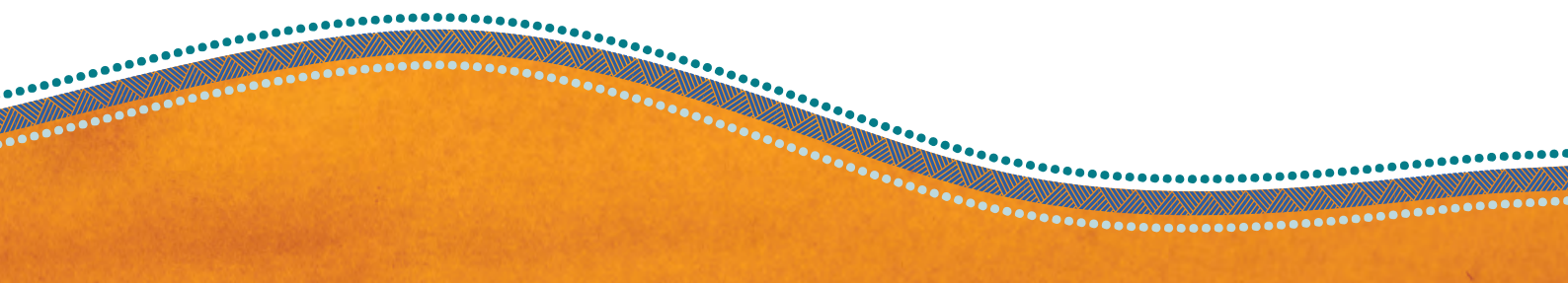
We have established 11 formal and 11 informal partnerships with Aboriginal and Torres Strait Islander organisations. The Aboriginal and Torres Strait Islander Ministry team members have been pivotal in their engagement with these organisations, ensuring they are collaborative, equally beneficial and impactful.

Throughout 2021, the Army's senior leaders or members of the Aboriginal and Torres Strait Islander Ministry team led external and internal events across the nation. These events enabled all expressions of the Army to come together in respect, support and celebration of First Nations' communities and traditions. From weaving webinars to guest speakers reflecting on the 'Uluru Statement from the Heart', we came together to learn and grow in unity.

For the promotion of NAIDOC Week 2021, The Salvation Army had the wonderful opportunity of creating an awareness TV commercial for SBS – Australia's multicultural and multilingual broadcaster. Three videos were produced, with one highlighting the RAP and Aboriginal and Torres Strait Islander Cultural Competency Framework as a roadmap to reconciliation.



[View The Salvation Army Australia's Commitment to Reconciliation video on YouTube](#)



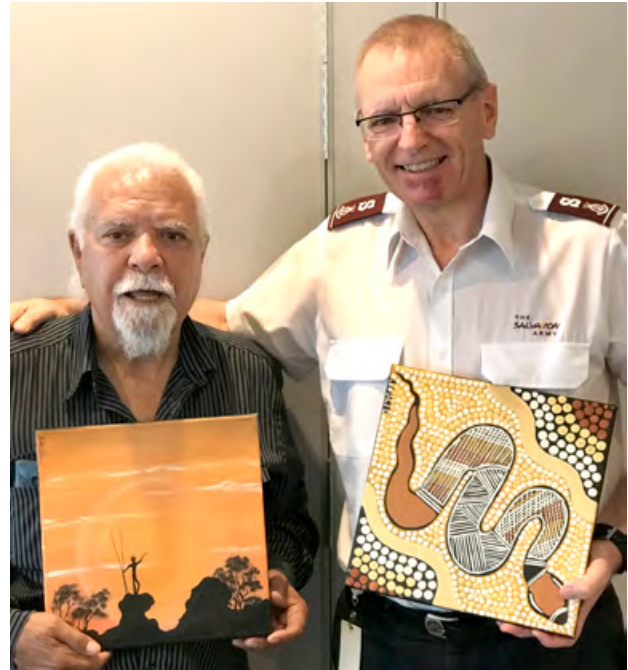


» Participants at the Indigenous Cultural Immersion Week.

### RAP COMMITMENTS

The Salvation Army has made five significant RAP commitments:

- 1. Christmas Cheer** – supported 120+ First Nations communities around Australia including Logan City, Kalgoorlie, Jigalong and Karratha to name a few. \$100k internally has been given to strengthen our commitment.
- 2. Returning of Artefacts** – an artefacts register has been developed and research around appropriate processes of returning artefacts back to Country is being explored.
- 3. Social Justice and Advocacy** – two key areas of focus have been the Indigenous Voice to Parliament and raising the age of criminal responsibility in each of the states and territories.
- 4. Cultural Immersion Experiences** – The Eva Burrows College Officer Formation stream is involved in two cultural immersion experiences in 2022, engaging cadets and officers to gain learnings from this experience.
- 5. Truth-Telling** – based on research and partnership with UNSW Indigenous Law Centre, this commitment is quite innovative in developing a ‘Truth-Telling’ framework.



» Uncle Noel and Lieutenant-Colonel David Godkin holding paintings.



» RAP Project Development Coordinator Lucy Davis (centre, wearing Salvos Indigenous shirt) with the group that took part in the historic yarning circles between The Salvation Army and Cherbourg Aboriginal Community elders.

### FUTURE

TSA has met the prerequisites for the next stage – a ‘Stretch RAP’, which can commence within six months of completing the Innovate RAP. A Stretch RAP is best suited to organisations that have developed strategies and established a very strong approach towards advancing reconciliation internally and within the organisation’s sphere of influence.



# Awards

## Eva Burrows Award

The Eva Burrows Award is a new prestigious award that recognises an individual's outstanding contribution and extraordinary service to The Salvation Army in the Australian community.

The award is given in the name of General Eva Burrows AC OF\* (1929–2015).

Eva, pictured below, was only the second Australian to be elected as General of The Salvation Army, a position she held from 1986 to 1993. She was also the second woman to serve in this role, after Evangeline Booth, the daughter of co-founders William and Catherine Booth, who was General between 1934–39.

During her seven years as the international leader of The Salvation Army, Eva proved highly effective, directing operations in almost 100 countries and reawakened the Army's founding spirit of evangelism in

Australia and throughout the world. She was a strong and effective administrator, but it was her warmth, wit and passion while in office that earned her the popular title of 'The People's General'.

Eva was capable and wise, and her inspirational leadership made a genuine difference to the lives of people across the world. This award is given in her name, honouring individuals who make a genuine difference to the lives of Australians.

\*AC – Companion of the Order of Australia, OF – Order of the Founder (highest honour of The Salvation Army)



The first winners to be presented with the Eva Burrows Award are:



**ALAN JESSOP OAM (CANBERRA)**

For 32 years, Alan has collected donations at the Canberra Centre, becoming a well-known figure and the 'face' of The Salvation Army in his community. It is estimated that he has personally collected \$4 million for those in need across Canberra and beyond.

Alan has been a faithful and passionate advocate, giving his time and energy in support of the mission of The Salvation Army.



**DR MALCOLM IRVING AM (SYDNEY)**

Malcolm has been a faithful and passionate supporter of The Salvation Army for more than 30 years, giving his time, talents and generous financial support to help vulnerable and marginalised people in our communities.

*NB: It was initially planned for Dr Malcom Irving to receive the award at the Western Sydney Red Shield Appeal launch, but he was unwell and unable to attend. It was then decided to honour him at the Sydney launch, but he was also unable to attend at the last minute. Malcolm's daughter Ruth, pictured above, accepted the award on his behalf.*



**DICK SMITH AC & PIP SMITH AO (SYDNEY)**

Dick and Pip have been proud supporters of The Salvation Army for more than 25 years, giving their time, talents and generous financial support to help vulnerable and marginalised people in our communities.



**MADILL FAMILY (NOOSA)**

John, Gayle and Adam Madill, with special acknowledgement to Caroline, Garth and John Scott Madill, have supported the mission of The Salvation Army in their local communities of Noosa and Gympie for more than 21 years, generously giving of their time, influence and finances.



**MICHAEL FOSTER (HOBART)**

Michael has served on the Advisory Board for the Tasmania Division for more than 30 years, keenly supporting the development of relationships in the business sector. He has been a champion for the annual Red Shield Appeal Business Breakfast and Salvos Sleep Out, raising significant funds to help those in need in his local community.



## Others Award

The Others Award honours an organisation, trust or foundation's extraordinary spirit of service to 'others' and outstanding contributions and support of the work of The Salvation Army in the Australian community. This year the award has been presented to the following:



» Award received by Peter O'Sullivan, Director of Woolworths Group Brand presented by The Salvation Army Divisional Commander NSW/ACT Division Lieutenant-Colonel Miriam Gluyas.

### WOOLWORTHS (SYDNEY)

For more than 60 years, Woolworths has supported the work of The Salvation Army, most recently through S.T.A.N.D (Support Through Australian Natural Disasters), raising more than \$10 million. Through this community-centric initiative, Woolworths and its customers have enabled The Salvation Army to provide financial support and material aid to communities across Australia impacted by disasters.

Our partnership is a genuine philanthropic relationship where community care, support and wellbeing are deeply ingrained into both organisation's visions.



» Award received by Doug and Joan Cory presented by The Salvation Army Divisional Commander Queensland Division Major Gavin Watts.

### THE CORY CHARITABLE FOUNDATION (BRISBANE)

For the past 28 years, The Cory Charitable Foundation has transformed the lives of many in the Queensland community through generous financial support of The Salvation Army drug and alcohol recovery services, accommodation for the homeless, and women and children escaping domestic violence.

Their generous funding towards the construction of a new affordable housing complex in north Brisbane has raised the profile of the issue of homelessness and the work of The Salvation Army in their local community.



### **SARGENTS CHARITABLE FOUNDATION (WESTERN SYDNEY)**

For more than 20 years, the generous financial support of Sargents Charitable Foundation has transformed the lives of many of Western Sydney's youth. They have been instrumental in supporting youth programs such as St Mary's Café Horizons, Blacktown Youthlink, Auburn Corps and Western Sydney Communities of Hope.



» Sargents Charitable Foundation's Brian Andrews (far left) with Major Warren Parkinson (left) and members of the Blacktown Youthlink team.

### **MYER (MELBOURNE)**

For nearly 30 years, Myer and its customers have stood by The Salvation Army, raising more than \$10 million to support the most disadvantaged and marginalised members of our community; placing a spotlight on family and domestic violence across Australia.

At times of natural disaster Myer has also been there, raising much-needed funds to assist The Salvation Army's Emergency Relief and Recovery work.



» Martin Barr (left), Myer General Manager of Corporate Affairs and Lucy Hobson, Myer Community Relations Advisor accepts the Others Award from The Salvation Army Divisional Commander of Victoria Colonel Kelvin Merrett.

### **REAL ESTATE INSTITUTE OF WESTERN AUSTRALIA (PERTH)**

Through their philanthropic community REInvest Program, the Real Estate Institute of Western Australia raised more than \$1 million to help thousands of West Australians experiencing homelessness.

Specifically, the program and the agents who support it have helped those most vulnerable in the community by donating money, helping find accommodation and volunteering their time to provide meals to those doing it tough.



» REIWA President Damian Collins accepts the Others Award from The Salvation Army Divisional Commander of Western Australia Major Brad Potter.



## AREA IN FOCUS:

# Family and domestic violence

“In recent times, we have been very privileged to journey with many in our community who are in the process of leaving or who have left family violence. They are incredibly courageous – warriors (although they would never say that of themselves) – who are fighting to build a life for themselves and their children amidst extreme hardship and often isolation.”

– *Salvation Army officers, Bellarine Peninsula, Victoria*

Family and domestic violence is a major health and welfare issue in Australia that can have lifelong impacts on both victim-survivors and perpetrators. Family and domestic violence is a crime and comes in many forms – some less obvious than others – and can affect the whole family, including children.

