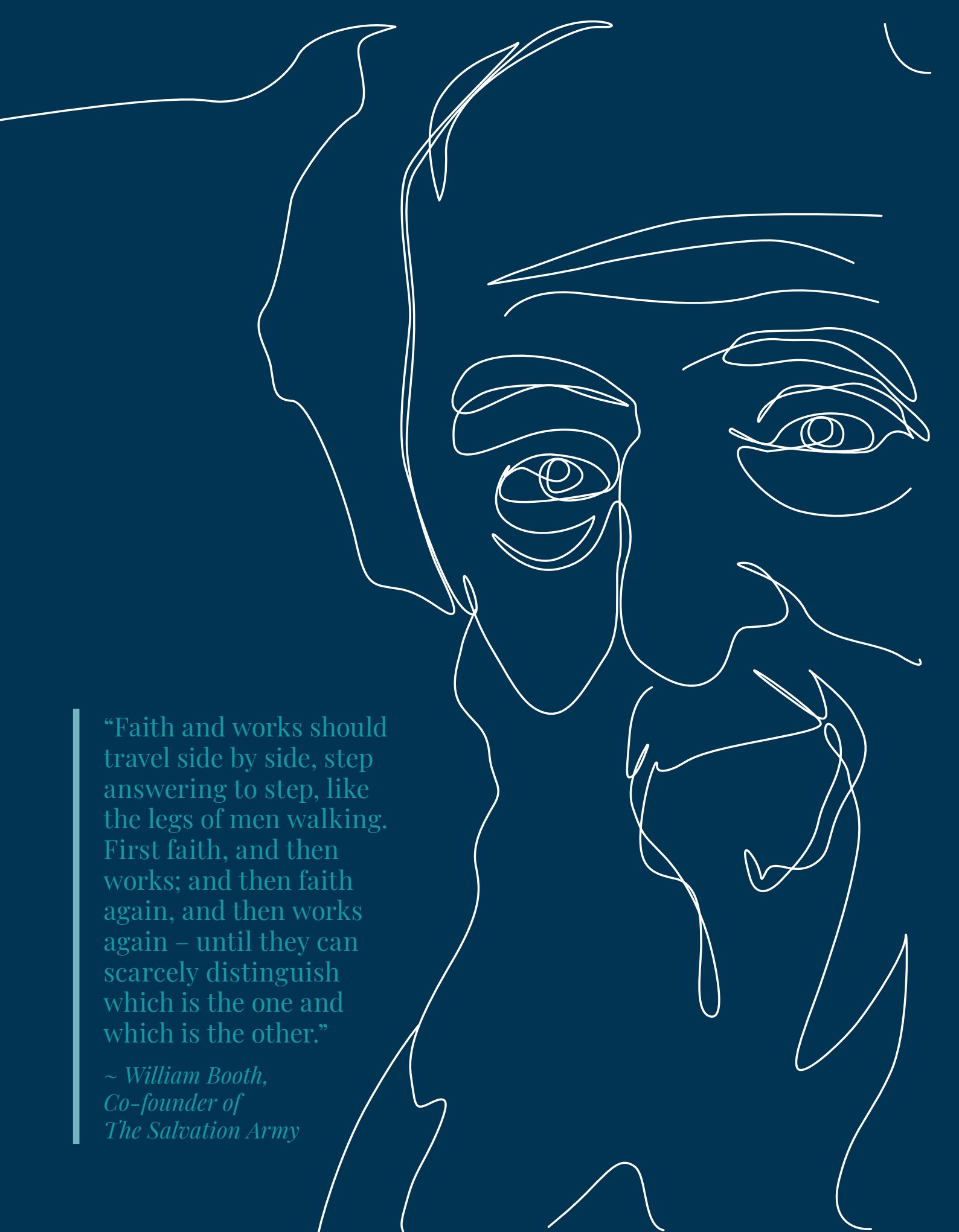




Impact Report 2023

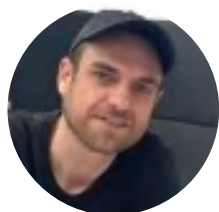
*So
nobody
struggles
alone*



“Faith and works should travel side by side, step answering to step, like the legs of men walking. First faith, and then works; and then faith again, and then works again – until they can scarcely distinguish which is the one and which is the other.”

~ *William Booth,*
Co-founder of
The Salvation Army

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Our mission, vision and values

Mission

The Salvation Army (TSA) 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 communities

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

Our commitment to inclusion and reconciliation



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 well-being of people of all ages, particularly children.

As a movement, we believe inclusivity is

achieved by treating all people with dignity, compassion and respect. We deliver programs with cultural sensitivity and work with diverse groups to best understand their needs. This includes people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions.



Click or scan to view
Commissioner Miriam Gluyas
and Colonel Winsome
Merrett reaffirming the
commitment to TSA's
National Inclusion Statement



Message from our leaders

People are still trying to get back on their feet after three years of uncertainty and instability due to the COVID-19 pandemic. As living expenses increase, many Australians continue to experience hardships, financial stress, and struggle to find employment. For some, their outlook remains bleak and they require ongoing support.

The Salvation Army has a long history of standing strong against adversity, tackling challenges head-on, and never giving up. People need security and significance and it is our responsibility to ensure that all people who come to The Salvation Army for assistance find a place where they can discover hope, connection, belonging and a pathway to faith. We continue to stand by our vision – wherever there

is hardship or injustice, Salvos will live, love and fight, alongside others, to transform Australia one life at a time with the love of Jesus. We are called to be hope-givers and hope-bringers.

Each and every day we are grateful as a movement that we are able to help make a positive change to thousands of lives and we recognise that we do this with the help and support of others – individuals, families, donors, corporate partners, supporters and volunteers. With your help, we continue to make a difference, further our mission and enhance our impact, ensuring we support the most vulnerable in our communities so that nobody struggles alone.

We pray as you read the stories and statistics in this 2023 Impact Report, you will see how your exceptional generosity has the power to transform lives and change communities. Together we can achieve so much and bring hope to those who need it most. We are truly thankful for your support.

God bless you all.



**Commissioner
Miriam Gluyas**
Territorial Commander
The Salvation Army Australia



**Colonel
Winsome Merrett**
Chief Secretary
The Salvation Army Australia

Meet the Commissioner



➤ Commissioner Miriam Gluyas gives her first sermon after being installed as Territorial Commander of The Salvation Army Australia Territory during a ceremony at Project 614 Corps in Melbourne on Sunday 12 February 2023. Photo: Ben Whimpey – Indimax Productions.

Commissioner Miriam Gluyas was appointed Territorial Commander for The Salvation Army Australia and Chair of its Board of Governance as of 1 February 2023. Born in 1959 into a Salvation Army family and raised in the Victorian city of Ballarat, on her admission her childhood and teenage years were “fortunate”. They delivered both an outlook on life that sees anything being possible and a foundation steeped in the faith, hope and love practice of her family and The Salvation Army.

In the late 1970s, Miriam relocated with her family to Port Macquarie on the NSW mid-north coast. Despite wanting to teach sport and pursue professional golf, she trained as a Salvation Army officer and was commissioned in January 1983 in Sydney. In the 40 years since, she has served in a variety of appointments across Australia and internationally, including pastoral church ministry, training officer at the Officer Training College, divisional youth secretary, divisional commander of



➤ Miriam had a dream of pursuing a professional golf career before becoming a Salvation Army officer. Photo: Shairon Paterson.

The Salvation Army NSW/ACT Division, and, as chief secretary of The Salvation Army Papua New Guinea.

Miriam is described by friends and colleagues as having a lively sense of humour, unending energy, being well-organised, passionate, inspiring, a woman of integrity, an encourager, authentic, loyal, faithful, gracious and courageous.

Miriam describes herself as a visionary strategist but quickly adds that she values the lessons she has learnt along the way, including the importance of seeking individual and collective wisdom.

She understands the challenges facing the church and charity sector in the 2020s and sees that the difference between the Salvos flourishing and stagnating will be personal and corporate renewal of the group’s spiritual heart.

Miriam believes that accessibility of leaders is vital to the success of any organisation in any sector of society – including the religious and charity sectors.

“It would kill me if I wasn’t able to be accessible,” she says with a firmness that tells you she is serious.

“Times have changed. It’s no longer about position and title. We have to be highly relational in these days. We’re in a postmodern, post-Christian, post-COVID world.”

The new Salvation Army leader seeks to hear and welcome all points of view. “The important thing is to come into a room and value the diversity and the contribution of everyone in that room.”

Commissioner Gluyas describes these days for The Salvation Army as “scary/exciting”. Getting it right is a big, big deal, she says. “We’re a mission movement born to be propelled by the Spirit of God into our communities, living out the transforming love of Jesus. That’s who and what we must be. We must be close to God.”

In her spare time Miriam loves spending time with her dad, sister and two brothers and 17 nieces and nephews and their kids, friends, playing sport, and attending the footy to support her favourite AFL team, the Geelong Cats.



➤ Commissioner Miriam Gluyas enjoys a lighter moment during her installation service in Melbourne. Photo: Ben Whimpey – Indimax Productions.

Our governance

2022-23 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 2022 to 30 June 2023 is as listed:

- Commissioner Miriam Gluyas, Chair (commenced 1 February 2023)
- Commissioner Robert Donaldson, Chair (ceased 1 February 2023)
- Major Kevin Lumb, Alternate Chair (commenced 1 June 2023)
- Colonel Mark Watts, Alternate Chair (ceased 1 June 2023)
- Richard Grellman AM, Lead Independent
- Greg Couttas, Chair, Audit and Risk Committee
- Desley Hargreaves PSM, Chair, Quality and Safety Committee
- Auxiliary-Lieutenant Rosy Keane (commenced 1 February 2023)
- Commissioner Janine Donaldson (ceased 1 February 2023)
- Colonel Winsome Merrett
- Adrian Appo OAM
- Felicity Natoli
- Captain Colin Reynolds
- Captain Leisa Humbley

In August 2022, the Board travelled to Darwin to visit different mission expressions of The Salvation Army. In April 2023, the Board visited the NSW/ACT Division.