Family and domestic violence is any violent, threatening, coercive or controlling behaviour that occurs in current or past family, domestic or intimate relationships. Intimate partners, family members and non-family carers can perpetrate violence against people they are caring for. Young people can also use violence or be victims of violence within their family.

The impact of family and domestic violence is far reaching and is the number one cause of homelessness for women and their children.

Family and domestic violence isn't just physical or verbal abuse towards a partner or child. It includes sexual, emotional, social, spiritual, psychological and financial abuse, violence, or intimidation within a relationship.

The prevalence of family and domestic violence is widespread across Australia and has lifelong implications for both victims/survivors and perpetrators. It impacts individuals, families and communities, resulting in enormous health, welfare and social costs.

The issue mainly affects women and children, at particular risk are Aboriginal and Torres Strait Islander women, young women and pregnant women.

Over the past two years, family and domestic violence has been labelled as the 'shadow pandemic'. Gender inequality and inequity in Australia provide the underlying conditions for violence against women. Many of the drivers of family violence are 'societal', and how we, as a community and as individuals, respond to gender inequity and rigid gender stereotypes can be a powerful force for change.

Any form of domestic and family violence is unacceptable and should be taken seriously and perpetrators must be held to account to prevent any further harm. No one should live their lives in fear.

» CONTINUED PAGE 28





The Salvation Army offers a range of services and programs that address the immediate and long-term needs of those experiencing family and domestic violence. Our goal is to offer resources, programs and services that first work to prevent abuse while also supporting those experiencing it.

Through secure accommodation, financial assistance and community support, The Salvation Army enables people to leave dangerous relationships and build stable futures free from abuse and intimidation. The Salvation Army also works with people to seek emotional and legal support, gain access to healthcare and education for themselves and their children.

The Salvation Army family violence programs support more than 5000 women and children escaping family and domestic violence every year. We work with services such as the police, financial counsellors and courts to offer individualised support to women and their children, addressing identified risks while planning a course of action. We are committed to listening to the expert knowledge of those with lived experience and working with them to design family violence services that understand and meet the needs of our clients. Our specialist family and domestic violence workers are trauma-informed, child-safe, sensitive and compassionate. We work hard to support women and children to recover from the impacts of family violence.

### Our nationwide services include:

- 15 refuges; providing support and safety to women and children at immediate and serious risk
- Children and parenting support services, offering primary, early and tertiary prevention support.
- Men’s behaviour-change programs
- Intake and crisis response services
- Specialist family violence case management; working with victim/survivors, perpetrators, children and young people on their individual support needs with a strong focus on risk management and safety
- Counselling and therapeutic supports; providing a vital and validating source of support in which to rebuild a sense of self-esteem and confidence to live a life free from family violence
- Specialist children’s workers
- Crisis, emergency, transitional and long-term housing
- Security and safety upgrade programs
- Family violence brokerage packages for establishment and recovery
- Referrals to specialist services; legal, financial, mental health, AOD
- Trafficking and Slavery Safe House

Our services focus on prevention, restoration and healing to provide specialised family violence support to families and individuals who are experiencing and recovering from violence, modern slavery and forced marriage.

We respect and support diversity and inclusion in our family and domestic violence services.

The Salvation Army National Family Violence Stream is committed to providing support and services that are inclusive and welcoming to people of all genders, ages, people living with a disability, and those from LGBTIQ+ and CALD communities.

We recognise the challenges and barriers experienced

“Men, infants to adult children, same-sex couples, the elderly, even pets experience family and domestic violence – across all communities, ages, cultures and genders – although we know that women are disproportionately victims of family violence. And perpetrators have many faces – partners, adults, children, neighbours, parents and grandparents.”

– *Captain Melanie Cop, Salvation Army officer and family violence chaplain*

by people who have experienced family and domestic violence and are Aboriginal or Torres Strait Islander, LGBTIQ+, culturally and linguistically diverse, living with a disability and/or from a migrant or refugee background. The Salvation Army is committed to making sure our family and domestic violence support services are safe and welcoming spaces.

Our family and domestic violence support services are informed by our Model of Care, based on current best practice evidence, and supported by an intersectional human rights framework (which means helping address multiple barriers to accessing support and seeing the victim-survivor as a whole person).

The following principles inform our Model of Care and underpin our services.

- **Safety focus**
- **Perpetrator responsibility**
- **Child-centred**
- **Flexibility**
- **Collaboration**
- **Advocacy**
- **Aboriginal and Torres Strait Islander self-determination**
- **Inclusion**
- **Capability**
- **Lived experience**

### Fighting for change

Family and domestic violence is the primary reason behind women and their children seeking Salvation Army homelessness services. Our data shows that 49 per cent of single parents are homeless due to family violence and two in five children become homeless because of family violence.

Almost a quarter of Australian women have experienced violence from a current or former partner. On average, in Australia, one woman is murdered by her current or former partner every week. One in three women with a disability experienced emotional abuse from a partner.

Aboriginal and Torres Strait Islander women are 35 times more likely to experience family violence than non-Indigenous women and 32 times more likely to be hospitalised because of injuries caused by violence.

In the 2020-21 financial year, the Salvos in Australia assisted nearly 5800 women and children and provided more than 63,000 sessions of care to those at risk of, or experiencing, family and domestic violence. Salvos services include crisis, emergency, transitional and long-term housing, counselling, casework, outreach and support.

The Salvation Army also advocates strongly to Commonwealth and state members of parliament, community leaders and the wider community to help eliminate violence against women. We know from experience the grave impact that violence has on the health, wellbeing and lives of thousands of women and children on a daily basis.



## HIGHLIGHTED PROGRAM

### Safer in the Home

The National Safer in the Home Program (SITH) is funded by the Commonwealth Government and is administrated by The Salvation Army Australia Territory. Nationally, 495 women victim survivors at low risk of family violence, and their children, receive the support and resources they need to live in the home of their choice safe from violence each year.

We also thank the Myer Community Fund for supporting an additional 110 women per year to receive home-security upgrades across Australia.

The program recognises that it should always be a woman's right to remain in her home and to not uproot her and her children's lives due to family violence. The program aims to minimise the social and economic consequences of escaping family violence that may occur when forced to leave the family home, such as homelessness, disconnection from community, unemployment and disruption to children's schooling.

The National 'Safer in the Home' program offers a range of strengths-based interventions to support women who have experienced family or domestic violence to remain safely in their homes and connected to their communities.

Safer in the Home will undertake comprehensive family violence risk assessment and safety planning with women affected at intake point (where a specialist family violence service is not engaged).

Safer in the Home also provides targeted case-management coordination and support for women who are not linked into or have access to specialist family violence services or generalist case management support for the period of involvement in the program (on average 6-8 weeks). Case management focuses on women's self-identified goals and exploring avenues to increase safety and decrease isolation.

### Worker profiles



#### **COLEEN IS A CHILDREN'S SPECIALIST PRACTITIONER FROM A VICTORIAN FAMILY VIOLENCE PROGRAM**

I am responsible for coordinating high-quality, integrated assessment, and responses for parents,

mothers, children and young people who are accessing family violence services using a trauma-informed and therapeutic approach. Recently I had the privilege of working with Sarah and her three-year-old son Jackson (names changed). Sarah mentioned Jackson was having trouble falling asleep at night, and this was far worse after Jackson's visits with his father, who was assessed by specialist family violence services as a perpetrator of family violence. We talked about what safety means for children, both emotionally and physically, and explored what Sarah could do to provide a sense of safety for Jackson when he was with her.

We began by focusing on what provides safety and stability for infants when their brains are developing, and how family violence impacts this and a child's ability to relax into sleep. Both Sarah and I talked about how rocking, swaying, holding them tight, swaddling, playing music are always soothing for stressed infants. What if we could offer Jackson something similar when he returns from visits with his father? Together we looked at options for Sarah to consider, thinking about how Jackson might respond. In the end, Sarah agreed to receiving links to meditative music and audio books for her and Jackson.

Just a short time later Sarah sent a message saying that when Jackson was sent to bed after returning from a visit with his father, they had played the same music she played for Jackson when he was an infant and to her amazement he settled quickly and went straight to sleep. The outcome for Sarah and Jackson was absolutely positive and hopefully this experience highlights the importance of empowerment and strength-based practice to work out a solution to Jackson's sleep matter and improving capacity to cope in stressful situations.



**SONALI IS A TEAM LEADER AT FAMILY VIOLENCE PROGRAMS IN VICTORIA**

One of the two programs I manage is a short-term 24/7 refuge for women escaping family violence. The second is an after-hours crisis response

program, providing crisis intervention support to victim-survivors who have recently escaped family violence and are placed in emergency accommodation.

The 24/7 high-security refuge provides short-term crisis accommodation and support to adult and child victim-survivors escaping family violence. Client stays range between seven to 21 days and can extend further, depending on identified needs. We are a trauma-informed, client-centred service. We prioritise client needs based on their safety, wellbeing and risk in their current moment of crisis. The refuge can usually accommodate about 15 adults per month, plus children.

Referrals to the after-hours crisis response program are received via Safe Steps, The Orange Door, specialist family violence service providers in the region, police and hospitals. Support is tailored and provided through risk management, safety planning, advocacy, incidental counselling, material aid, family violence psycho-education, information, advice and referrals. In a month, the after-hours crisis response program can receive between 20-50 referrals.

Teams from both programs support adult and child victim-survivors who have made the risky and crucial decision to leave the perpetrator and have been assessed at a level of serious risk, requiring immediate protection. In supporting clients, staff navigate several complex factors and systematic barriers across legal systems, mental health, AOD, homelessness, financial services, migration and similar. This highlights the enhanced skillset of practitioners across both teams.

Foremost, we provide clients with a safe and welcoming space and encourage them in their journey to healing and recovery, building on their strengths and capacity towards self-empowerment.

It is an overwhelming, stressful and emotional time for victim-survivors, and, as a team, we make it a point to be wholly present, listen, believe and holistically validate their lived experiences. All staff ensure that every victim-survivor's experience and journey is underpinned by inclusivity, warmth, care, compassion and respect.

It is such a privilege to witness both teams place victim-survivors at the centre of their practice, address the gendered nature of violence, manage risk, safety and ensure perpetrators are held accountable for their actions, contributing to breaking the cycle of violence.



**STORY**

**Freedom of being me**

**“I live in the freedom of being me, doing what I want, doing what makes me happy!”**



Read the story at [salvationarmy.org.au/about-us/news-and-stories/stories/freedom-of-being-me/](https://salvationarmy.org.au/about-us/news-and-stories/stories/freedom-of-being-me/)

# Emerging *from* *the* darkness







## ROSE'S STORY

### Story as told by Family and Domestic Violence chaplain, Captain Melanie Cop

Rose\* came to Australia in 2015 and married her Australian husband in 2018. Despite the emotional and physical abuse she suffered, she was afraid of leaving him and being shamed and shunned by her family in her country of origin.

In September 2020, Rose went to her local doctor, who immediately noticed physical symptoms, and other signs, that strongly indicated that something was wrong in her home. The doctor suspected abuse, spoke to Rose about it, and was able to give her the confidence to immediately seek an exit plan and leave the abusive situation.

They contacted the 24-hour Safe Steps Family Violence Response Centre. The staff contacted the local Salvos, who were able to offer Rose a place in their short-term refuge.

#### Fear is real

When Rose arrived, she was incredibly fearful. She was so scared that she slept with the covers over her face. The wardrobe next to the bed made her feel insecure, as she thought someone could hide in it. And this was all happening in the middle of the COVID-19 pandemic.

One of the things I do as a chaplain is take the ladies across our refuges out to a lunch program at a local Salvos church. During the lockdowns last year, the program continued with takeaway lunches only. Rose and I would get lunch, go for a walk in the park and then sit and eat together. She was timid and fearful, always wore a hoodie and had very closed body language.

She told the staff and ladies at the refuge that she had trained as a nail technician in Australia and that's how she'd learned her basic English. She smiled when she said her first words were "square, round and cut".

After the trauma she had experienced, she didn't think she could ever do that work again. She couldn't focus and was too scared to be a part of any community.

After the first few weeks at the refuge, Rose was still

not eating much or looking after herself. One day, the manager, who was so supportive of Rose, ordered some food from a local restaurant that was popular in Rose's home country, sat with her, encouraged her to eat, and stayed with her until she'd had her meal. Rose said to me, "That made me feel warm. I will remember that care forever."

Initially, Rose was too scared to go out much. She said she didn't know what would happen if her husband found her, that he had a terrible temper, could throw things in anger and clear the table with a sweep of his hand.

Rose's husband was very patriarchal in his outlook. He was the boss and Rose was expected to submit to him – to be seen and not heard. She had no say in the running of her life and no independence. She didn't realise that the control he had over her was family violence. This was never spoken about, or recognised, in her country of origin.

Rose then moved to a longer-term refuge. She had stayed longer in the short-term one, because it was so quiet during the pandemic.

It was actually terrible that we had more room and that it was so quiet. The silent pandemic meant that perpetrators were in the homes with the victim-survivors, making it hard to seek help or escape.

#### Beautiful transformation

Rose befriended the ladies at that refuge and started to gain more confidence and independence. She enrolled in an ESL (English as a Second Language) class and completed the course. When we had a farewell for one of the ladies, Rose painted all our nails. It was the first time she had done this since she arrived. It was like something tweaked and she realised that, just maybe, she could do something with her life.

Before long, Rose began organising the other ladies to exercise and get out and about. She became a real go-getter.

Since leaving the refuge, Rose has moved in with a family with her same cultural background. She is »



working two jobs – in a factory and as a nail artist. She is saving to be able to start her own nail business.

Rose has also begun volunteering her skills and is doing the nails of those doing it tough who can't afford to pay.

She went back to her first refuge and painted the nails of the staff and residents. She wanted to invest something back and make the ladies feel special.

Rose has also offered to do the nails of ladies at a local Salvos church when they have their next craft night and is enjoying being a part of some of the activities there. The officers at the local Salvos are so supportive and help our ladies in whatever way they can.

Community is important to Rose, and she is also looking for opportunities to use her skills in a community space, such as aged care homes, to continue to build her confidence and possibly earn some income.

At Christmas time, Rose dropped off masks she had made for the clients at the refuges, as well as gift-wrapped boxes of chocolates. She is continuing to share the love.

In the future, Rose is hoping to get some funding to study to become a beautician and do eyebrow tattoos as part of her own business. It's challenging because she is not a permanent resident.

Rose's family will not speak to her because she has left her husband and consider her an outcast. Her mum, though, will try to talk to her if Rose's father is not around.

However, Rose's aunt has recently moved to Australia to study, and Rose has been reunited with her.

Rose now understands family violence and wants to pass on her understanding, knowledge and experience with people from her own culture.

Rose's life has been transformed.

*\*not real name*



STORY

## Salvos chaplain supporting women in crisis and beyond



**As a chaplain, Captain Melanie Cop visits the women in the refuges and those the Salvos support in the local community. Some of the refuges run by the Salvos are for those who have literally just left domestic violence situations and are traumatised and in shock. Others are for longer term stays of 3-6 months, or up to two years for longer case management and support.**

**Read Melanie's story at [salvationarmy.org.au/about-us/news-and-stories/stories/salvos-chaplain-supporting-women-in-crisis](https://salvationarmy.org.au/about-us/news-and-stories/stories/salvos-chaplain-supporting-women-in-crisis)**





# Joe Hilderbrand

*on the frontline  
with the* **Salvos**



“The experience brought home just how fortunate I have been ... it reminded me just how amazing the Salvos are, how they are an entry point to a matrix of solutions, services and support that changes and restores people’s lives.”

» Television presenter Joe Hilderbrand (right) with Salvos outreach worker Danny Salsbury.



## CELEBRITY FRONTLINE STORY

High-profile print and television journalist and presenter Joe Hilderbrand admits he has “lived a life”, one that could easily have taken him down a path to despair and homelessness. As such, he has always felt grateful and fortunate to have kept his life on track and acutely aware that for too many others, fate has not been so kind.

And so, when some 12 years ago Joe received a call from Benjamin Moyes in the Salvos media team asking if he would consider sleeping in a car overnight to experience what so many disadvantaged people endure, he was quick to accept.

“And so, I found myself in Ben’s beat-up old Toyota Corolla in a cold carpark in Chatswood curled up on the back seat trying to get comfortable but never quite managing,” Joe recalls. “There were a few other people in cars around me and I was cognisant that they weren’t doing this as a one-off experience like I was. It was something they did night after night. And these people weren’t your classic image of what a homeless person looks like, they were just like you and I. They had just experienced a series of unfortunate circumstances that could happen to any of us that led to this place.

“The experience brought home just how fortunate I have been, how I could easily have found myself in the same situation, and how but for the grace of God, a dumb decision, or a turn of fate, go I. And it reminded me just how amazing the Salvos are, how they are an entry point to a matrix of solutions, services and support that changes and restores people’s lives. How they give people the great gift of hope when they have none.”

Joe didn’t forget that night in the carpark and has remained a devout champion of the Salvos ever since, answering Ben’s calls whenever he asked for his help (Joe went on to MC at Ben’s wedding) and showcasing the Salvos work in his newspaper columns and in his former role as a host on Studio 10.

One of these requests saw Joe, mid-lockdown, out on the streets of Sydney feeding the homeless with community outreach legend Danny Salsbury. It was an experience Joe cherishes, and one he will never forget.

“I can’t stress how much I respect Danny,” Joe says. “His is an amazing story; a man who was at rock bottom, picked himself up again, then fell once more. But, with the help of the Salvos, he picked himself up again and is now there night after night travelling around Sydney with a car full of food, not just feeding those sleeping rough who need a meal, but treating them with dignity and respect. He doesn’t look down on them – he is one of them. And so, he gives them a sense of community, someone to talk to, someone who really cares. It is incredible to behold.”

Joe credits his night on the streets with Danny as confirming what he learnt that night in the back of Ben’s car. “It is so important to realise who a homeless person really is. It’s not just a bearded man in a trench coat or someone sleeping under a pile of debris. It is a real live person, a soul who has had some awful things thrown at them in life. Yes, I saw the result of addiction, mental health issues, jail and abuse, but I also saw a middle-class couple who a year before were flying high. Both had great jobs until the husband was diagnosed with cancer and couldn’t work. The bills kept coming in and his wife did as best as she could until she had to quit her job to look after him. There was no more money and so both of them were living on the street – a tragedy of circumstance.”

Joe says watching the Salvos at work renders him “weak with emotion”. “To see these beautiful souls talking to people, having a laugh and treating others with dignity is magic. You see the difference they make in people’s lives. They make them feel that someone cares, that they are not alone, that they won’t be given up on. You see the humanity returned to people who need to know they are valued and they are loved. They give them hope. What an extraordinary gift that is. I am so proud to help the Salvos in any way I can. I get so much more from the experience than I give.”



# Red Shield Appeal 2022



Since 1965, The Salvation Army's Red Shield Appeal has been raising funds to support our vast network of social and community programs and services that help vulnerable members of the community. The generosity of people like you has led to thousands of lives being transformed and hope given to those who need it most.

The 2022 Red Shield Appeal focused on family and domestic violence to tell the stories of people who have experienced a personal crisis and connected with the Salvos. Through this connection, they have then accessed a wide range of support that has helped them address the immediate issue of violence in their lives and the flow-on effects. This includes financial hardship, homelessness and addiction.

Last year alone, Red Shield Appeal donations provided support and care to people in need on almost 1.9 million separate occasions. Thanks to you, this year the Red Shield Appeal raised \$35 million. Your support will transform thousands of people's lives, helping us to end homelessness, relieve financial hardship, provide food and care packages to those on the edge, and most of

all, restore hope to those who have lost sight of it.

Over the past 12 months, The Salvation Army has supported more than 5000 women and children impacted by family and domestic violence nationally. Each year, through The Salvation Army's nationwide network of services:

- **One person is assisted every 17 seconds**
- **Three people are supported every minute**
- **Approximately 887,500 crisis beds are provided to people experiencing homelessness – including women and children**
- **More than 63,000 sessions of care to those at risk of or experiencing family and domestic violence**

Thank you for believing in our work. Thank you for walking alongside those suffering hardship and misfortune. Your faith, kindness and generosity make a real and lasting difference to people who are struggling with hardship, homelessness and injustice. You are our greatest inspiration, and their greatest source of hope.

“HopgoodGanim Lawyers is proud to support The Salvation Army Red Shield Appeal for over 13 years. The Red Shield Appeal events are always a highlight for our people, providing awareness of the great work of The Salvation Army, as well as the opportunity to hear incredible stories of bravery, compassion, hope and generosity”

– *Bruce Humphrys, Managing Partner  
HopgoodGanim Lawyers*

“We are proud to support The Salvation Army and the Red Shield Appeal because the Salvos quietly go about the business of supporting those who need assistance, regardless of an individual’s background. If they need help the Salvos will offer the best support available. Support is offered across a broad range of areas and location, be it bushfire assistance, shelter, a meal or something as simple as a person to talk to. What makes this service even more remarkable is that the bulk of support is offered by those who volunteer, driven purely by their urge to help others. A very impressive and well-run foundation existing solely to assist those who need a helping hand – it doesn’t get any better.”

– *Mark Gevers, Electel Resources CEO*

### Matched giving

As part of this year’s Red Shield Appeal, an **exceptionally generous group of Salvation Army supporters came together to create a Matching Fund**. Over the weekend of 17-19 June, donations totalling \$827,000 were automatically doubled to a value of \$1.6 million.

We are grateful to the kindness of our donors and matched-giving partners including Myer Community Fund and Bunnings Warehouse Australia as they help Australians facing homelessness and family and domestic violence.

Thank you again for giving hope to those who need it the most. Your support is invaluable.

### Thank you

The success of The Salvation Army Red Shield Appeal is a collaborative effort. From our individual donors to our corporate partners, we couldn’t do it without you!

### CORPORATE PARTNERS

**Thanks to the following businesses for their generous support:**

#### Community Fundraising / Collecting activations

- Woolworths
- Bunnings
- Westfield
- Chemist Warehouse
- McDonald’s
- AA Holdings

#### RSA Launch Event Sponsors

- Aon Charitable Foundation
- GDI Property Group
- Gold Fields Australia
- HopgoodGanim Lawyers
- Occumed
- Steadfast Group
- Azora Finance Group
- Mirvac
- Electel Resources



We are forever grateful for the fun, creative and practical ways in which celebs, community workers, donors and supporters came together to raise money for the Red Shield Appeal, showing compassion and support for Aussies doing it tough.



» From left: Shane Healey, Richard Trewren, Gary Carnell, Mark Gray, John Lepley, Glen Badenhop, Ray Mundy and Dean Martin.

**RED SHIELD BIKE RIDE TEAM LEAVE EVERYTHING ON THE ROAD**

The Adelaide Salvos Bike Team left their \$15,000 Digital Doorknock goal in the dust, raising \$17,500 during an eight-day ride through south-east South Australia. The team put their bodies to the test as they followed a route from Adelaide City Salvos, to Clare, across to Morgan and Loxton, then down to Murray Bridge and back to where it all began – a punishing 771km. These efforts have raised funds for the critical support services and programs provided by the Adelaide City Salvos, including the Common Ground Café, Do Unto Others Program and Playgroup.