Commissioner Miriam Gluyas
(Chair, commenced 1 February 2023)



Commissioner Robert Donaldson
(Chair, ceased 1 February 2023)



Major Kevin Lumb
(Alternate Chair, commenced 1 June 2023)



Colonel Mark Watts
(Alternate Chair, ceased 1 June 2023)



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)



Auxiliary-Lieutenant Rosy Keane
(commenced 1 February 2023)



Commissioner Janine Donaldson
(ceased 1 February 2023)



Colonel Winsome Merrett



Mr Adrian Appo OAM



Ms Felicity Natoli



Captain Colin Reynolds



Captain Leisa Humbley

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 and vulnerable person 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



Anthony Eden
(ceased April 2023)



Claire Clifton
(ceased April 2023)

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.



Click or scan to find out more about The Salvation Army Australia leadership at salvationarmy.org.au/about-us/leadership-and-structure/australian-leadership



How we measure impact

Measuring Outcomes at The Salvation Army

The Stronger Communities Outcomes Measurement project aims to determine how The Salvation Army Australia (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 referred to 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 on Page 12 for TSA Outcomes Framework and Appendix 1 on Page 16 for TSA Outcome Domains definitions), and to the relevant funding bodies’ outcome frameworks. Mapping individual outcomes across the four overarching outcome domains enables TSA to understand how many people have been transformed by its services, and what this looks like for the people impacted.

Excellence in Social Impact

In December 2022, the research team was [Runner-Up in the Social Impact Measurement Network Australia \(SIMNA\)](#) for the Excellence in Social Impact Measurement Award. The team was recognised for its work in the Doorways Emergency Relief Outcomes Measurement project. Executive Manager for the Research and Outcomes team, Dr Johana Susanto, accepted the award. “We’re extremely honoured to be runner-up for this Award that promotes best practice and leads by example in Australia, and has been proven to meet international criteria as specified in [social value international](#).”



Judges’ feedback:

“This is a very good example of how a project team and internal research team can collaborate together on developing a Theory of Change, data collection and reporting system together to meet the needs for the clients, staff, management and the wider sector... And the fact the Doorways team has revised service delivery to allocate more resources for relationship building and the development of community activities. This sort of feedback loop is exactly what we are wanting to see more of in the sector. Great work!

“The large scale of data that the service engages is commendable and produces informative insights around ER during a particularly interesting time [COVID], making this research applicable beyond the organisation.”



Project update

There are six key streams participating in this project at a national level: 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, ER and Moneycare Financial Counselling Services have embedded outcomes measurement into their usual service operations. The Youth and AOD streams have completed the national pilot and will soon incorporate outcomes measurement into their usual service operations.

For Homelessness outcomes measurement, we have concluded an extensive and inclusive, trauma-informed national consultation with people with lived experience of homelessness, including three days yarning with First Nations people in Darwin, Northern Territory. This consultation, which included over 55 participants, aimed to understand lived experience within the homelessness sector across the nation, including participants' expectations about services, perspectives of the impact of receiving support from homelessness services, and the enablers and barriers to achieving desirable outcomes.

This valuable feedback informs TSA National Homelessness Outcomes Framework and TSA advocacy at states/territories and national levels.

The national FDV outcomes measurement pilot has been completed and the findings indicate the need for innovative trauma-informed and culturally appropriate data collection processes and outcome indicators that could be administered amidst intensive administrative data collection and at a time of high vulnerability for victim survivors. Currently the research team has identified prospective indicators and is partnering with the Centre for Social Impact and the indicators' owner to test and validate the indicators at a national level.

Outcomes measurement frameworks and tools have also been implemented on smaller-scale programs such as the Family Place Logan, the Positive Lifestyle program, Townsville Indigenous Youth Resilience and Leadership program, Emergency Disaster Assistance program, youth transitional support service and some youth educational/life-skills workshops; and are under development for Indigenous COACH Mentoring program, Family Violence Carinya Therapeutic program, and Youth Drive for Life 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.

► Figure 1: The Salvation Army Overarching Outcomes Measurement Framework

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

1. **Accessible and Meaningful:** Outcomes measurement tools and processes are useful, relevant, trauma-informed, culturally-appropriate and accessible to those involved.

2. **Participatory and 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 these stakeholders are actively sought. We also strive to ensure that our projects are inclusive of all communities, such as Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds, through active consultation, collaboration, and the establishment of advisory and steering groups that include representatives from these populations.

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](#) and the [Australian Government Guide to Evaluation under the Indigenous Evaluation Strategy](#) 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 teams 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 on supporting 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.**



Click or scan to view 2023 Red Shield Report, *At Breaking Point*, created by the Research, Evaluation and Outcome Measurement team.

The National Pilot of Youth Outcomes Measurement (YOM)

The Salvation Army (TSA) Youth Services offer an integrated suite of targeted programs engaging with young people aged 12 to 25 across Australia on their journey to independence, which include housing and homelessness, driver training, education, employment and training, social and community activities, specialist therapeutic responses and youth justice programs. The YOM project aims to measure the changes experienced by young people as a result of accessing our youth services. This project is a collaborative effort between Research, Youth and SAMIS Departments.

A national logic model was created to reflect Youth National Model of Care and operations, and five key outcomes were prioritised for measurement: Housing; Employment, Education and Training; Relationship; Social Inclusion and Participation; and Health and Wellbeing. YOM was piloted across 20 centres and offered to 520 eligible young people accessing the centres over 11 months. 147 young people chose to participate, resulting in 66 completions of matched pre- and post-surveys.

Statistically significant improvement was observed in all outcomes, with the top three improvements being observed on the Employment, Training and Education (23%), Housing (22%) and Health and Wellbeing outcomes (16%).

The outcomes data analysis also found that from the 66 completed surveys:

- **68% of young people housing outcomes improved** while 21% remained stable and 11% declined
- **59% of young people employment, training and education outcomes improved** while 10% remained stable and 31% declined
- **60% of young people relationship outcomes improved** while 8% remained stable and 32% declined
- **56% of young people social inclusion and participation outcomes improved** while 19% remained stable and 25% declined
- **64% of young people health and wellbeing outcomes improved** while 7% remained stable and 29% declined

During the pilot, feedback sessions were conducted with frontline staff to capture what works and what could be improved with YOM framework. Staff also passed on feedback from young people about YOM. This feedback has been incorporated to improve YOM, and this project is now moving towards a national implementation to provide ways to capture the impact of Youth Services to young people. The next stage of YOM would also include consultation with young people to understand why certain changes were being made (positive or negative) or not being made (no changes/stable).

Alan's story (next page) illustrates the kind of impact that youth services have on young people.



Alan's story

Alan* grew up in Kalgoorlie after moving from overseas. After his mother passed away, he had an on/off relationship with his stepdad until he was kicked out of home. Alan had a long history of substance abuse which led to violence. Upon presenting to the TSA Youth Services, Alan disclosed most issues resulted from substance misuse and unhealthy relationships.

Kalgoorlie-Boulder Youth Crisis Accommodation service (KBYCA) provided Alan with a safe and stable place to stay and supported him to achieve his personal goals by providing intensive case management support. Some key personal goals Alan achieved include:

- Removed himself from his negative friendship group
- Helped abstain from drugs and alcohol completely
- Gained and maintained part-time employment
- Obtained important ID documents such as learner driver licence, Tax File number etc.

At the end of his six-months stay, an exit plan was developed collaboratively as he transitioned out of KBYCA. Alan has since successfully secured medium-term accommodation.

Alan's improvement was captured in the Youth Outcomes Measurement survey which includes the Personal Wellbeing Index. Early on in Alan's service engagement, he scored 35 points out of 100; by the time he was ready to leave, his score improved to 79 points. He also made positive progress in his employment / education, relationships, and housing outcome indicators.

**Not his real name*

Appendix A: TSA's overarching outcome domains and definitions

| | |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wellbeing and Spirituality | <p>Wellbeing means 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> |
| Individual Capability | <p>Individual capability¹: 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"> • Skills, knowledge and competency • Coping strategies, resilience • Personal traits, attitudes, outlook on life, and mindsets • Social functioning skills and life skills • Self-advocacy • Self-efficacy • Positive behaviours |
| Life Circumstances | <p>Life circumstances²: 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"> • Living conditions, e.g. housing situation. • Economic resources, e.g. ability to meet basic needs (food, paying for bills and rents) • Income and employment, e.g. secure employment, living wage • Education, e.g. opportunities for learning, education status, school attendance, school engagement |
| Social Connectedness | <p>Social connectedness³: 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 hardship. Healthy social connections at individual and community levels provide people with emotional and material supports in times of need, and the 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> |

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

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

3. 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, accessed 29th August 2019.

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.



Salvation Army Emergency Services

The Salvation Army Emergency Services (SAES) have 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.



Chaplaincy

Salvation Army chaplains provide practical, emotional and spiritual support to people facing a crisis, coping with trauma or with a need for a listening ear. Chaplains provide one-on-one support, spiritual guidance, prayer, worship, education, advocacy, conduct Christian ceremonies, and more. They draw on their Christian faith, training and experience, and use a variety of appropriate resources designed to enhance a person's holistic wellbeing. They believe in the possibility of a better future for everyone, where lives are transformed through the love of Jesus.

The Salvation Army Australia highlights 2021-2022

1.86+ million sessions of care provided
across all social programs



9950+ women and children supported
who experienced family and domestic violence



provided nearly **12,700 people** with financial counselling



303 Salvation Army corps (churches)
in the community



provided **1 million+** nights of accommodation

across all social programs



nearly **760,060 crisis beds** provided

to people who experienced homelessness

1.52+ million meals provided

to people who accessed homelessness services



Statistics provided by The Salvation Army Australia, Research Team, covering July 2021 - June 2022.

provided **\$32 million+** of financial assistance



in cash, gift card, vouchers, etc



11,374+ people assisted with addiction

to alcohol and other drugs, gambling, at rehabilitation services



317,850+ sessions of care provided

to people who were at risk of or experienced homelessness



assisted **16,790+** households/families

who were impacted by disaster (bushfires, floods, drought, cyclones)

assisted **50,700+** jobseekers



to find employment

86,420+ sessions of care provided to young people



348 Salvos Stores

locations throughout Australia



generated back **\$18 million+** profit from Salvos Stores

into Salvation Army programs



2620+ seniors being cared for

in residential Aged Care facilities

Alongside others



The Salvation Army continues to support those most disadvantaged through these challenging times – delivering essential services to many vulnerable people in financial need, at risk of or experiencing homelessness, affected by family violence, impacted by food insecurity, unable to find work, struggling with addiction, impacted by natural disasters, or socially isolated and lonely. Countless Australians – many for the first time – are reaching out to us for support.