**LEADING TO A TEE**

The Salvation Army's Property Team raised more than \$200,000 for the Red Shield Appeal. The team recently hosted a charity golf day at St Michael's Golf Club in Sydney, which raised approximately \$70,000 after they called on their generous suppliers from across Australia to support the Salvos. National Leasing Manager Rahul Kapadia was not only the Property Team's biggest individual fundraiser but was also The Salvation Army's top Digital Doorknocker.

**COOKING UP A STORM**

The Salvation Army's Project 614 is known for cooking up generosity in Melbourne's city centre, but the quality coming out of its kitchen went to another level when Celebrity Chef Gary Mehigan, pictured, stopped by to lend a hand to raise funds for the Red Shield Appeal. Accompanied by corps leader Major Sandra Nottle, Gary chatted with staff, volunteers and community members about the vital work being done to support those in need in the heart of Melbourne. And, of course, he also had to get into the kitchen to put the finishing touches on some of the meals going out that day.



**HELPING THE SALVOS IS HUMAN NATURE**

It is only human nature to help those in need – just ask musician Andrew Tierney of the Australian pop vocal group Human Nature. He threw his support behind the Sunraysia Corps Red Shield Appeal launch, inviting people to be generous across the Mildura region of Victoria. The international group stopped in Sunraysia for a concert where Andrew took time to help launch the Red Shield Appeal with Corps Officer Major Debbie Serojales and her daughters Amaya and Shaella, pictured. Andrew said "it was such an important cause, and he was more than willing to show his support due to the great help we offered the community".





## Fortescue

The Salvation Army has been collaborating with Fortescue for over 10 years and a formal three-year partnership launched last year has seen \$750,000 transforming the lives of Western Australians in their greatest time of need, from those suffering homelessness in inner-city Perth to women and children escaping family violence in Karratha, 1500km to the north.

Last year, with the support of Fortescue, our family violence stream in Western Australia provided crisis accommodation and support to Kate\* and 166 other women like her, escaping violent situations.

After suffering two years of life-threatening physical violence and emotional, verbal and financial abuse at the hands of her husband and perpetrator, Kate was admitted to The Salvation Army Karratha Women's Refuge after being discharged from hospital. Highly traumatised, unable to keep food in her stomach and being too scared to be in the community alone, refuge staff began helping Kate piece her life back together again. With support in addressing her mental and physical health needs, building positive relationships

with police and the courts and establishing a social network, Kate now exudes confidence. She follows a safety plan that reduces her level of fear about being in the community and is now employed and living her life independently.

"The refuge staff always supported me and loved me like family, I will never forget you guys, my angels, you made me new again ... you gave me new life."

Fortescue Chief Executive Officer Elizabeth Gaines said, "Fortescue is proud to be a longstanding supporter of The Salvation Army WA, an organisation that plays a critical role in supporting Western Australians in need.

"The Salvation Army delivers essential services to people who are disadvantaged, marginalised or experiencing crisis, ensuring they have the help they need to get back on track."

There are many stories that exude inspiration like Kate's, and their success is built on the foundations of collaboration, from the perseverance and dedication of the Salvos on the frontline to the incredible faith and support bestowed by our corporate partners, we're all committed supporting disadvantaged Australians in their greatest time of need.

*\*not real name*



**\$25,000**

was raised by Rahul Kapadia from TSA's Property Team. He is the highest fundraiser this year.



**\$500,000**

was collected by faithful volunteers knocking on doors, and there was actually a slight increase in this type of collecting on the previous year.



**20,000**

volunteers collected, doorknocked and sausage-sizzled for this year's Red Shield Appeal.

## Thank you

Dear friends,

I want to take this opportunity to share with you the meaningful impact your support is having on The Salvation Army mission and personally thank you for always standing up and walking alongside us as we journey with others in their time of need.

Despite facing disasters, impacts due to COVID-19, and the consequent uncertainty we all experience, we come together to face these challenges.

Your support has had a significant impact on the lives of tens of thousands of people who look to The Salvation Army for support each year. It tells a story of unwavering generosity and compassion that has given strength to those who have had an extremely challenging year.

When the Red Shield Appeal launched, you answered our call to help those experiencing domestic violence. Within these pages, you will see how your compassion is helping so many women find a way back in, from the devastation and despair caused by abuse and violence at home.

You will also see the important role you played during disasters and crises and helping families and individuals in need. When our emergency services teams were responding all around the country, you were right there with them – providing shelter, warm meals and hope in times of crisis. We couldn't do it without you!

The Salvation Army's vision is a powerful one. We remain committed to helping those in need. 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.

God bless you,



**Neil Venables (Lieut-Colonel)**  
Secretary for Communications  
The Salvation Army Australia

MADDY'S STORY

# Cookies *for* change





## MADDY'S STORY



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Gratitude is something Madeleine Mikhail (Maddy) practises regularly. As founder of cookie business, Luke Avenue, Maddy was not immune to the struggles many in her community were facing due to the effects of the COVID-19 pandemic. Struggles that were hard to ignore and which Maddy herself could personally relate strongly to. This sparked a desire to do more, which led her back to the Salvos.

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“We’d just come out of COVID with a business. It was really tough, but we managed to survive it. There was so much need out there and I wanted to help in some way. I started wondering, ‘How do I help? Where do I go?’

“And then it struck me. ‘Why not help the people who helped me growing up? The Salvos.’”

When asked about her inspiration, Maddy says, “I kept drawing from a place of gratefulness, because without The Salvation Army, without God, I couldn’t even have an opportunity to have a business.”

### A long-standing connection

Maddy is no stranger to the work of the Salvos, having benefitted from their care and compassion as a child. Maddy’s mother experienced financial and physical abuse for years before she was finally able to leave. But as is often the case with those who manage to escape, Maddy’s mother struggled to afford bills and even basic necessities.

It was at a local Salvos where Maddy’s mother, overwhelmed and emotional, finally shared the family’s struggles with a supportive woman who listened to her concerns. Then something happened that Maddy will never forget. The woman quietly stepped forward, took all of the family’s bills from her mother’s hands and said, ‘We’ll pay for them all.’

“I was in absolute amazement,” remembers Maddy. “I couldn’t believe this lady was going to pay all our bills.

In our culture, we don’t show emotion to people outside,

“About two weeks later, we came back from school, and my mum’s bed was full of food and toys and clothes from The Salvation Army. I couldn’t believe it. It truly felt like Christmas when it wasn’t even Christmas.”

or physically touch people. But my mum was so overwhelmed she hugged this woman, and I couldn’t believe it, because I’d never seen my mum do this.

“About two weeks later, we came back from school, and my mum’s bed was full of food and toys and clothes from The Salvation Army. I couldn’t believe it. It truly felt like Christmas when it wasn’t even Christmas.”

### **A first time for everything**

Having never fundraised before, Maddy took the challenge head-on. Being Christmas time, she made little gingerbreads, with 10 per cent from each sale being donated to the Salvos.

“It was just so obvious,” she says of her decision to fundraise for the Salvos. “The Salvation Army is taking care of people and still doing today what they did for us all those years ago.”

To promote her fundraiser, Maddy sent free cookies to friends and connections in her corporate network and shared her fundraising story with her customers and followers on social media.

“I was really raw with my customers and friend network and told them about why I’m raising money for The Salvation Army. It meant so much to me because I had firsthand experience of being taken care of by The Salvation Army.”

The reaction she received was overwhelming, and also a little surprising.

“A lot of people on social media were so amazing. They put it on their Instagram asking people to support this

good cause and donate. I also had some people DM [direct message] me about their mothers experiencing abuse, which was very eye-opening.”

Maddy is very thankful to her team, who helped her in her efforts to bake the cookies. She also credits her network and social media influencers she reached out to, in helping her spread the word about her fundraiser far and wide.

Excited by the response, Maddy is determined to make this a tradition. “I really want to do it every year now. This is the first time I’ve ever fundraised, and I feel like I know what I can do better next time,” she says.

### **Helping people dream big**

Maddy hopes the money raised will go towards helping ‘those who dream of achieving things but don’t always know or have the means to do so’.

“Sometimes we look at what’s in our hands and we know there’s no way around it; we can’t do anything.

“I really hope this money goes to people who have these big dreams but don’t know how or even if they can attain them. I want them to know that it’s not the end, and doesn’t necessarily have to come from their intellect, connections or bank account – there are other things that can help them in life.”

For those considering fundraising, Maddy has some words of advice and encouragement.

“Everything is meaningful, everything counts. So don’t get caught up in the amount, but the fact that you’re doing it – that’s what’s wonderful. Every little bit helps.”

A woman with dark hair tied up, wearing glasses and a yellow t-shirt, is looking down at a smartphone in her hands. The scene is dimly lit, with the primary light source being the screen of the phone, which casts a soft glow on her face and glasses. The background is dark and out of focus.

*How a*  
**Google** *search*  
**changed**  
*Chloe's\** **life**



## CHLOE'S STORY

“It’s safe to say that if it weren’t for my stab-in-the-dark search on Google and seeking help at The Salvation Army when I was at the lowest point in my life, I wouldn’t be the person I am today.”

I was born in a remote country town, and my parents broke up when I was just three months old. My grandmother stepped in to help Mum look after me and my sisters, and when she passed away my mother withdrew into herself and my sisters began self-harming, often ending up in hospital. With the focus on them, my own deteriorating mental health went unnoticed, leading to a troubled youth of addiction, homelessness and domestic violence. It’s a long and twisted story.

### A troubled young life

I ended up living with my first boyfriend when I was 13 and he was 21. He was very abusive to me and used to lock me away. I escaped from that when I was 15 and then turned to drugs. My family distanced themselves from me because of my erratic behaviour and I began couch-surfing with my new boyfriend before we lived in the garage of an abandoned house.

When I became pregnant, the relationship turned violent and my boyfriend was sent to jail. I managed to get housing and a car before my daughter was born, but when my boyfriend was released from jail – before being sent back just three months later – he created so much chaos that I lost the house, and my daughter and I were deeply traumatised.

Suffering chronic mental health issues, I was taken in for a time by my aunt and uncle, but my baby was very

clingy and needy, and I couldn’t cope with looking after her. Separated from my daughter and deeply depressed, I became suicidal. At this time, I was living in a storage shed but managed to keep my car, which had all my belongings inside. I was devastated when the car was stolen and set alight. All my clothes, my photos, every last sentimental thing I had was burnt in that car and my life was a nightmare for about four years after that.

### Looking for a way out

On a downward spiral and facing the possibility of jail time, I received a heartbreaking wake-up call when a close friend of mine was murdered. I knew that if I kept going down the path of trying to numb my pain and trauma with drugs, I would end up the same way. So, I decided to look up rehabs on Google and ended up getting accepted into the Salvos’ William Booth House addiction recovery service in Sydney.

Although I was sceptical about whether they could help me, I was determined to give it a try. I knew at this stage it was my last hope and was scared that my life would be nothing but drug addiction and trauma if it didn’t work out.

I made strong connections with people at William Booth House, who connected with me and shared my pain, providing me with the strength to overcome my trauma. It was such a lovely environment to be in and the support I felt from so many people was absolutely amazing. »



### A joyful new life

Since completing the William Booth program there's been a massive turnaround in my life, and I now enjoy waking up each morning. I've been clean for nearly 18 months and I've got my own house in Sydney. I have a great relationship with my daughter and family, visiting and staying with them regularly, and I'm looking at shared custody with my aunt.

I help out at The Salvation Army Sydney Congress Hall as much as I can, doing volunteer work. It keeps me going and it keeps me sane – they couldn't get rid of me if they tried! Every Tuesday night I join fellow volunteers to take food, blankets and other necessities to the city's homeless.

I'm also studying to be a youth worker and my goal is to help young people the way I wish I'd been helped before things escalated out of control. The kids will see someone firsthand who has been to hell and back and who can absolutely resonate with what they're experiencing.

It's safe to say that if it weren't for my stab-in-the-dark search on Google and seeking help at The Salvation Army when I was at the lowest point in my life, I wouldn't be the person I am today.

*\*not real name*



#### YOUTH STORY

### Sunshine Youth Services



**Luis shares his lived experience with family violence and homelessness as a young person and his work now as a Youth Empowerment Program (YEP) worker at Salvos Sunshine Youth Services.**



Watch Luis tell his story on YouTube about his work at the Salvos' Sunshine Youth Services







# Strategic emergency response

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Floods, fires, and COVID-19 ravaged communities right across Australia over the past year. Extreme weather, particularly in south-east Queensland and northern New South Wales, devastated entire townships.

Businesses and livelihoods were hard hit, first by COVID lockdowns and then by floodwaters destroying everything in their path.

Through the generous support and contributions of our corporate partners and supporters, and the Australian public, The Salvation Army's Strategic Emergency and Disaster Management (SEDM) teams were deployed across the country to support the immediate response of around 10 emergency events, some affecting multiple states simultaneously. The Army's recovery teams were also deployed to fulfil the recovery and rebuilding stages of these emergency events.

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## COVID-19 response

2021 was the year of prolonged lockdown in Victoria, New South Wales, Queensland and Tasmania. The Salvation Army was called upon to help deliver hampers to households where retailers could not reach and also special needs hampers and prescription medicine to isolated families.

Victoria was the hardest hit in terms of economic loss for residents. SEDM Specialist Captain Robert Champion said The Salvation Army received around 2000 requests a week for assistance, with 41 per cent of these requests being COVID-related, during the peak of lockdown.

"Job losses were at an all-time high, particularly for international students. People couldn't pay their rent, their power bills or put food on the table," he said.

Robert represented The Salvation Army on the Victorian COVID Relief Team, advising the state's Chief Health Officer on the massive food relief effort needed to help impacted Victorians.

"The Salvation Army's response was epic. Our SEDM team worked closely with the Army's Doorways teams and local corps [churches] to engage them with local governments and their communities," Rob said.

"We had corps officers run down to the shops to buy essential items for vulnerable households and they also helped them to set up their internet so they could shop online for groceries."

In addition to The Salvation Army's work with the Victorian Government, we also partnered with three local councils to set up food pantries in the cities of Moreland, Kingston and Delacombe. The Salvation Army provided food relief expertise and \$18,000 in food and goods to stock the shelves.



COVID-19 RESPONSE STORY

## Hamper heroes deliver lockdown relief

Ranging from large families to people isolated and living alone, hampers provided some relief to those, who for a range of reasons, were unable to shop for the essentials due to isolation and quarantine requirements.

Norm Archer, NSW Coordinator for Salvation Army Emergency Services (SAES), says, “Our response over the course of the lockdown in New South Wales was to deliver ‘special needs’ hampers.”

The NSW Government provided basic hampers to those in need but when special needs orders, such as nappies, baby formula and special dietary needs came in via the government’s Disaster Welfare Services, those requests were passed on to Norm at The Salvation Army.

Salvos then swung into action, ordering the basic hamper contents from Woolworths and included the special needs items with the order. With click and collect a convenient option, the Army could respond to needs across the state.

During the pandemic, Salvos were on the ground engaging their army of volunteers and frontline workers to collect the order from their nearest Woolworths store and often delivered the hampers within 48 hours

of the original request. Norm says, “People were super appreciative that the Salvos were doing this.”

All hampers included fresh milk and bread, an essential for those in quarantine and unable to get to a grocery store and who had no support outside of home to source the basics.

Terry, a volunteer for four years with The Salvation Army, started delivering hampers while work was quiet during lockdown for his own business. Tested every three days, Terry diligently met all the COVID safety requirements and helped the Fairfield community, and other Sydney hot spots, who found themselves under strict lockdown and with limited support.

Flood, bushfire, storm or pandemic – all are considered disasters. It is during these times that The Salvation Army continues to passionately pursue its vision of ‘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’.

In this instance, this happened to be a special needs hamper delivered to those isolated and in need.



# Highlight of significant emergency events in Australia 2021-22



## Queensland

### A INGLEWOOD FLOODS

The town of Inglewood and neighbouring areas were flooded in late November 2021, causing widespread damage to homes, businesses and farms. The Salvation Army’s emergency response services were not required in the immediate aftermath. However, they provided logistical support to SEDM’s recovery team post evacuation. Five Salvation Army recovery volunteers were stationed at Goondiwindi and Inglewood recovery hubs, distributing \$54,350 to 166 community members.

National Recovery Specialist Major Sue Hopper, who headed up the SEDM team at a recovery centre in the town, said about 90 people a day had sought assistance after floods swept through the area, destroying property, machinery, fences, crops and stored harvest.

## New South Wales

### B COFFS HARBOUR HAILSTORM

In 2021, a supercell that swept through Coffs Harbour sparked a terrifying hailstorm, with golf-ball sized hail causing extensive damage to homes and businesses in the northern NSW city. The Salvation Army’s emergency services were not required. However, in the aftermath, four Salvos recovery volunteers were stationed at Toormina recovery hub where they distributed \$71,410 to 114 community members from 25 October to 24 November 2021.

## Victoria

**\$162,800**

distributed to 858 households

**300 meals**

served at a boarding house lockdown

## Queensland

**716**

community members assisted

**\$140,000**

distributed in financial support

## New South Wales

**1473**

episodes of care and support

**\$144,234**

in hampers delivered

## Tasmania

**\$23,842**

distributed in essential items

**274**

individuals and 86 families assisted

### **C NEW SOUTH WALES FLOODS**

The intensity of the rain in New South Wales caused many of the state's river systems along the eastern seaboard to burst their banks, with the worst of the flooding hitting the mid-north coast and outlying areas of western Sydney in March 2021. Our immediate response and early recovery efforts were reported in the 2021 Impact Report.

An online recovery grant was launched from 7 May, distributing a further \$313,000 to 329 community members until 16 December 2021.

## Victoria

### **D DANDENONG RANGES STORM**

The iconic rainforest region in Melbourne's outer east was ravaged by storms, flash flooding and fallen trees in June 2021. Over 7000 properties lost power and falling trees continued to pose a threat to residents for a number of weeks.

The SAES team set up its catering operations at Lillydale Lake, serving 4830 meals to impacted residents and emergency services workers. The Army also provided refreshments and financial support through council referrals in centres in Rowville and Traralgon.

### **E CRESWICK FLOODS, SHIRE OF HEPBURN**

Victoria's Central Highlands was hit by heavy rains and flash flooding in early January 2022. The Salvation Army's Ballarat and Melbourne teams headed to Creswick's evacuation centre to provide material aid such as bedding, and to set up the SAES catering truck, serving sandwiches and refreshments to evacuees and first responders.

Major Craig Farrell, Corps Officer at Delacombe, said those who could least afford to get hit hard suffered the most, as reported by James Couzens from the *Ballarat Courier*.

"It's quite significant for people," Major Farrell said of the flood's impact on the underprivileged.

"It's terrible. Down-to-earth, salt-of-the-earth people and a lot of elderly people (were affected)."

The Salvation Army provided bedding, meals and financial support to 30 elderly community members who were unable to be relocated.

## Western Australia

### **F PERTH HILLS AND MARGARET RIVER FIRES**

An SAES team of seven, made up of crews from Perth and Bunbury, were dispatched to the fronts of fast-moving bushfires around the popular tourist area of Margaret River, about 280km south of Perth, in early December 2021. The set-up included a catering truck, utility, mobile freezer, and other equipment for an initial deployment of five days. 1326 meals were served to evacuees and firefighters.



“The financial help and support we received from The Salvation Army was a godsend and will never be forgotten.”

– Fiona (pictured with Twiggy) in their new home, rebuilt in Dargan, NSW



## Black Summer bushfires

In the 12 months following the 2019-20 fires, the demand for immediate emergency relief shifted towards early recovery support. As impacted residents settled into temporary accommodation, they had more headspace to make long-term decisions about rebuilding or resettling.

In the second year, those who decided to stay embarked on a journey to rebuild their homes and their livelihoods – a journey The Salvation Army is continuing to take alongside those who were displaced by the disaster.

Major Drew Ruthven, our Strategic Emergency and Disaster Management (SEDM) General Manager, said while most residents needed support in 2020 and 2021, a small number of people had reached out to The Salvation Army in the second year for the first time since the fires.

“We had 105 new clients receive help over the past year. Many had tried to go it alone but realised over time they needed help,” he said.

Thanks to our generous supporters in Australia and overseas, The Salvation Army can continue journeying with local communities as they work through their long-term recovery. Life is slowly returning to a new normal, but the struggle continues for many, and the Salvos will be there for the long haul.

## How we've helped

The Salvation Army has assisted more than 13,000 people through approximately 28,000 consultations since the Bushfire Disaster Appeal was launched on 9 November 2019. Over 4700 of those consultations occurred in 2021 as residents reached out for support to move back into their homes, back into education or employment, and back to their lives. The majority of 2021 consultations were for NSW residents.



**13,000+**  
people assisted

105 new families reached out to the Salvos for support in 2021. The Army continued to support 8888+ of the 13,000 people registered since early 2020



**29,656**  
grants distributed  
to date

2021: 6575 grants distributed



**8559**  
Moneycare financial  
counselling support  
sessions to date

2021: 2747 sessions

## The gift of grants

Grants continue to be a lifeline for people whose properties had been destroyed or significantly damaged by the bushfires. As we entered the second year of recovery, a shift in the distribution of grants reflected the changing needs over this time.



**20,103**

**hardship recovery grants**  
distributed to date (including  
Commonwealth Government grants)

2021: 4032 grants distributed (includes 2914  
Commonwealth Government grants)

For individuals and families who experienced ongoing  
extreme hardship because of the bushfire event



**308**

**education and workplace  
pathways grants** distributed in partnership  
with Bendigo Bank

Support for young people looking to  
resume their education or find work  
(e.g. payment of tuition fees, or the purchase  
of work-related attire such as safety gear)



**1448**

**household goods grants**  
distributed to date

2021: 1192 grants distributed

Financial support to purchase  
furnishings for individuals and  
families who had rebuilt or  
purchased a new permanent home



**5170**

**total loss of residence  
grants** distributed to date

2021: 154 grants distributed

For individuals and families in  
bushfire-affected areas whose primary  
residence (owned or leased) was  
destroyed or rendered uninhabitable



**318**

**extenuating circumstances  
grants** distributed to date

2021: 99 grants distributed

For individuals and families who  
required financial assistance beyond  
what the other grants could provide

Statistics from Disaster Appeal Report - Australian Bushfires December 2021

“Whether it’s clothing, food, vehicles to deliver urgent supplies or a roof over your head, The Salvation Army is always there to help people in times of need. Our partnership formed during the Black Summer bushfires, and we are proud to continue our support for the organisation’s important work helping communities affected by the Perth Hills fires and recent northern NSW and Queensland floods. Minderoo Foundation’s contribution to the floods helped provide urgent relief to those affected and will help them build back stronger in the long term.”

– Adrian Turner, Minderoo Foundation Fire and Flood Resilience Initiative Lead







# 2022 Flood Appeal

As Australia woke to news of severe flooding in South East Queensland on 22 February, The Salvation Army Emergency Services (SAES) embarked on their first activation by opening an evacuation centre in Dakabin, north of Brisbane. The flood disaster crossed the border into Northern New South Wales in a matter of hours, and an appeal was quickly launched to directly support the estimated 25,000 households displaced or devastated by the flood waters.