As one of Australia's largest providers of social services and programs for people experiencing hardship, injustice and social exclusion, The Salvation Army, as a Christian mission-driven movement, seeks to reduce social disadvantage and create a fair and harmonious society through holistic and person-centred approaches that reflect our mission, vision and values. When we see a person in need, we see not just the person, we also see their inherent potential.

Through a network of support services and programs across Australia, The Salvation Army assists

one person every 17 seconds – which means in the last year we answered more than 1.9 million calls for help from those seeking support. The motivation and commitment of officers, staff, volunteers, supporters and donors enables us to provide services and life-changing care tailored to meet the specific needs of the thousands of people who approach the Salvos every week for assistance, helping to address not only their immediate needs, but also working towards a more stable and positive future.

The Salvation Army is deeply committed to walking alongside people in need; providing support to overcome crisis, building a caring network, providing assistance and opportunities to empower them to regain control of their lives and reigniting hope in the face of despair. We are here for the long haul as we journey alongside others through their toughest days and into a more hopeful future – transforming Australia one life at a time with the love of Jesus.

Spotlight on selected services and programs

Across Australia – in cities, country towns and rural communities – the need for our services is greater than ever and our work touches every demographic and age group. With your support we are empowering people to prosper financially, socially and spiritually.

Employment Plus bus making jobs more accessible

The Salvation Army’s Employment Plus has officially launched a new mobile bus program that it has been trialling for the past month in a regional area of southern New South Wales.

A recent survey undertaken by Employment Plus found that nearly half of its jobseekers who struggle to get to their appointments may be impacted by poor public transport in their area or not having a car, a driver’s licence, or finances for fuel. So, The Salvation Army’s employment service set out to remove those barriers to employment by trialling a new face-to-face service taking Employment Plus directly to jobseekers.

“Finding work can be a difficult and emotional task, and we want to take some of the stress and headache out of getting support so that jobseekers can really



► From left: Dr Graeme White (Employment Plus National Director), Kristy McBain (Member for Eden-Monaro), Major Peter McGuigan (Head of Government Relations) at the launch of the Employment Plus bus.

focus on finding work – rather than finding us,” said Employment Plus National Director Dr Graeme White.

It’s anticipated that similar Employment Plus bus services will be launched in regional areas across other states of Australia in the coming years.

New youth Positive Lifestyle Program for High School launches

The Positive Lifestyle Program (PLP) has been an integral part of The Salvation Army mission for more than 25 years. Aligned with The Salvation Army’s vision of transforming lives, the Positive Lifestyle Program consists of eight sessions for groups or individuals, delivered by a trained facilitator and designed to enhance the participants’ self-awareness and equip them with personal life skills to better manage the demands of everyday life.

The Salvation Army’s Youth and Young Adults team has proudly been working on an adaptation of the

Positive Lifestyle Program for young people in high schools. The new program has been specifically designed to help youth leaders, mentors, and other caring adults support young people as they manage the pressures of adolescence, helping them to flourish and become their best selves.

Click or scan to view Salvos and the Noosa School District partner to make a unique difference in the lives of youth in Noosa, Qld.

‘Stitching Dreams’ becomes a reality in western Sydney

A unique women’s social enterprise project has been launched at Blacktown City Salvos in western Sydney. ‘Stitching Dreams’ brings together women from culturally diverse backgrounds to learn how to sew marketable products to sell them.

The project has been organised by The Salvation Army’s Nuria Gonsalves, CALD Community Engagement National Lead in the Intercultural and Disability Inclusion Team. She collaborated with Afghan Women on the Move, Soroptimist International and Host International to bring it together.



› Women from different cultural backgrounds attended the launch of ‘Stitching Dreams’ at Blacktown City Salvos in early March.

Sense of community brewing in the heart of Box Hill

Cafe Salvo at Box Hill Salvos in Melbourne is fast becoming ‘that place’ as the first port of call for locals. Having a cafe with an intentional missional focus was an important part of the corps’ strategy when it moved into its new building during COVID restrictions in 2020. The cafe facilitates a suspended coffee service, whereby paying customers can choose to pay for an extra coffee, which can then be provided free of charge to customers with financial difficulties who come through Doorways (emergency relief and financial counselling) and other Salvo programs.

The Salvos have partnered with TAFE and a local disability employment agency to teach their customers how to cook and make barista-style



› Cafe Salvo is centrally positioned in the main business district of Box Hill.

coffee. NDIS services have recently approached the Salvos corps because they see it as a place of warmth and inclusiveness. They discussed ways the cafe could help people struggling to leave their homes to overcome anxiety and social isolation.

Houses for homelessness reopen in ACT after renovations

The Salvation Army in the Australian Capital Territory has repurposed two of its properties for families experiencing homelessness. The houses had been part of the Salvos’ addiction recovery program in Canberra but closed after being severely damaged during hailstorms in 2020. Restoration work valued at over \$100,000 was completed last month and the houses fully furnished with the help of private donations.

Kristie Clifton, Manager for the Salvos’ homelessness services in NSW/ACT said, “The objective of the housing is to support families with their accommodation needs



› Federal Member for Canberra, Alicia Payne MP, cuts the ribbon alongside Major Peter and Captain Tara McGuigan and Kristie Clifton (Manager of Homelessness Services in NSW/ACT).

while they access the services and support required to transition into long-term sustainable housing.”

Terrence building leaders of the future through Townsville SLIP program

“You don’t need a title to be a leader” – this is one of the philosophies behind the Sports Leadership Impact Program (SLIP), facilitated by Terrence Whyte, The Salvation Army’s Aboriginal and Torres Strait Islander Co-ordinator and Youth Specialist in Townsville.

Each school term, Terrence works with Year 5 boys at Kelso State School on the outskirts of the North Queensland city. The program aims to tap into students’ leadership potential through activities and yarning about lessons learned. Common themes include teambuilding, social norms, respect and communication.

Each year, the school invites students who have leadership potential or need encouragement to participate in SLIP. The school provides a staff member to work with Terrence in each session.



➤ Terrence Whyte working with the boys during the Sports Leadership Impact Program.

Even though not all participants in SLIP are Indigenous, Terrence, as a Goemulaig man from Mabuyaag Island in the Torres Strait, feels he has a cultural responsibility to pass on what he knows. “In my culture, leadership is always a shared role, and you don’t need a title to have influence,” Terrence said. “The motto of the program supports this approach, ‘Be a good follower when others lead, and be a good leader for others to follow.’”

Painting a brighter future for Darwin’s Indigenous community

Providing an art studio in the park, positive engagement and access to services have produced fantastic outcomes for Indigenous rough sleepers in Darwin – as well as art worthy of exhibition.

To date, the Salvos’ program ‘Studio Off the Street’ in the Northern Territory capital has secured accommodation for 30 community members, helped 17 participants Return to Country, and connected all program participants with health services.

“The purpose is to initially give participants a safe place to paint,” said Jamie-leigh Barnard, Doorways NT Regional Manager. “During the process, we



➤ Studio Off the Street program participants (from left) Susie, Ross and Manuel.

build trust, help engagement with other support programs, and facilitate Return to Country for those who want it.”

New home for Carinya Women’s and Children’s Services in the Illawarra

The Salvation Army’s support services for women and children affected by family violence and homelessness in the Illawarra have been bolstered, with a redevelopment approved for Carinya Women’s and Children’s Services.

Carinya Women’s and Children’s Services provides

crisis and transitional housing and outreach support for women and children impacted by domestic violence and homelessness in the NSW Illawarra region. The service also operates a weekly meal service, art therapy program and Driving Forward program to assist women from culturally and linguistically diverse (CALD) backgrounds and Indigenous women gain their driver’s licence.

Former troubled teen finds his oasis in life through music



► Owen Davis continues to volunteer for The Salvation Army, decades after his life was changed through his experiences at the Army's Oasis Youth Support Network.

Twenty years ago, Owen's life on the streets of inner Sydney was chaotic and dangerous, with The Salvation Army's Oasis Youth Support Network and its then manager, Major Paul Moulds, his only anchor.

Decades later, the musician and videographer has moved on from his life on the streets, but he's never lost his passion for assisting others in the same position he found himself in as a teen, without a place to call home.

In 2016, he was part of The Salvation Army's Couch Project 'Streets to Stage' tour of 12 high schools,

raising money and creating awareness around youth homelessness. From that, Owen birthed a 'Street 2 Stage' (S2S) initiative that gained funding to work with young people experiencing homelessness, training them in music production and videography.

It was full circle for the young man, who took part in a similar initiative through The Salvation Army's Oasis more than a decade earlier. "I don't forget that," he says, his passion and faith running so deep that he continued even when funding ran out for the project.

“This work is really important to me. Everyone was saying to me, ‘Just wait for the funding, don’t waste your time’, but I thought, ‘I’m not going to let these young guys miss out due to lack of funding’.”

Street 2 Stage initiative

The projects Owen developed, and runs, are the Street 2 Stage ‘One Shot’ and ‘One Take’ initiatives. One Shot focuses on music production, and One Take focuses on film production.

Owen connects with young people experiencing homelessness, through word-of-mouth referrals or social media, and invites them to be part of the eight-week program. They learn production, writing, recording, mixing/editing and mastering, and marketing/PR skills from Owen, who has qualifications in screen media.

“They are then able to use their skills in their life,” says Owen.

“They are able to go out and take steps forward like finding accommodation, finding a job and holding that job and doing some good stuff with their life.

“It improves their self-esteem and gives them concrete skills that transfer to many different job opportunities – not just in the music or film industry.”