“Donations are distributed to ensure we are restoring dignity and sustainability to Australians in need,” said Major Bruce Harmer, Salvation Army National Public Relations Secretary.

In the first fortnight of the flood event, SAES teams served more than 40,000 meals and refreshments in

20 evacuation centres in South East Queensland and Northern NSW. More than 7500 volunteer hours were worked over the duration of the emergency response.

As the water receded and the evacuation centres closed, recovery hubs opened to help residents meet their immediate essential needs (food, clothing and medical supplies), find temporary accommodation and start restoring their homes. At the peak of the early recovery phase in March, The Salvation Army was present in 30 recovery hubs and actively involved in outreach.

Thanks to our generous donors, partners, volunteers and supporters, The Salvation Army distributed \$9,604,808 in financial assistance and in-kind support, issued 34,397 recovery grants and assisted 14,921 people in the affected areas (as of 27 June 2022).



## SAES STORY

**“My phone buzzed at 3am with an alert, saying that you had to evacuate now because the levy would overtop by 4am. When I read that alert, I knew Monday was going to be a big day.”**

Watch Captain Philip Sutcliffe, Northern Rivers Corps Officer, as he shows the devastation and The Salvation Army’s response.





# Woolworths S.T.A.N.D partnership

Support Through Australian Natural Disasters (S.T.A.N.D) is a Woolworths Group program that raises vital funds for Australian charities who provide relief to communities in times of natural disaster.

As the Army's principal disaster partner, Woolworths Group has actively and generously contributed to The Salvation Army's emergency and disaster services for over five years.

## 2022 floods

Woolworths responded swiftly to the unfolding flood disaster and mobilised a nationwide initiative on 2 March to support The Salvation Army's emergency response. Customers were given the option to round up the total of their shopping docket and donate the amount directly to The Salvation Army Flood Appeal. In the first two weeks of activation, about \$780,000 was generated.

On the ground, Woolworths' frontline teams supported the Army's emergency response locally. Pallets of water, food, refreshments, cleaning products and gift cards were made available to SAES state coordinators in Queensland and New South Wales for distribution to flood-affected residents.



» Local Woolworths store managers volunteered to pack hampers at The Salvation Army's Hawkesbury Corps in New South Wales. These packs were delivered by a Woolworths corporate office representative and a Salvation Army corps officer to flood-affected communities in Ebenezer and surrounding areas of north-west Sydney. "Hearing the stories of loss and devastation from the public first-hand cemented the importance of our partnership with Woolworths, in servicing our communities together in times such as these," said Brett Barton, Salvation Army Relationship Manager.

## Disaster-ready

The provision of emergency supplies and equipment plays a vital role in ensuring the Army is 'disaster-ready'. Each year, Woolworths generously contributes to equipping emergency catering trucks with food storage equipment and four-wheel drive capabilities that enable Salvation Army personnel to feed evacuees and first responders on the frontline during an emergency response.

In 2021, the second anniversary of the Black Summer bushfires, Woolworths reflected on how their stores could be disaster-ready for local communities.

Woolworths Group CEO Brad Banducci said the events that unfolded during the Black Summer bushfires had left a mark on their local teams, having played a pivotal role in supporting the frontline and impacted communities.

"Woolworths is committed to supporting Australian communities, particularly during extreme disasters like the Black Summer bushfires. The Salvation Army and Woolworths have leaned into each other's experience and expertise from this exceptional emergency event," Brad said.

The Salvation Army's disaster specialists and Woolworths' logistics, supply chain and operations experts collaborated to workshop scalable solutions that could be deployed locally, nationally and at a moment's notice.

The Salvation Army's SEDM General Manager, Major Drew Ruthven, said learning together helps both organisations provide the best possible emergency response service.

"We may not be able to prevent a large-scale disaster like the Black Summer bushfires from happening again, but we are confident that our collaborative approach to learning and improvement has stood us in good stead to meet Australians at their point of need," he said.

Thanks to Woolworths, local Salvation Army personnel can now access emergency food and non-food items from more than 900 stores nationally. Woolworths distribution centres have increased stock levels of non-perishable items to help distribute much-needed goods to the most impacted communities quickly.

**This year, the Woolworths community raised over**  
**\$2 million**  
**for The Salvation Army, bringing the total raised to over \$12 million since the partnership began in January 2017.**



» Nearby Woolworths supermarkets and The Salvation Army worked together to support the Lismore community at the peak of the flood disaster.

Woolworths also created a 'Break Glass' toolkit for stores to swiftly activate marketing and communications activities if The Salvation Army launches a disaster appeal for a specific emergency event.

With more than 2000 sites combined nationally, Woolies and the Salvos are in the heart of every Australian community. Together, we have the capacity to be activated whenever and wherever a disaster hits, journeying alongside Aussies as they rebuild their lives after a disaster.

» The Salvation Army's Lismore Family Store is in the heart of town and was flooded alongside the devastated community.



# Northern Rivers

*community  
comes*

# together



## STRATEGIC EMERGENCY RESPONSE STORY



“If you’ve got to get out, you grab all the valuables – and that’s you, your partner, your kids, your pet.”

– Major John Viles, Tweed Heads Corps Officer

### Tweed Heads Corps rises to the occasion

The fast-moving floods that inundated towns in South East Queensland and Northern NSW took everyone by surprise, leaving many communities cut off and thousands of homes under water. As a result, many of these communities have had to manage on their own, but what emerged was an unbreakable community spirit of generosity and camaraderie.

The Salvation Army Tweed Heads Corps operated as an evacuation centre after the disaster struck. Cut off from other towns, Corps Officer Major John Viles said they had been blessed to have such an incredible community come together in support of those who had to be evacuated.

Speaking after the waters receded and many evacuees were able to leave, John shares his experience of running a busy evacuation centre.

“At our peak, we had around 160 to 180 evacuees in the centre that were actually residing here. Then there were more who were coming in and using facilities. Those who were stranded in motorhomes came in and used the facilities and came in for a feed,” he says.

Every part of the facility was used to support people evacuated from their homes. The church was converted into a dormitory, as well as the foyer and the centre’s cafe facility converted into a donation drop-off zone as well as a food portal.

John says they were been blessed to have so many people volunteering and donating.

“They donated secondhand clothes. In a lot of cases new food and underwear was surprisingly an issue that we never even thought of but, of course, everyone would need.



» Mattress city: Tweed Head Corps was the only non-government managed evacuation centre in the emergency response.

### Building a mattress city

“The first night that people arrived we had probably half-an-hour’s notice. We had about 200 people inbound and had nowhere for them to sleep. We had the floor, but the majority of them came from a caravan park where it was mostly elderly residents and the floor is pretty hard.

“We put a post out on our community Facebook pages asking if any community members had a blow-up mattress they could donate to The Salvation Army. We had a convoy of community members driving down and dropping off mattresses. So many of them were brand-new ones that people had bought just in case they had people drop over. And the benefit is now we almost have a blow-up mattress city in our facility.”

That mattress city provided a quality of comfort, much needed in an open space that John described as, “a veritable menagerie of birds and cats and dogs that had been evacuated with their owners”.

“[Thanks to donations] we had more animal food than you could poke a stick at. It was awesome because I was not expecting to have an evacuation centre that would also carry pets as well. But it made sense; if you’ve got to get out, you grab all the valuables – and that’s you, your partner, your kids, your pet.”

With cats, dogs and birds making noises, sleep-apnoea machines, snoring and people chatting through the night, being able to provide bedding and a comfortable mattress made a significant difference to those who had been evacuated.

### **Caravan park residents bear the brunt**

Those residing at the evacuation centre had truly lost everything. Caravan park residents, who were mostly older, retired Australians, were particularly impacted.

“I was talking to one gentleman and his house got flooded in the last event in 2017. He was blessed to have insurance cover the repair of his caravan unit and he used some of his retirement money to raise it an extra 400mm, thinking that if there was ever a flood again it would never come into the home. When he was evacuated, his house was half under water and he’s been told that it was fully submerged,” says John.

“This is an event this area has never seen before, and it was just so shocking. The gentleman would say to me constantly, ‘it defied logic’. He had no idea that it was coming so fast and so high and so significant, and was really grateful for a couple of local fishermen who started driving around the caravan park and putting people in their tinnie and getting them to safety.”

### **Woolworths lends a hand**

Access to ongoing grocery supplies is another challenge in a disaster, particularly as so many businesses had been impacted by the floods.

“The first day, we had nothing because the shops closed early due to the floods. We were fortunate enough to have members of the community donate packets of new food, and we had local volunteers in the church preparing it. One of our SAES volunteers in our church made a week’s worth of dinners and she brought that in. So we were really blessed in that way,” says John.

“We used the local Woolworths and the manager there, Sarah, was fantastic. Woolworths have been fantastic! Big W also offered anything that we needed. The manager there, David, met me at the shops on the first day I could actually get there after the waters had receded and offered their services as much as possible.”

### **A collaborative effort**

During natural disasters, charities and other services

work together tending to the needs of those impacted, and all these services tend to a certain area of need. In New South Wales, The Salvation Army’s responsibility is to feed evacuees. However, when another agency is unable to fulfil one of their obligations, another agency jumps in. This was the case for John’s team at Tweed Heads when another charity, responsible for physical needs such as clothing, was cut off by the floodwaters.

Consequently, Tweed Heads Corps also became a clothing depot. Volunteers from the community came in to sort out the clothes into sizes and gender and removed anything unusable, and people were able to wander in and grab what they needed.

John said this was the first time the facility had been used as an evacuation centre. Supported by The Salvation Army SEDM team and “an incredible community”, they worked around the clock to meet the needs of evacuees.

“Every 10 minutes, somebody walked in with a donation and asked, ‘Can I do anything?’. We had pages and pages of names of people who were willing to give their time to clean bathrooms, prepare food, sort clothes, go around and reinflate all the air mattresses that had gone down in our air-mattress city.

“We were unbelievably blessed by the Tweed Shire community and others. On one of our first nights, we had a local cafe come in and ask if there was anything they could do to assist. We asked them to make dinner and gave them all the food and they used their facility. We had these incredible curries and casseroles, which were spectacular.

“There was also an emergency call-out for people who were stranded in the Mount Warning area at Fingal Head, and local cafe owners from ‘Next Door Espresso’ came in, and with a team of people, prepared sandwiches for 150 people, so yeah super, super blessed by that.”

As emergency response turned to recovery, John said the volunteers were getting a little bit ‘war weary.’

“It had been an ongoing time, but at the same time – like any Australian – they got stuck in, they did what they needed to do when it needed to be done to help other people. We’ve had great teams of people that worked here.”



# Corporate partnership: 7-Eleven



» From left: 7-Eleven Chief Executive Officer and Managing Director Angus McKay, Melbourne Lord Mayor Sally Capp, and Major Brendan Nottle, leader of The Salvation Army Melbourne 614 corps.

“7-Eleven is honoured to support the Salvos and the incredible work they do to support Australians in need. The first coffee machine was an obvious place to start. In 2022, we’ll install coffee machines in Sydney, Brisbane and Perth, which will help give the Salvos teams more time to focus on clients.”

– Angus McKay, 7-Eleven CEO and Managing Director

## Two million cups of compassion

7-Eleven has been supporting The Salvation Army since 2014, and the partnership continues to grow. The support The Salvation Army receives from 7-Eleven helps provide much-needed essential items to those in need, including during times of disaster.

In 2014, 7-Eleven commenced its support by providing a coffee machine and coffee supplies to The Salvation Army Magpies Nest Café, situated at Project 614 Corps in Bourke St, Melbourne. Last year, the two-millionth cup of coffee was served at the cafe.