Salvation Army partnership

Paul remembers meeting Owen as a teenager, saying, “He was very angry, but he always had a dream – even back then, you could sense it. Over the years, we have been able to help him. He has done all the work himself, but we have been able to help him find pathways to do that.”

Paul says he’s thrilled to work alongside Owen



➤ Owen and the former manager of Oasis Youth Support Network, Major Paul Moulds.

again in his new role as Team Leader of Greater West Salvos. Earlier this year, the team was granted government funding to develop Western Sydney Oasis – a multi-million-dollar transformation centre at St Marys.

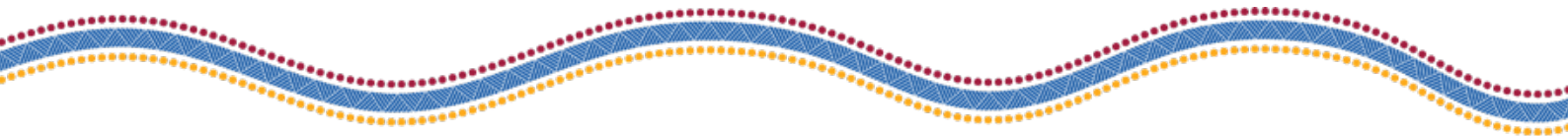
“We have plans in western Sydney to develop a whole lot of positive and creative youth projects to help young people to express themselves and give them skills and training. Owen is part of that team that is helping us plan it.”

The Western Sydney Oasis development is many years off completion; however, Owen continues to offer Street 2 Stage as a volunteer and is working with the team on gaining funding for other youth-based initiatives.

Owen releases a music single every month, with 20 per cent of all proceeds from OE’s releases donated to The Salvation Army. The music is released through all major streaming services such as Spotify, iTunes and Amazon and also as an NFT. He’s also started a new initiative – Justice News – working with others who have had experience with homelessness to interview real people about social justice issues.

“Jesus is the inspiration for what I do,” he says, “not for fame or for money but to see a better world, that’s my dream.”

Innovate RAP making an impact two years on



“Our journey towards reconciliation as a movement has brought new learnings, as well as a deeper level of respect and understanding for our First Nations brothers and sisters. The Innovate RAP has played a crucial role in this journey and I’m encouraged by the ongoing individual commitment our personnel have made to walk this path together.”

~ Commissioner Miriam Gluyas, Territorial Commander, The Salvation Army Australia

In December 2020, The Salvation Army Australia Territory launched its first Innovate Reconciliation Action Plan (RAP), which focused on implementing strategies and initiatives that promote action towards reconciliation as a movement and across our sphere of influence.

As we mark two years on from the launch of the Innovate RAP, it’s with great pride that I celebrate with you the fantastic progress we have made and reflect on the journey we have walked together.

The Innovate RAP has allowed us to dive deeper into our understanding of Aboriginal and Torres Strait Islander people, their culture, lived experiences and traditions. It has also allowed us as a movement to strengthen our relationships with Aboriginal and Torres Strait Islander communities by piloting new initiatives that promote engagement and empowerment.

I am very proud to write this message of celebration and gratitude for your contribution to the two successful years of meeting the 89 deliverables we set out to achieve in 2020.

However, there is some unfinished business from our Innovate RAP, which we aim to prioritise in the coming years through a Stretch RAP. Through the Innovate RAP, we have developed a framework to help us create long-term strategies and define measurable targets for advancing reconciliation internally and in our communities.

Thank you for your ongoing support and commitment to walking the journey of reconciliation with us.



Grace and peace,

Captain Stuart Glover
Secretary for Mission
The Salvation Army Australia

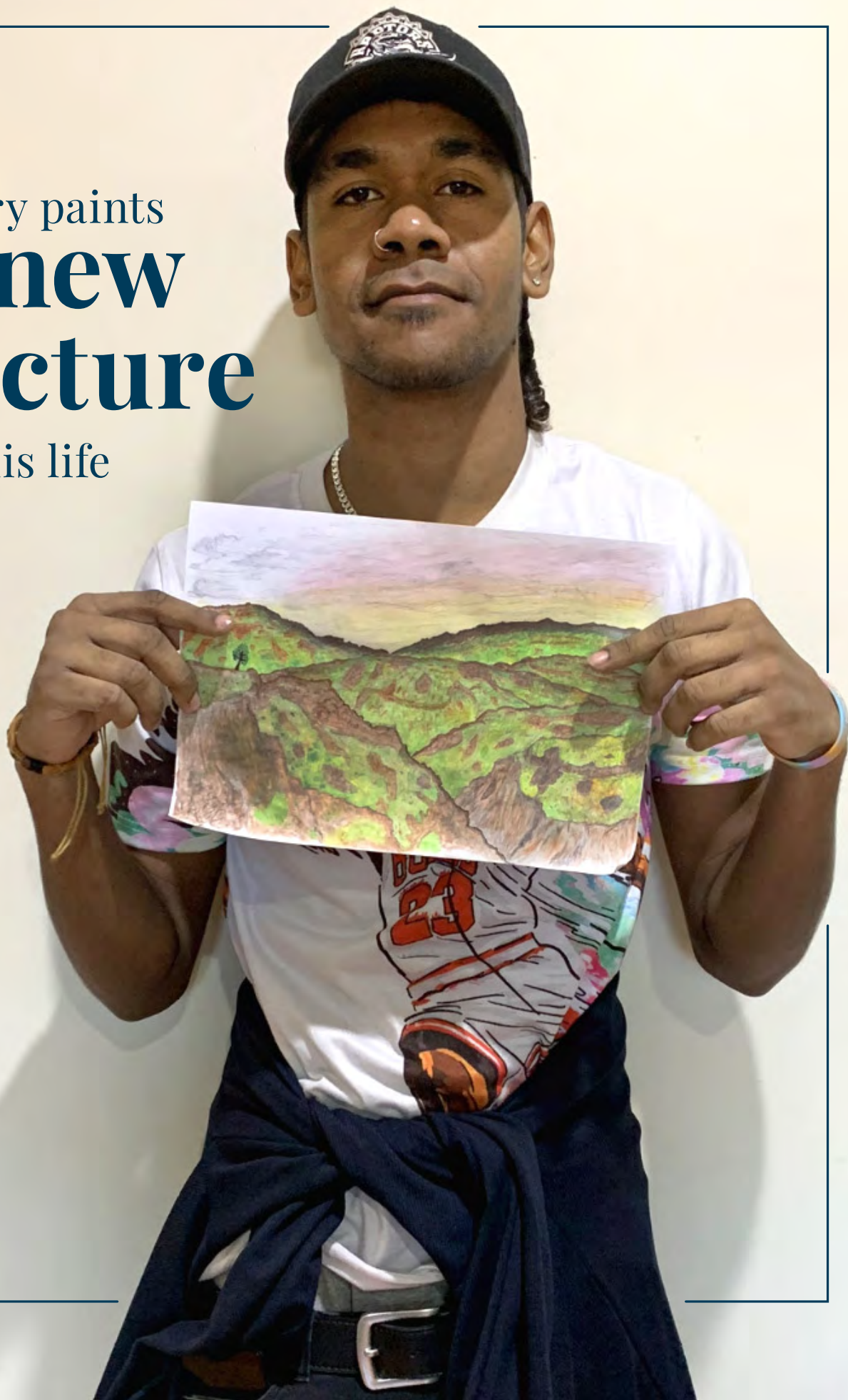
Building bridges of understanding and engagement

Maria Anderson, the Aboriginal and Torres Strait Islander Engagement Coordinator SA/NT, hosted a 13-day 'cultural mission immersion experience'. It was designed to help emerging Salvos leaders gain deeper insight into, and understanding of, Australia's First Nations people.

Participants visited various programs and services run by The Salvation Army (TSA) in Darwin, Katherine and Alice Springs and gained an understanding of the land that the TSA is providing a service on, learnt more about the issues Aboriginal and Torres Strait Islander people are facing and how this impacts community. The experience was not only a trip, it was a time for each participant to reflect on their own journey, renew friendships and make new connections.



Harry paints
**a new
picture**
for his life



HARRY'S STORY

When you meet 19-year-old Harry Taylor, you are struck by the untapped potential that lies just below the surface.

An artist, mentor and up-and-coming tradie, the Banjima and Yindjibarndi man has worked tirelessly over the past year to create a better life for himself. But this journey really began three years ago, when he first met the Salvos in the remote Western Australian town of Karratha.

At 16, he was couch-surfing and surviving in the Pilbara region by travelling from town to town. So, when he was given a guaranteed place to stay at the Salvos youth refuge in Karratha, he thought he'd give it a go.

"Someone was telling me about this place [the youth refuge]," Harry says. "I didn't know why I came here; I was a young fella staying with friends and all that. I stayed here for a good while, sometimes months, or I'd leave and come back for weeks. When I came back [the Salvos] were welcoming and made me feel at home. It's a good place."

The Salvation Army Karratha Youth Accommodation Service is a small but essential service in the town. Six units cater to young people aged between 15-25 who need a safe place to stay. Many of these young people are experiencing homelessness or have just been released from prison.

As Acting Service Manager Kerry Hall says, "We provide help, support and assistance to young people." This often means providing the youth with new clothes, ID and access to Centrelink. But the real-life change begins to happen when the young people engage with the community, be it time at school, a short course, practical classes or volunteer work. And that's when Harry's life began to change.

Much like the harsh but beautiful landscape of Australia's north-west, Harry has weathered his share of ups and downs. Initially, the youth refuge was a safe place for Harry to reset and refocus. The staff

saw his potential and invited him to mentor younger children by participating in sports and activities through the Vocational Training and Employment Centre (VTEC) program.

"That boosted my confidence. I felt like I had more people who believed in me."

Harry really began to grasp his potential after serving time in prison last year. He came back to the refuge for the 11th time, wanting to take control of his life. And now, nothing can stop him.

"I got a job at the nightclub and first started as a glassy [waiter]. That led me to become a security guard at the door," Harry beams. "I got my Responsible Service of Alcohol certification and just recently started to do this other course to get into a program with Fortescue and start a traineeship!"