Major Brendan Nottle, Project 614 leader, summed up the importance of the 7-Eleven’s support: “Many people that come into the cafe comment about how good the coffee is. This is reflected in the fact that the 7-Eleven coffee

machine based in our cafe is the busiest 7-Eleven coffee machine in the country! The coffee is great; however, it is what happens over the coffee and around the coffee that is so profound. Connections are made, relationships are built, and trust is forged, which enables some of the most vulnerable people of the city to feel comfortable enough to share with our staff and volunteers that which they have shared with very few others, if anybody else. With that information, we are able to go to work and help people get back on their feet again.”

Throughout 2022, 7-Eleven coffee machines will be installed in some Salvo centres in Sydney, Brisbane and Perth. 7-Eleven will also expand their support for the Salvos in regional communities by linking Salvation Army centres with their local 7-Eleven store to enable them to receive food donations.



# Strategic philanthropy

“This project is just one example of what we can achieve in Tasmania when we partner together to address this growing community crisis.”

– *Captain Kim Haworth, Tasmania Divisional Commander*

## The Select Foundation

The Neill families from The Select Foundation have partnered with The Salvation Army in Tasmania to develop a vital community housing project in Moonah.

The 21-unit development on the former Salvation Army Moonah Corps site in Hopkins St, Hobart, will cater for the ever-growing number of women aged over 55 experiencing or at risk of experiencing homelessness.

Managed by The Salvation Army in Tasmania, the development will offer one and two-bedroom units for women and, if required, family in their care.

The project has been enabled thanks to a significant contribution by The Select Foundation, of which philanthropist Bruce Neill is Chairman and his daughter Brooke a Director.

“The Select Foundation has been a major Tasmanian funder for medical research over the past 20 years and has received national awards for leadership and generosity,” Mr Neill said.

“In recent years we have also been a funder to support the vulnerable and homeless and have been seeking a major project to be involved with.

“We are proud and excited to be part of this community social housing development, especially considering the units are specifically for women over 55.

“We look forward to the journey with The Salvation Army and the women that will be housed and supported.”

Bruce originally came to Tasmania in 1976 to play cricket and was a member of the first Sheffield Shield team to represent the state.

“Post cricket, my Tasmanian business life commenced in 1979 when I established a one-man financial services company, and over the next 25 years, built that business into a national operation,” he said.

“We listed on the ASX and following a series of mergers the business has now morphed into Insignia, one of Australia’s largest wealth managers approaching 5000 employees and very proudly 350 in Tasmania.”

Bruce was also involved in food company Bellamy’s before it successfully sold in 2019 and is now involved in the ASX-listed Lark Distillery.

“My role at Lark is major investor and mentor,” Bruce said.





In addition to helping the most vulnerable and homeless in our community, The Select Foundation also has a focus on health and wellbeing. The advocacy and generosity of Bruce and The Select Foundation have been credited with shaping the University of Tasmania’s (UTAS) Menzies Institute for Medical research into a world-class centre.

The high-flying but humble philanthropist chose to support the Menzies Institute to improve the health of Tasmanians.

In September last year, Bruce was recognised by UTAS and received an honorary Doctorate for his contributions to Tasmania, the health and wellbeing of Tasmanians, his strategic business acumen and as Chairman of Menzies for seven years.

The ongoing philanthropy and advocacy of the Neill families and The Select Foundation has not only been critical in shaping the Menzies Institute but also in supporting the most vulnerable in our community.

Captain Kim Haworth, Divisional Commander of The Salvation Army in Tasmania, said the 21-unit project is the first of its kind for the Salvos in the state.

“There are too many people experiencing homelessness in our state, including a growing number of older women,” she said. “This project is just one example of what we can achieve in Tasmania when we partner together with such thoughtful and generous philanthropists such as Bruce, Brooke and The Select Foundation to address this growing community crisis.

“Our professional team of staff and volunteers look forward to working with our housed community members and helping them on the road to a brighter future.

“Our desire is to not only build houses, it’s also to build homes and healthy communities where every person is valued and can contribute to the mutual flourishing of our society.

“We are so grateful that this project aligns so well with The Select Foundation and their desire to support those that are most vulnerable in our society. We look forward to taking the Neill families and The Select Foundation on the journey with the build, our team members and clients that will benefit from their generosity.”



» Steve McFarlane, Fleet Manager, Scarborough Toyota presents keys to a bus funded by the Trust, WA, to Karen Coetzee, Centre Manager Homelessness, The Beacon, supported by Major Ken Smith, Homelessness State Manager WA.

### Volunteering inspires Duncan\*

Duncan became increasingly aware of the work of The Salvation Army and, in particular, the support given to those who were homeless and in need within the Northbridge area of Perth. This prompted him to volunteer at the main Doorways centre. As part of his volunteering activities, he also assisted with the weekly community lunches, which was recently implemented.

Duncan was aware that his extended family had a long history of philanthropic giving, predominantly donating to areas of health research. After a discussion prompted by his mother and other members of the family trust, Duncan suggested that perhaps the annual donation could be used to support areas in which The Salvation Army was involved and, in particular, those areas in which Duncan had witnessed the support of those at times of their greatest need.

Duncan’s mum began interacting with the local WA Philanthropy Manager who provided the family trust with several options for funding. It became evident that the trust was desirous of providing funds for something tangible, having previously donated funds for several

pieces of medical equipment. After much discussion and thought, it was decided that three projects would be funded by the family trust:

1. **The provision of a 12-seater Toyota HiAce bus for use by staff and clients of The Beacon, a state-of-the-art centre for homelessness in the heart of Perth**
2. **Replacement flooring in the Centenary Room in Northbridge, where community lunches were held each week (the initial carpeted floor covering being completely unsuitable for these functions)**
3. **New children’s furniture at the Balga Early Learning Centre, where there is a strong emphasis on supporting children and families from a refugee background**

This specified donation arose from a volunteer being challenged by the dedicated and continued work done by the amazing Doorways team in Perth and the openness of the members of a family trust to donate to new areas.

\*not real name

# Honoured friend: Dorothy Smyth

“I decided to  
give in death as  
I do in life.”



## Husband's legacy lives on

Ninety-three-year-old Dorothy Smyth's association with the Salvos goes back a long way. Third oldest of William and Emily Stephens' 11 children, Dorothy and some of her siblings started attending The Salvation Army church as kids, departing from the Anglican faith they were born into. Five of them, including Dorothy, would go on to become Salvation Army officers later in life.

In her first appointment at West Wallsend (an outer suburb of Newcastle), Dorothy was instrumental in helping develop her corps' services to a full week's activities and increased enrolments. As she added, "The police sergeant said we had made his job a lot easier."

Dorothy married Lionel Crown, who commenced the Wills and Bequests program for The Salvation Army in Queensland. As a young child, Lionel suffered poor health, but supported by family and colleagues in prayer and practical ways, he was successful in overcoming those challenges.

As Dorothy recalls, Lionel's commitment to his

officership was always paramount. In October 1983, Lionel wrote to Salvation Army headquarters in Sydney, asking for permission to commence Wills and Bequests in Queensland and got the go-ahead. Dorothy would always accompany her husband in his travels and ministries, due to his ill health.

Having been a Salvationist for the majority of her life, Dorothy credits her parents, local corps officers and other Salvationists as the influences in her journey. She truly believes in the work of the Salvos and encourages all to donate. She has generously left a gift in her Will to the Salvos, and as she puts it, "I decided to give in death as I do in life."

Her advice to the next generation – seek to know God in a personal relationship and treat everyone with love and compassion. In her words, "The Salvos act with integrity, honesty and compassion."

***Thank you Dorothy for leaving a gift in your Will to The Salvation Army.***

**GIFT IN WILL STORY**

# Oasis centre helping vulnerable Central Coast youth kick life goals



» Four of the Oasis Youth Services team at the Wyong centre on the NSW Central Coast (from left) Mathew (team leader), Dane, Emma and Rachel (caseworkers).

A generous legacy from the Richard and Ruth Wilson Charitable Foundation is helping The Salvation Army Oasis Youth Services centre in Wyong continue providing much-needed support to vulnerable young people on the NSW Central Coast.

Located in the picturesque town of Wyong on the NSW Central Coast, Oasis Youth Services is a Salvos initiative that delivers programs focused on prevention and early-intervention strategies to youth aged between 12-25. Their aim is to support young people in the region on their journey towards independence.

Home to over 50,000 young people aged between 12-24 years, the Central Coast is a beautiful area, but it also has some of NSW's highest levels of family breakdown and domestic violence.

As Oasis program manager Robyn Bust reports, family breakdown is the biggest driver of disengagement

from education, and significantly increases someone's chances of experiencing homelessness, escalating mental health issues and engagement with the justice system. Another flow-on effect is that youth unemployment rates on the Central Coast are almost 50 per cent higher than in Greater Sydney.

## About Oasis

Programs at the Oasis Youth Centre provide support in the areas of anger management and drug and alcohol education, plus social programs that provide safe spaces for young people to build positive friendships while learning new skills.

Young people who are experiencing or at risk of experiencing homelessness or engagement with the justice system are supported through case management – where a youth worker will help a young person identify and achieve practical goals.

Among the many programs on offer is Drive for Life, a driver training and mentoring program that equips young people who face barriers to education, training and employment to attain their driver's licence. The program removes these barriers and provides a pathway towards positive role models, developing independent life skills and improving employment prospects. Oasis also provides vocational training courses in hospitality, community services and business (onsite). Students in these courses are supported to get job-ready by gaining practical experience in Oasis's onsite training cafe and helping with community service programs.

### Sophie's\* story

Sophie\* connected with Oasis in 2020 for help with practical goals, including getting her ID and Centrelink assistance. Sophie was couch-surfing after experiencing family breakdown in her home. An Oasis caseworker supported Sophie to not only achieve her goals but also helped her apply for independent housing.

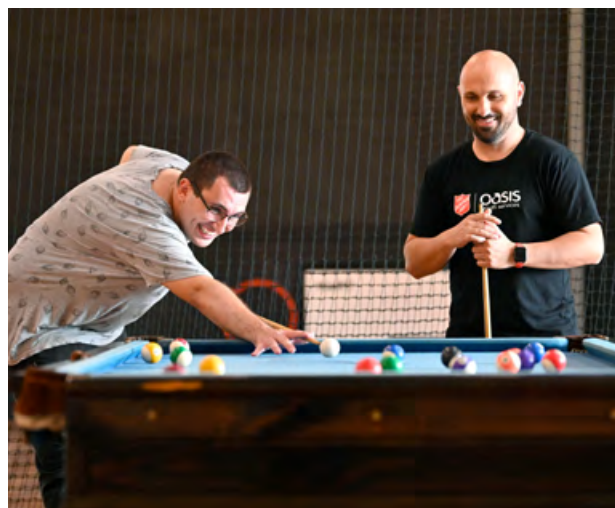
After over six months of applying for independent rentals, being in and out of temporary accommodation and couch-surfing, Sophie – at 18 – was able to secure independent housing in an apartment.

She received support with her bond and two weeks advance rent through Housing NSW and was able to access brokerage for some furniture for her new place. While her furniture was in transit, Sophie's Oasis caseworker helped her purchase temporary items like a mattress, bedding, kettle, toaster and food supplies.

Sophie has continued to reach out to her Oasis caseworker for support as she settles into her first ever independent living situation. Oasis will also continue to support Sophie to develop her living skills, budgeting and finding employment.

### How this gift helps

The generous legacy from the Richard and Ruth Wilson Charitable Foundation will be used to help address the rise of mental health issues young people have experienced throughout the COVID-19 pandemic. The



funds will facilitate the delivery of a range of creative arts programs across the Central Coast, supporting young people to talk about their experiences of mental health and share their story through creative avenues such as art, hip-hop and poetry.