As Harry sets up his new life, he is determined to give back as well. He is working on painting a mural at the youth refuge and puts up his hand to help out whenever needed. He doesn't know what the future holds, but he knows his future is full of hope.

"The Salvation Army has stuck with me, and I just like to come back [now]. It took me a while to notice that they were pretty much just trying to help me out to help myself. I felt like I had more people who believed in me," said Harry.

"I am very thankful for all the help I have received from The Salvation Army over the years. I believe it has changed my life and given me the tools to succeed."

The Salvation Army Doorways Emergency Relief

When people think of The Salvation Army, they think of hope, compassion, and support. The Salvation Army's Doorways Emergency Relief (ER) is a critical part of delivering this care through the provision of financial and material support to the community.

There have always been thousands of people in the community struggling with poverty or at risk of poverty. Indeed, no one is without risk of finding themselves in need of support and, with the increased cost of living, more and more community members are feeling financial stress. Doorways ER assistance is available to all people in the community who are experiencing hardship and require support.

Community members can access Doorways ER by either calling the Doorways national Phone Assessment Lines (PAL) or visiting one of Doorways Financial Assessment Sites (FAS) across the country. Once engaged with Doorways, the person will be assessed by one of the service's ER assessors to determine what relief can be provided. Many people reaching out may have difficulty discussing their situation. Feelings of embarrassment or shame are common due to the stigma around asking for help in Australian culture.¹ For this reason, whether a person reaches out by phone or in person, they are met with professionalism and kindness. Community members are greeted with warmth, acceptance and understanding, while their situation and needs are gently and respectfully explored.

The Emergency Relief that the community member can receive from Doorways varies but largely involves financial and/or material support. Financial relief is now largely provided in the form of universal gift cards that can be used anywhere EFTPOS is accepted (except for cigarettes, alcohol

and gambling). Material relief is provided in the form of food, blankets, furniture and other personal items, often donated by the community. Doorways also provides referrals to either internal or external support services and community activities relevant to community members' needs, such as Doorways Case Management, No-Interest Loans (NILS), Moneycare financial counselling, and housing support services.

People connecting with Doorways are often desperate to improve their and their family's situations but struggle to see the path forward. Many of these people experience a level of complexity in their lives that perpetuates their hardship. Stories of family violence, unemployment, substance use, or poor physical or mental health are common. Doorways caseworkers and Salvos financial counsellors work with community members to address their needs, achieve their personal goals and build their capacity to manage current and future hardships. They provide essential guidance and advocacy for the community member during times of hardship by working closely with other local community organisations to ensure that every opportunity for care and support is provided. This may include referrals to alcohol and other drug services, mental health support, disability, legal and cultural services, to name just a few.

Providing holistic support, including spiritual support when needed or requested, is also an important goal for Doorways. Salvos corps officers or Salvos Chaplains

1. Parsell, C., & Clarke, A. (2020). Charity and Shame: Towards Reciprocity. *Social Problems*, 69, 436–452.



are often co-located at Doorways sites, to offer spiritual support and work with volunteers to distribute food and other items. In this way, Doorways exemplifies the love of Christ by caring for those in need.

The National Doorways Model

Doorways has been servicing the Australian community for many years via various sites across the nation. With the changing landscape of the Australian communities, including growing multiculturalism and financial pressures, it was recognised that a new standardised Doorways service could best serve the community now and into the future. In 2020, this process of standardising the Doorways service across Australia began.

The creation of the Doorways National Model was a complex undertaking. Organisational structures, practice and procedure policies, positions of employment, data collection and storage processes, phone line and face-to-face assessment sites, marketing, and outcome measurements all needed to be explored, redefined or established. While it was important to make sure these changes were implemented in a timely and effective manner, it was also just as important that the heart of Doorways as a person- and mission-centred local response service was retained.

In late 2022, the National Doorways Model was launched, with initial data suggesting that the implementation has gone well. Frontline phone assessors are doing a highly professional job managing a high volume of incoming calls for help, many financial assessment sites are reporting that the new model provides them with more structure and enables them to complete more assessments, and the people working at the Doorways face-to-face sites are reporting a strong alliance between themselves, Salvos officers and their other local service providers. Indeed, Salvos officers and volunteers have an essential role in the new National Doorways Model: welcoming people to the Doorways centres, distributing allocated resources to community members, managing donations and food stocks and, in the case of Salvos officers and chaplains, providing spiritual and psychological support.

The People Supported by Doorways

In FY21/22, Doorways supported 107,249

individuals and families. Most people accessing the service were women (64 per cent), Australian citizens or permanent residents (96 per cent), aged between 25 to 54 years old (75 per cent), lived in private housing (49 per cent), and received government benefits (91 per cent). Women (64 per cent), Aboriginal and Torres Strait Islander people (21 per cent), and

people living with a disability (29 per cent) access ER assistance in higher proportions, compared to the Australian population; 51 per cent, 4 per cent and 18 per cent, respectively.² This may indicate that these groups face more structural barriers to economic stability and policy intervention may be required to achieve socioeconomic equity.

Many people accessing Doorways were seeking support for some form of financial strain. Most recipients needed help because of issues with money management (49 per cent), insufficient or lack of income (9 per cent), health (9 per cent), homelessness (7 per cent) and housing costs (5 per cent). Some people may report multiple issues that contribute to financial hardship.³

Doorways Support and Impact


Doorways provides a significant amount of support to the community. In 2022 calendar year, Doorways provided relief to more than 101,000 people and facilitated more than 217,000 sessions of care to people in need. In January 2023 alone, Doorways distributed more than \$1.22 million in financial assistance, including gift cards, vouchers and bill assistance.


The Salvation Army Research Team regularly analyse and report the outcomes of all services, including Doorways Emergency Relief and Case Management. Typically, this research is based on service data that workers routinely capture as part of their daily duties, as well as surveys sent to service recipients. The data collected is then statistically analysed to provide insights and inform continuous learning for frontline services. Since 2020, national outcomes measurement for Doorways ER has been managed by the Research Team. Throughout each financial year, a random sample of ER recipients are invited via SMS to complete a brief survey.

In FY21/22, 1,140 survey participants reported that receiving Doorways assistance helped them to:


 **95%** provide food for themselves and their family

 **41%** manage debts

 **40%** pay utilities, like electricity, gas, water, or phone bills

 **38%** pay transport costs, like vehicle registration, petrol or public transport fares

 **32%** pay health or medical expenses

 **28%** pay family costs, like baby products, child care, school uniforms or school fees

 **27%** Pay rent or mortgage

 **26%** Avoid eviction from home

Over one-third of participants also reported that ER assistance helped them to maintain their utilities or phone connection. No differences in outcomes were found between Aboriginal and Torres Strait Islander people and the rest of the sample.

Most participants also reported that assistance helped improve their wellbeing and resilience. **At least eight out of 10** reported that the assistance helped them to reduce stress and anxiety, feel more satisfied with their life as a whole, feel more hopeful about the future, and bounce back quickly after hard times.

2. Australian Bureau of Statistics. (2022). Population: Census, 2021: Information on sex and age. <https://www.abs.gov.au/statistics/people/population/population-census/latest-release>

Australian Bureau of Statistics. (2022). Estimates of Aboriginal and Torres Strait Islander Australians, June 2021. <https://www.abs.gov.au/statistics/people/aboriginal-and-torres-strait-islander-peoples/estimates-aboriginal-and-torres-strait-islander-australians/latest-release>

Australian Institute of Health and Welfare. (2022). People with disability in Australia 2022: In brief. AIHW, Australian Government, DIS 81. <https://doi.org/10.25816/AYZP-M561>

3. Xu, H., & Scott, E. (2022). Doorways Emergency Relief Outcomes Measurement (2021/2022). The Salvation Army Australia.

“Extremely caring, very welcoming and, best of all, they did not judge my current situation. Thank you kindly. A credit to human nature, at its very best.”

~ 52-year-old male, Qld

Many participants also received referrals to financial or money management services **(52 per cent)**. Referrals to services providing community meals **(30 per cent)** and mental health support **(28 per cent)** were also common. Unfortunately, some community members reported barriers to engaging with referred services, such as a lack of money and/or transportation, health conditions, or not knowing how to connect. Language and cultural differences may also affect a community member’s capacity to engage. People experiencing these challenges may benefit from referral to Doorways Case Management for additional support.

Doorways aims to provide a welcoming, safe, and respectful space for all community members. Outcomes measurement suggests that Doorways ER is on track with this aim. Eight out of 10 participants felt welcomed, respected, that their issues were understood, and were satisfied with the service received. This sentiment was similar whether the service was provided over the phone or at the centre.

What is the future of Doorways?

The transformation of Doorways continues. The National Model is in place and Doorways workers, Salvos officers, and volunteers are working hard to make it as efficient as possible. We are currently entering a phase of refining and strengthening the Doorways program.

As part of this refinement, Salvation Army Research Team continues to measure Doorways outcomes and are in the process of evaluating the implementation of the new model, which involves visiting sites, interviewing workers, Salvos officers and volunteers, and gathering feedback from community members. This research will help Doorways ER and Case Management to better understand how to help those in need across Australia.

The work of Doorways is important. Workers are reporting a greater need for support services in the community than ever before. This creates a challenge for Doorways ER to meet growing demand without increased resources. Many Doorways sites rely heavily on volunteers, which in some areas can be difficult to recruit. More funding is urgently needed to address the increased need for financial and material assistance, especially with the current rental crisis, inflation and increased cost of living.

Despite limited resources, the Doorways ER remains a crucial source of support within the community, and its workers will continue to work tirelessly into the future to bring the care and love of Christ to all in need.



Click or scan to find out more about Doorways go to [salvationarmy.org.au/about-us/our-services/doorways-and-emergency-relief/](https://www.salvationarmy.org.au/about-us/our-services/doorways-and-emergency-relief/)



Click or scan to view TSA’s Anti Poverty Week animation 2022



FRONTLINE STORY

Denis Samoei, Doorways Caseworker, Atherton Tablelands

Mel,* a mother of two school-aged children, came from a culturally and linguistically diverse background and was struggling to understand and access support services available to her. Mel is also a widow, experiencing grief and loss following the sudden death of her husband. Her late husband had done everything for the family since they arrived in Australia six years ago, and with his passing, Mel was struggling to build her own independence. Compounding her struggles, she was also having to deal with the family of her late husband taking valuable possessions of his without her knowledge.

She and her family had been living in a rental farmhouse, but soon after her husband's death she and her children were evicted. They then lived with her cousin's family, but soon ended up in a family violence situation and Mel developed depression. With a lack of support around her, Mel was desperate. Then she remembered that her late husband had sought assistance from The Salvation Army before he passed away. She then contacted Atherton Tablelands centre for assistance.

Mel connected with Doorways Caseworker, Denis Samoei. Denis supported her through her family violence situation by advocating for her, providing encouragement, and sharing relevant information and advice with her. Denis also referred her to other services and was able to journey alongside her to navigate government and other agencies processes. This included helping to source the necessary identifying documentations for housing support and finding employment. He also supported her mental health by guiding her through the Salvos Positive Lifestyle Program, an eight-week intervention that case managers use to help community members build their life skills.

Mel has now secured employment, has a regular income, and is able to provide a good life for her children. She enjoys going to work, not only for the income, but also for the social support of friends and colleagues. She has a sense of fulfilment and purpose as she is putting her skills and knowledge into practice.



As a result of the caseworker collaborating and networking with other services, Mel has secured a rental house and is thrilled to finally have a safe home for her and her children. The family was assisted to move and received material assistance from The Salvation Army Family Store to start their home. The house is within walking distance to school, shops, work and recreational activities. For Mel, who doesn't drive, she sees this as an answer to her prayers.

With consistent positive reinforcement and encouragement, Mel achieved her main goals and is now more positive and hopeful about the future. She wants the best for her children, that they are all healthy, happy and safe, and she is more aware of support services available if they are in need. She now also has a good support network of friends who assist with driving her to appointments and to work. She keeps in contact with her family overseas and plans to visit in the near future.

Going forward, she wants to continue with the Positive Lifestyle Program to build more confidence and improve her self-esteem. Although she is now busy at work and with her family, she tries to allocate time for self-care. Mel intends to rejoin a Christian community for her and the children's spiritual health. Denis has made a referral to the nearby church and will continue to encourage and support the family in their spiritual journey. Mel is grateful for The Salvation Army's intervention and support for her family.

**Name changed to protect privacy.*

FRONTLINE STORY

Ola Owolabi, Doorways Caseworker, Adelaide

Ola is a Doorways caseworker at the Adelaide centre and found his way into the Doorways space while studying social work. During his studies, he completed a student placement with The Salvation Army before moving into a role as an ER worker for Doorways. Ola enjoyed the role and became involved in multiple Salvation Army Doorways centres before transitioning into his current full-time role as a caseworker. Ola has been a caseworker throughout the implementation of the National Model and continues to work as a caseworker at the Adelaide site.

Sarah* completed an ER assessment with PAL and was allocated an EFTPOS card which she had to collect from Ola's centre. When she arrived, she asked for a social worker and an appointment was made for her to see Ola. Sarah had been trapped outside of Australia during the COVID pandemic and forced to survive anyway she could. She had sold her belongings and been separated from her children who had remained in Australia with friends, while Sarah travelled for what was intended to be a brief trip overseas.

Upon returning everything had changed. She had lost her job while trapped overseas and so she had no housing, no employment, and no finances. She and her children were staying with a friend, but that situation was putting pressure on the friendship. She had applied for Centrelink payments while desperately looking for employment, but the application was delayed and her hunt for work was not yet successful.

Ola helped her by reaching out to various emergency accommodation services in the community, before finding one that could support her in the interim. As Sarah became more stable, she wanted to give back and took on a small volunteer role with The Salvation Army, while also attending the local church.

When reflecting on Sarah's journey, Ola explains, "Well, one of the things that inspired me about her, is that even though she's going through a very



challenging situation, she wants to work, and she was looking to do whatever she could do in order to get engaged in something meaningful. People coming to get help are mostly average people who find themselves in a challenging situation. So, it's really great seeing the progress even though we've not gotten the perfect solution yet for what she wants.

“Her situation progressed from someone who was disturbed and unsettled about where she was staying, to having to move, to getting a more comfortable place in an emergency accommodation, to having time to volunteer now and also inviting new friends from the accommodation to Salvos Sunday service and the Doorways for those that need Emergency Relief support.

“It's so great to help people like Sarah,” Ola says, “and sometimes I wonder ‘Do I really get paid to do this work? To just help people?’ I'm so blessed.”

**Name changed to protect privacy.*



From
chaos to
calm,

Ali labels herself 'a miracle'

ALI'S STORY

Just over five years ago, Ali had lost everything. As she bluntly puts it: “My life was filled with utter chaos and destruction, trying to fill a void with an addiction to ice.”

Today, however, Ali is free from drug use, deeply connected to her church and working for the Salvos as coordinator of a midweek gathering and meal for 120 people at City Salvos in Adelaide. She is also a Salvation Army Doorways worker offering support, casework emergency relief, material aid, and referrals.

Ali's passion for caring for others is deepened by the pain and struggle of her life and the faith she discovered on her journey.

“I married quite young, and that relationship dissolved after 15 years,” she says. “I then lost my career as an advanced care paramedic moving back to Adelaide, and it was from that I turned to drugs. I lost everything, including my children.”

A cry from rock bottom

In an unhealthy relationship during the height of her addiction, Ali also experienced extreme fear and violence. One day, literally running for her life, she jumped on a train – her clothes were torn, and she was beaten, bruised and bloody. She called her parents, and that was the turning point. She reconnected with them, undertook residential recovery and joined a SMART Recovery group run by the Salvos.

When she remarried, her husband encouraged her to try church at City Salvos in Adelaide.

“I found that they were just so welcoming, so loving and non-judgmental, and they really embraced myself and my husband,” she says. “Our church is our family, and we are blessed to be loved unconditionally.”

Ali openly shares her story to encourage others, saying, “People here know my story, they know my background, and they see me as a tangible source of hope. I'm a miracle in a sense, given where I've come from to where I am now.”

Caring for others

As coordinator of the DUO (Do Unto Others) program at City Salvos, Ali and a team of caring volunteers provide a weekly community meal for around 120 people. DUO grew out of the street ministry of the Adelaide City Salvos church around 10 years ago to provide support and connection for those struggling with homelessness, mental health issues, isolation and disadvantage.

Community members share a meal and their talents – playing music, singing, gardening and serving others in different ways. Birthdays are celebrated, prayers are shared, small groups support each other, and there are craft activities.

“There is a lot of love... it's beautiful.”

DUO also offers referrals to a range of Salvation Army services, including the Doorways program, which offers crisis intervention, early intervention and ongoing support via emergency relief, material aid and referrals.

Hope and transformation

“With all the support and all the love and light, we see transformations happen on a daily basis,” Ali shares. “They may come in steps, and we celebrate wins along the way – say, if someone has been accepted into casework, or if they've just been housed, or if their family is reconciled.

“My heart and our mission here is to love this city of Adelaide as Jesus does. I feel very privileged to serve and so thankful that God rarely calls the qualified but rather qualifies the called!”



Red Shield Appeal 2023

The Red Shield Appeal is The Salvation Army's key fundraising activity. Donations made to the appeal provide vitally needed financial support for services and programs, enabling The Salvation Army to deliver on its mission across local communities, cities, suburbs, and rural towns throughout Australia.

The 2023 Red Shield Appeal campaign brought to life the struggles of everyday Australians – stories of people who stop short of seeking help due to fear or shame, or people facing unbearable challenges just to feed their families and keep them safe. Right across Australia, far too many people are struggling alone through this crushing cost-of-living crisis. In response, we set an ambitious Red Shield Appeal target of \$37 million this year and asked all Australians to donate so that nobody struggles alone.

We know that Aussies are facing tremendous pressures to their household budgets, and that the economic situation isn't as optimistic as it had been. So we recognise and acknowledge that when people donate to The Salvation Army, it's not done lightly or without consideration. It's done because our supporters know there are real people struggling, facing issues like homelessness, financial hardship,

family and domestic violence, addiction, isolation and much more. In these tough times, nobody in need should be left to struggle alone.

Last year alone, The Salvation Army's social programs provided more than 1.86 million sessions of care or assistance to those in need. Thanks to our generous donors and supporters this year the Red Shield Appeal raised \$36.171 million to provide support and care to people in need.

Your support of the Red Shield Appeal provides the necessary resources to enable us to continue meeting vulnerable people at their point of need and providing life-changing care to those who seek the Salvos every day for assistance. Whether through accommodation and housing services, financial assistance, food vouchers, case management, emergency relief, addiction recovery services, advocacy and referrals, or local Salvos corps and community offerings, your support of the appeal can ensure those in need get not just immediate help, but also long-term solutions. Your contribution has the power to transform countless lives for the better and ensure nobody struggles alone.

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.



▶ Dean Morrison, Captain David Donaldson and Matt Seaman getting set for their 165km ride.

RSA Ride tradition continues!

Since 2020, Matt Seaman has been raising funds for Nambour Salvos by riding between Salvos centres on the Sunshine Coast. This year with his mates Dean Morrison and David Donaldson they covered 165km in a day to raise a total of \$6600.

“I’m keen to continue doing what I can to assist in raising funds for the work of The Salvation Army, locally and more widely,” David said. “It’s been wonderful to challenge and stretch myself through something I enjoy doing to enhance the possible amount of donations that we receive to help to support others,” he adds.

Golf Day Sydney

Twenty teams took part in a golf day hosted by The Salvation Army Property Team at St Michael’s Golf Club Sydney where they raised over \$76,000 for The Salvation Army Red Shield Appeal.



Some fun activities/competitions were also played on the course (e.g. closest to pins, longest drive, straightest drive) and generously donated items were also auctioned off during lunch to support the fundraising efforts.



20,000 volunteers

involved in this year’s Red Shield Appeal



Over \$550,000

was donated via ‘Tap & Go’ cashless payment devices



Over \$334,000

was raised by Salvos Stores teams with the generosity of over 20,000 donors at Point of Sale especially for RSA – above and beyond their retail efforts

Salvos Stores go red!