Robyn is incredibly grateful to the Richard and Ruth Wilson Charitable Foundation for their generosity, as well as all those who value the work of The Salvation Army to leave a legacy for future generations. As she says, "Your donation makes a real difference in the lives of young people in our community, where breaking the cycle of disadvantage in the life of a young person is a huge effort that takes a team."

Support from donors allows services like Oasis develop innovative programs in response to social issues in the community, such as mental health, substance use, family violence, unemployment, and most recently, a global pandemic.

These programs and services build skills, knowledge, and confidence to support young people with making positive life choices on their journey to independence.

*\*not real name*



To find out how to leave a gift-in-Will to The Salvation Army go to [salvationarmy.org.au/donate/wills-and-bequests](https://salvationarmy.org.au/donate/wills-and-bequests)



Cuppa Tea,  
Digger?  
Lindsay  
Cork

Lindor  
LINDOR

Lindor  
LINDOR



# Donor interview: Richard

Richard, *pictured*, has been a supporter of The Salvation Army for 33 years. He recently celebrated his 100th birthday and said he supports the Salvos because they help everyone in need and without hesitation.

## Can you tell us a bit about your background?

I was born in England in 1922 and my family migrated to Perth, Western Australia, in 1929.

I grew up in Perth and started working for the State Government as an office boy for what is now known as the Public Trustee. I worked my way through the ranks and became a trust officer who administered estates and managed the wellbeing of those not able to do so.

Although I loved this work and helping others, I heard that a new refinery was being built in Perth and they were looking for an internal auditor, so I applied and was successful. I worked at the BP for over 30 years.

Upon retirement my life took another path – I began working for the Australian Ballet as their secretary and then managed the building of the Australian Ballet Centre, and after five years there I retired.

## When you look back on your working life, is there any one moment/event that touched your heart or a role that you are most proud of, and, if so, why?

My Public Trustee role was the role that meant the most to me because I was able to help so many people and on a number of different levels.

There were personal interactions where I offered support and guidance for those grieving. I had times where I supported and guided families with loved ones who were not capable of managing their personal finances and affairs and assisted spouses of incarcerated clients with safety and help where needed.

## Who has been the biggest influence in your life?

My late wife Violet was my greatest influence. I hope I'm a better person because of Vi. To have someone who walked life with you and shares your ups and downs and

stands strong with you is a blessing. Together we had two children and four grandchildren and now there are great-grandchildren. I celebrated my 100th birthday at the Victorian Golf Club with my family recently and a photo of the family taken on the day is a reminder of all Violet and I created together.

## What led you to supporting The Salvation Army?

The idea of giving back and helping others. This further supports why I enjoyed my role as a trust officer at the Public Trustee office.

Supporting The Salvation Army allows them to do the wonderful job they do to help others because they are on the forefront of where the need is greatest. Together we help others – the Salvos do it up close and personal and I do it from a distance!

## How would you like to see your gift used or what would you like to see it provide?

The Salvation Army can see first-hand where the priority is and where best to place the funds to help everyone in need, so I leave it to them to decide.

## Why would you encourage other people to donate to The Salvation Army?

The Salvos do wonderful work – they are face to face and work with those in need from the beginning to the end. They don't leave anyone in need and give to those who need help.

## What is a piece of advice you'd like to share with the next generation?

There is a lot to be done in the helping of others. This generation needs to take the best of the previous generation and use it to continue the good work being done to help everyone in need.



# Key donors

Thank you so much to every individual, family, company, organisation, community group, charitable trust and foundation that has helped us meet great human need this year in the Australian community. So many suffering people have experienced the transformation and new hope that has been made possible by your kindness and generosity.

We would also like to acknowledge and give thanks to all those donors who have given anonymously. We can't honour you with a mention here, but we do extend our heartfelt thanks for your contribution and its impact.

## COMPANIES AND ORGANISATIONS

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7-Eleven	Downer Group	Omni Executive
A A Holdings	Dunmarra Pty Ltd	Parramatta National Rugby League Club
Advanced Personnel Management	Electel Resources	Paypal Giving Fund Australia
AGL Energy	Fortescue	Queensland Government
Alinta Energy	Glencore	Queenscliffe Holdings Pty Ltd
Amalgamated Property Group	Hickory Construction	Real Estate Institute of WA
Amart Furniture	HopgoodGanim Lawyers	Scentre Group
Ampol Australia Petroleum	Hytek Group	South32
Aurora Energy	IG Design Group	Steadfast Group
Beyond Bank Australia	IVE Group	Suncorp Group
Blundstone Australia Pty Ltd	Kmart Australia	Swiss Re Life & Health Australia Ltd
Boeing	Lotterywest	TechnologyOne Limited
Bunnings	Lowes-Manhattan Pty Ltd	The Channel 7 Telethon Trust
CBRE Residential Projects	Lumo Energy	The Manildra Foundation
Cherry Collectables	McCosker Contracting Pty Ltd	Transurban
CRS	McMillan Shakespeare Limited	Twin Towns Clubs and Resorts
Dale Alcock Homes	Michael Hill Jewellers	Victoria Government
Dell Technologies	Mitsubishi Development Pty Ltd	Westpac
Department of Communities, Disability Services & Seniors	MUFG Bank	Woodside Energy
Devlin Engineering & Management	Myer Community Fund	Woolworths
	Newell Brands	Wythenshawe

## INDIVIDUAL AND FAMILIES

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Beverley Briese	David Madson	Geoff & Louise Barrow
Bogdan Folcik	David Robinson	Geoffrey Nettle
Brian Allen	David Stanton	Janet F. Grimsdale
Carol & Nigel Price	Everdina Gaemers	Jean M. Williamson



## INDIVIDUAL AND FAMILIES CONTINUED

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Jill Tilly	Michael Burgess	Peter Routley
John & Lorraine Bates	Mick & Deborah Hayward	Robert Rich
John & Penny McBain	Mr John (AC) & Mrs Shirley Uhrig	Roger Massy-Greene AM & Belinda Hutchinson AC
John Brett	Mr John & Mrs Ngaire Roberts	Stanley Kilroy
Lady Primrose Potter AC	Mr Tim Fairfax AC & Mrs Gina Fairfax AC	Susan Scotford
Maree Bengough	Norman Rydge	William E. Cant
Marjorie Orr	Patricia D. New	
Mark Westbrook & Sue McDonald	Peter & Margaret Callan	
Merle Fletcher-Savage & Tony Lear		

## TRUSTS & FOUNDATIONS

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ABC Giving Tree Committee	Guthrie Family Memorial Fund	The Ernest Heine Family Foundation
Agnes & HT Andrew Cheung Endowment	Jack Tilburn Endowment	The George W Vowell Foundation Ltd
Alexander Foundation	John T Reid Charitable Trusts	The Hugh D T Williamson Foundation
Andrew Pratten Charitable Trust	Jozsef Lengyl Foundation Ltd	The Inagh Foundation
Annie & John Paterson Foundation Ltd	Lord Mayor's Charitable Foundation	The John & Betty Laidlaw Legacy
APS Foundation ATF General	Lord Mayor's Charitable Trust (Brisbane)	The John & Margaret Schneider Charitable Trust
Barry Lambert AM – Count Charitable Foundation	Matana Foundation for Young People	The Judith Neilson Foundation
Birchall Family Foundation Trust	Musgrave Ancillary Fund Pty Ltd	The Lionel & Yvonne Spencer Trust
Bowen Foundation (Inc)	Norma Jenkins Family Trust	The Manildra Foundation
Brinsmead Hill Family Foundation	Path Of Hope Foundation	The MAST Foundation
Bruce Wall Charitable Trust	Philandron Foundation	The McVay Foundation
Cameron Family Foundation	Property Industry Foundation (Qld)	The O'Halloran Foundation
Centenary Foundation - Warren Read Endowment	Queensland Community Foundation	The Orloff Family Charitable Trust
Charles Warman Foundation	Richard and Ruth Wilson Charitable Foundation	The Phillips Foundation
Colin Bisdee Trust	Stan & Maureen Duke Foundation Ltd	The Ragdoll Foundation Pty Ltd
Collier Charitable Fund	Stan Perron Charitable Foundation	The Robert C Bulley Charitable Fund
CommBank Staff Foundation	Tasmanian Community Fund	The Robin Beveridge Endowment
Deloitte Foundation	TG & JM Matthews Foundation	The Select Foundation
Ebert Family Charitable Fund	The Busby Family Fund	The Smidt Foundation
Eureka Benevolent Foundation	The Cassidy Bequest Endowment	The Sun Foundation Pty Ltd
Fielding Foundation	The Cory Charitable Foundation	The Sylvia & Charles Viertel Charitable Foundation
Gladstone Foundation	The D & X Williamson Family Charitable Fund	The Theodore & Isabella Wearne Charitable Trust
Gloria McKerrow Endowment	The Dick & Pip Smith Foundation	The Wheeler Family (NQ) Charitable Endowment
Goldburg Family Foundation	The Donald & Joan Wilson Foundation	William Angliss (Victoria) Charitable Fund
Grafer Foundation	The Dorothy Levien Foundation	



# Continuing your support

The impact of your generosity is helping to shape the future for all Australians. Whether you choose to support a specific area of The Salvation Army's work, make regular donations or give major gifts, your support is vital and we cannot thank you enough.

## CORPORATE PARTNERSHIPS

To find out how your business or organisation can partner with The Salvation Army, contact us by email: [corporatepartnerships@salvationarmy.org.au](mailto:corporatepartnerships@salvationarmy.org.au)

## FUNDRAISE FOR THE SALVATION ARMY

There are many ways you can help The Salvation Army raise much-needed funds. Below are some DIY fundraising ideas:

- Participate in a sporting event: run, ride, swim or trek for the work of The Salvation Army
- Commemorate an important milestone in your life by asking your family and friends to make a donation in your honour
- Organise a concert, film festival, garage sale, car wash or cake stall
- Host a dinner party
- Donate a percentage of sale proceeds from your business
- Take up a personal challenge (e.g. giving up caffeine, walk 100km) and ask your family and friends to sponsor you.

Go to [salvationarmy.org.au/get-involved/fundraise-for-us](https://salvationarmy.org.au/get-involved/fundraise-for-us) for more information.

## ONLINE AND REGULAR GIVING

To make a one-off donation or register for regular giving as a Salvos Freedom Partner, visit [salvationarmy.org.au/donate](https://salvationarmy.org.au/donate)

## INTERNATIONAL DEVELOPMENT

Active in over 130 countries, The Salvation Army is empowering communities globally to overcome poverty. Your gift can change lives around the world. Visit [salvationarmy.org.au/international-development/](https://salvationarmy.org.au/international-development/) for more information.

## TRANSFORMATIONAL GIFTS, CHARITABLE TRUSTS AND FOUNDATIONS

Whether you are interested in strategic philanthropy, have a charitable trust, foundation, or Private Ancillary Fund, or would simply like to arrange a visit to any of our programs, your dedicated relationship manager will be delighted to help. Please contact us at [philanthropy@salvationarmy.org.au](mailto:philanthropy@salvationarmy.org.au) to find out more.

## LEAVING A GIFT IN YOUR WILL

Change lives with a gift to The Salvation Army in your Will. Your gift in Will can provide lasting hope for future generations. Please call us on **1800 337 082** or email us at [bequests@salvationarmy.org.au](mailto:bequests@salvationarmy.org.au) to learn how you can leave a gift in your Will or receive support with your long-term planning.

## VOLUNTEERING

The Salvation Army couldn't provide the services it does without our dedicated volunteers. Please contact us to discuss which of our many volunteering options would suit you best. Visit [salvationarmy.org.au/get-involved/volunteer-with-us](https://salvationarmy.org.au/get-involved/volunteer-with-us) to express your interest.



## IMPACT REPORT 2022



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**The Salvation Army  
Australia  
Communications  
Department**  
[salvationarmy.org.au](http://salvationarmy.org.au)