Salvos Stores in the Illawarra region of NSW have come up with some innovative fundraising ideas, raising tens of thousands of dollars for its local Red Shield Appeal.

This included a Devonshire Tea Day at Helensburgh Salvos Store, two Salvos Store volunteers with a talent for singing busking at the front of the store at Engadine in Sydney’s Sutherland Shire, Kiama store repotting plants donated by their local Bunnings stores, Bunnings barbecues, guessing competitions in store and much more.

Also back by popular demand was the Salvos Stores’ Hope Recycled Bus Tour, in which community members pay for a day of shopping at several stores, with morning tea, lunch and afternoon tea included, bus transport and lots of fun games and prizes. The tour has been a sell-out in the Illawarra region for several years, and this year an additional tour was added for the region’s northern stores and into southern Sydney.

RSA – Mirvac Transformation House

“From the way we design and manage our assets, to the communities we create and the homes and neighbourhoods in which our customers live, being environmentally and socially responsible is firmly embedded in our DNA. The Mirvac team is passionate about creating a home that is not just extremely liveable for its future homeowners but will also help us generate funds for the Red Shield Appeal on auction day. Transformation House was a great way for us to contribute to creating sustainable communities from a social and environmental perspective.”

~ Stuart Penklis, CEO Development - Residential, Commercial & Mixed Use, Mirvac

At the Smiths Lane Community in Melbourne’s south-east, Mirvac partnered with The Salvation Army to raise \$600,000 for the Red Shield Appeal. Mirvac has designed a well-connected community for 3,000 homes, with exceptional amenities for the 8,000 residents who will live there. Funds raised from the auction of the one-of-a-kind Transformation House in November last year were donated to the Red Shield Appeal to support The Salvation Army’s work in homelessness – the priority being an upgrade to residential properties that house both people at risk of homelessness and those seeking permanent housing. The ongoing legacy will reach countless individuals and transform lives.

Since the COVID-19 pandemic hit, there has been a huge increase in the number of people seeking The Salvation Army’s help. Many of our services have reported twice the number of people requiring assistance. Rough sleepers have been especially impacted, many finding it harder to access the support and health services they need.

We want to thank Mirvac for taking such an innovative approach to support a cause that makes a huge difference in the lives of others, and celebrate the Transformation House project being chosen as a finalist in The Urban Developer Awards for Industry Excellence ‘Excellence in Community Engagement’.



› Major Gary Masters presenting Elysa Anderson, General Manager of Victoria for Mirvac Residential, a Certificate in acknowledgement of Transformation House and Mirvac Residential’s \$600,000 gift.



Click or scan to view the video of Mirvac and The Salvation Army partnership at the Smiths Lane estate in Melbourne’s south-east



We also want to acknowledge the great willingness of Mirvac’s own network of partners, who helped build this modern, sustainable house with the core purpose of transforming lives. Thank you for partnering with us. Together, we will bring hope to many lives and ensure nobody struggles alone.

“HopgoodGanim Lawyers is committed to giving back to the communities we serve as a law firm through philanthropy and our pro bono impact strategy, and recognise the importance of the vital work The Salvation Army does to help so many people in need.

“We have been a long-term supporter of the Salvos for more than 20 years, and the principal sponsor of the Red Shield Appeal Launch for over a decade, and our team are grateful to help, in a small way, in contributing to the Salvos’ vital work and efforts improving the lives of everyday Queenslanders.”

~ Luke Mountford, Managing Partner, HopgoodGanim Lawyers

“Electel is proud to offer our continued support to the Salvation Army and the Red Shield Appeal this year. As a well-known and reliable support function for disadvantaged members of the Australian community, the way they quietly go about their work without discrimination is admirable. Anyone who has experienced hunger, homelessness, abandonment or abuse can receive support from their team of experts and volunteers. This impressive and well-run foundation is well deserving of its reputation for kindness and compassion.”

~ Mark Gevers, Managing Director, Electel Resources Pty Ltd

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.** Donations totalling \$893,675 were automatically doubled to a value of \$1,787,350.

We are grateful to the kindness of our donors and matched-giving partners as they have helped Australians struggling to make ends meet.

Thank you again for helping to ensure that nobody struggles alone. Your support is invaluable.

Thank you

My dear friend,

You are a true inspiration to us here at The Salvation Army, as we have the privilege of taking your generosity and hope to those struggling through the hardest of times.

The harsh reality is that the cost-of-living crisis is pushing more people than we have seen in years into poverty for the first time and crushing those who were already struggling.

Thankfully, there is a bright light of hope shining through the darkness. That hope is you.

In the face of this deepening crisis, there are good hearts like yours right across Australia who see heartache and suffering, and simply reach out and help. For this, I can never thank you enough.

I hope you enjoy reading about the life-changing impact you are having in people’s lives through the Salvos, and see that when we work together, truly amazing things can happen.

Thank you so much for helping us to bring hope, care and support to people who are struggling alone.



God bless you,
Colonel Rodney Walters
The Salvation Army
Secretary for Communications

Awards

Eva Burrows Award 2023

The Eva Burrows Award is a 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), 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 reawakening 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)*

This year the award has been presented to the following:



Sheba Nandkeolyar

Presented to Sheba Nandkeolyar, a passionate advocate for The Salvation Army and its mission of transforming the lives of people who are struggling. Sheba is a champion of diversity. As the founder and CEO of the MultiConnexions Group for the past 20 years, Sheba has personally spearheaded the multicultural launch of the Red Shield Appeal. As a result, millions of dollars in publicity have been generated through Australia's multicultural media.



Geoffrey Leonard AM

Presented to Geoffrey Leonard AM, for 20+ years of service to The Salvation Army. Geoffrey began as a Red Shield Appeal committee member, then was enlisted as the Hunter Board Chairperson, a position he has filled with distinction. Geoffrey's influence and energy have contributed to The Red Sheild Appeal launch events and have been instrumental in impacting TSA property dealings and program initiatives in the Hunter region. Through this partnership, Geoffrey has helped generate much-needed income for The Salvation Army.



Christine Walker

Christine Walker consistently goes above and beyond to support the Huonville community. Volunteering her time each week to run programs, Christine has built a strong rapport within the community and developed important relationships with local social workers, emergency services, government and businesses. Her contribution of time, knowledge and expertise has seen incredible programs like Chatterbox develop. Through her advocacy, Christine has secured funding and community support for programs and initiatives, including food and gifts for local families at Christmas. She is an outstanding example of living out The Salvation Army's Mission, Vision and Values.



Bob Fowler

Presented to Bob Fowler for 30 years of outstanding service to The Salvation Army in Cairns. During this time, Bob (and his family) have been committed to supporting those in need through fundraising and dedicating time, expertise and resources. Bob has acted as Chair of the Cairns Red Shield Appeal Committee for more than two decades, providing leadership to the doorknock appeal and launch event, and introducing key contacts such as politicians and major donors. Bob and his wife Jill have contributed financially to The Salvation Army through their family trust, business and individually.

Others Award 2023

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 accepted by Melinda Hunter, General Counsel and Company Secretary at AGL, presented by Commissioner Miriam Gluyas, TSA Territorial Commander.

AGL

For over 10 years AGL Energy have been supporting the work of The Salvation Army, including the Red Shield Appeal, 'Light The Way' Christmas campaign and the 2022 Flood Appeal. Since 2021, AGL and The Salvation Army have entered an ambitious plan together to transform hundreds of TSA-owned premises to solar power, with the net savings directed back into The Salvation Army's frontline services. On behalf of the thousands of people who have received support and care because of your generosity and commitment, we thank you.



➤ Award accepted by Jeff Garrett, Legal Practice Director at Attwood Marshall Lawyers, presented by Major Gavin Watts, TSA Divisional Commander - Queensland Division.

Attwood Marshall Lawyers

Presented to Attwood Marshall Lawyers and Jeffrey Leslie Garrett for 18 years of dedication to The Salvation Army. Attwood Marshall Lawyers help facilitate Community Wills Days and play a role in raising vital funds to support the work of The Salvation Army. They are passionate about being a community-focused law firm and their ongoing dedication to such causes is a testament to that commitment.



➤ Award accepted by Bruce Humphrys, HopgoodGanim Lawyers outgoing Managing Partner, presented by Major Gavin Watts, TSA Divisional Commander - Queensland Division.

HopgoodGanim Lawyers

Presented to HopgoodGanim Lawyers, recognising their outstanding support of The Salvation Army since 1999. As principal sponsor of the Brisbane Red Shield Appeal launch, HopgoodGanim Lawyers have provided valuable funds to support the event, and shown leadership within the Queensland business community by giving to those in need. The Salvation Army would like to particularly recognise the leadership and dedicated support of outgoing Managing Partner, Bruce Humphrys, Partner Michael Hansel for heading up the Red Shield Appeal Doorknock in Brisbane for many years, and incoming Managing Partner, Luke Mountford, for his continued commitment to this partnership.



➤ Award accepted by Sasha Pandal, GM Community & Government Engagement at Fortescue, presented by Major Brad Potter, TSA Divisional Commander - WA Division.

Fortescue

Presented to Fortescue for their longstanding support and partnership with The Salvation Army. From inner city Perth right out to the Pilbara region, Fortescue has collaborated with The Salvation Army to address key social issues including domestic violence, homelessness, poverty, and addiction. We appreciate the immense investment of time and resources by Fortescue's people through the Fortescue Heart platform in both corporate volunteering and our Advisory Boards.



➤ Award accepted by Jackie Connors, Head of Customer Retail at Newcastle Permanent Building Society, presented by Commissioner James Condon (Rtd).

Newcastle Permanent Building Society

Presented to Newcastle Permanent Building Society, who for 34 years have held a Christmas appeal for The Salvation Army, encouraging customers, staff and members of the public to donate toys at their 48 branches. This amazing partnership with The Salvation Army has seen the Newcastle Permanent Building Society collect tens of thousands of toys – some 6,000 toys in 2022 – along with many volunteer hours spent at the Salvos warehouse.



➤ Award accepted by Frankie Swithinbank, Community Partnerships Manager at Kmart, presented by Commissioner Miriam Gluyas, TSA Territorial Commander.

Kmart

Presented to Kmart for 35 years of dedicated and loyal service to The Salvation Army. Kmart have worked alongside The Salvation Army to support millions of vulnerable people in our community, particularly at Christmas time. Since 1987, the Kmart Wishing Tree Appeal has raised over 10 million gift donations and several million dollars in financial support. Through Kmart's store networks, suppliers, customers and corporate supporters, Kmart has brought joy to many disadvantaged individuals and families at Christmas time.



➤ Award accepted by Bruce Neill, The Select Foundation Chairman, presented by Major Tracy Briggs, TSA Divisional Commander - Tasmania Division.

The Select Foundation

The Select Foundation are an important partner of The Salvation Army, supporting a number of major projects and programs to improve the lives of Tasmanians. The Select Foundation have helped provide safe and long-term housing for women over 55 experiencing or at risk of homelessness, through their significant contribution to the construction of 21 community housing units in Moonah. The Select Foundation's philanthropy extends to the Salvos Sleep Out and Red Shield Appeal, supporting social programs across all areas of The Salvation Army's work. Their support is helping to build healthier and stronger communities.

Volunteers acknowledgement

This year's National Volunteer Week theme, 'The Change Makers', perfectly summarises the significant work of our Salvation Army volunteers. Every year, thousands of Australians come to The Salvation Army in need of support or to start their journey of change, and this often starts with our volunteers.



Those of you who give up your time so freely are some of the greatest contributors and advocates of Salvation Army mission and vision. Your support and willingness to take an active role can make a real difference in the lives of people who are marginalised, disadvantaged or experiencing a crisis – the care you demonstrate for others in our local communities is the everyday embodiment of love in action.

We truly value the contributions of individuals, businesses, corporate partners and supporters, and for this we would like to say thank you – we're so grateful for your kindness as together we can make a difference for those who need it most.



Click or scan to view the video of Chief Secretary Colonel Winsome Merrett sharing a message of thanks for our volunteers





Two-thirds of TSA's workforce is made up of volunteers



20,000+ number of volunteers



28,000+ number of volunteers positions filled



6.5 million+ of volunteers hours

In celebration of Volunteer Week, our longstanding partner, the Real Estate Institute of Western Australia (REIWA) was presented with the WA Excellence in Corporate Volunteering award for contributing over 300 hours of service in The Salvation Army's programs.

"Through REIWA's Community REInvest program, its agents have given hundreds of hours in corporate volunteering, cooking meals at The Beacon in Northbridge, serving lunch at Salvos HQ and collecting, donating and wrapping gifts at Christmas time," said CEO Cath Hart. "Thank you to everyone at REIWA who played a role in developing and growing the Community REInvest program."

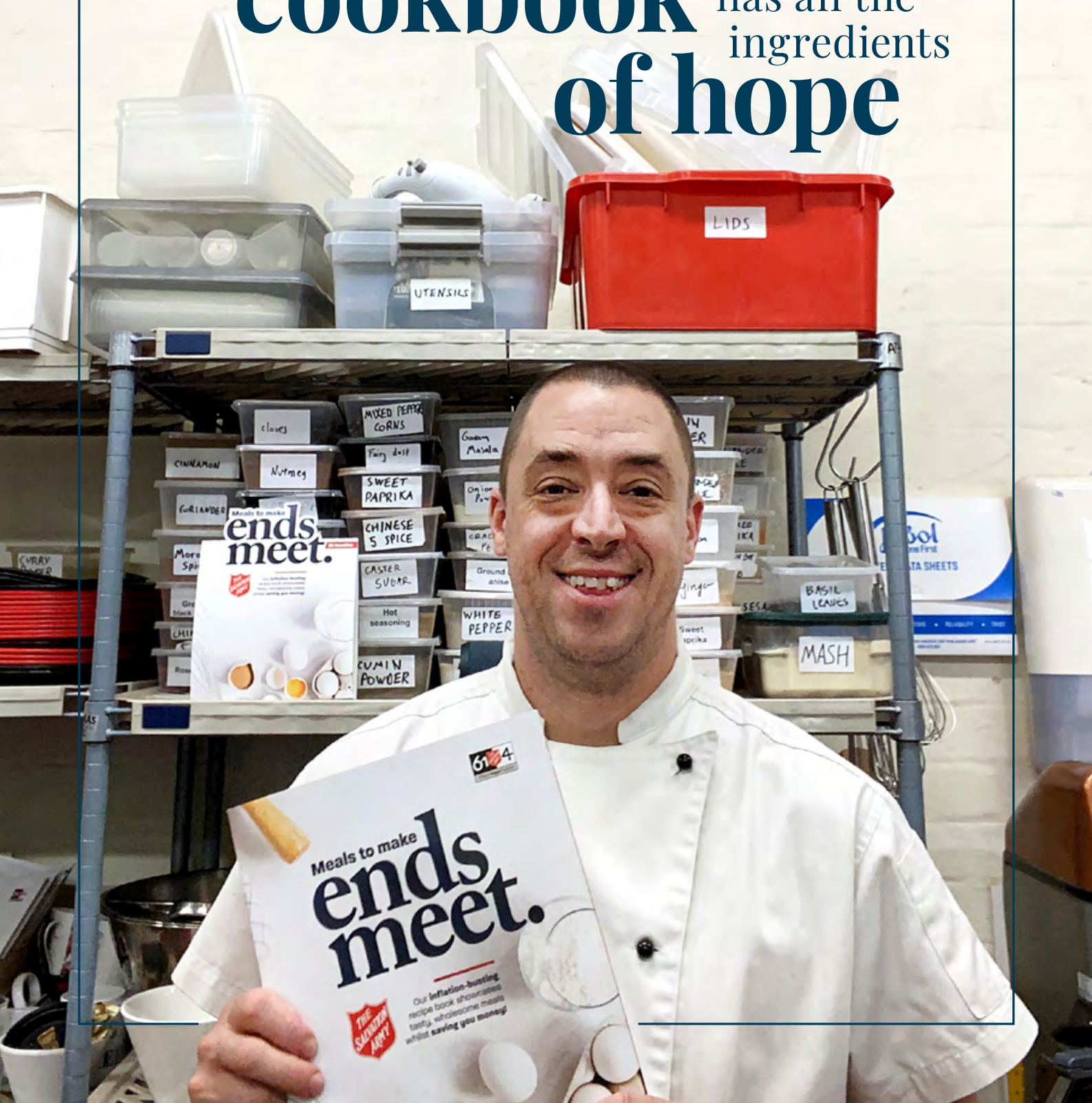
Established in 2013, the Community REInvest partnership enables real estate agents across Western Australia to support The Salvation Army and identifies opportunities to help, mobilise resources and support the people of Western Australia, particularly those experiencing homelessness. In 2021 REIWA proudly celebrated that it had raised more than \$1 million for The Salvation Army to help those experiencing homelessness.



► REIWA CEO Cath Hart at the 2023 WA Volunteer of the Year Awards.

Project 614 cookbook

has all the
ingredients
of hope



COOKBOOK OF HOPE

Eating well on a tight budget can be a challenge for many people, so a chef with 10 years' of experience at Project 614 in Melbourne has created a free cookbook to make it easier.

"We have been gobsmacked with the response, but it highlighted the need for a basic, easy-to-read cookbook," said Adam Thomson, Hospitality Coordinator, Project 614. "You don't need to be a chef, foodie, or financial counsellor to eat well."

The cookbook, *Meals to Make Ends Meet*, focuses on recipes based on everyday kitchen supplies but with additional tips to make the food budget go further. It includes suggestions on creating many variants from one basic recipe, basic chopping techniques, growing your own herbs, substituting ingredients if you don't have something available, and minimising food waste.

Adam explained that more people are feeling the financial cost of living pressures, and one-fifth of groceries bought in Australia are wasted.

"It's bleak for a lot of people, and they feel they have lost control of their finances," Adam said. "This book will give them hope with practical solutions."

Project 614 collaborated with Pressroom Partners to design and print over 40,000 copies of the cookbook. They have been distributed at Centrelink offices around Australia, Salvos social mission

programs, Salvos Trade store, and Salvation Army corps (churches).

"Services Australia have been very helpful in getting the cookbook to people who benefit from it," said Major Brendan Nottle, Melbourne Project 614 Salvos officer. "We were discussing the concept with Nick, the Centrelink worker who works at the corps, and he championed the process with Services Australia."



The cookbook was officially launched at the Victorian Parliament on 22 March.

"Hospitality is for everyone," Adam said.


"We believe this cookbook will enable more people to host others without putting additional strain on finances."



Adam Thomson (Hospitality Coordinator at Project 614) and Nick Carbines (Centrelink worker at Project 614) with the new cookbook, Meals to Make Ends Meet.

The Victorian Parliament played host to the launch of the new cookbook *Meals to Make Ends Meet* that aims to help those struggling to make ends meet and put nutritious and budget-friendly meals on the table. Click or scan to view the video of *Meals to Make Ends Meet* cookbook launch.





Salvation Army Emergency Services update

From emergency response to recovery, we stand with communities for the long haul, providing financial, material, emotional and spiritual support so lives can be re-established after disaster.

In the aftermath of a disaster, it's easy to feel overwhelmed by the enormity of what needs to be done. You don't have to take that journey alone. The Salvation Army is available to provide advice and clarity, to make sense of what the next steps are and to help you regain some control over the situation. The Salvos are here to support you for as long as it takes to recover.

2022 NSW/VIC flood recovery

Last updated 17 January 2023

At the floods peak in October 2022, The Salvation Army supported evacuation centres in Victoria, New South Wales and Tasmania, providing meals, emotional support and material aid (Victoria only) to people impacted by floods.

The Salvation Army provided 18,773 meals to evacuees and first responders in the immediate emergency phase. In the early recovery phase, The Salvation Army has distributed 1,095 bedding sets (Victoria only), issued 2,395 grants and distributed \$590,640 in financial assistance to 5,512 people since the start of the floods to help meet essential needs such as food, clothing and medical supplies.

2022 Qld and NSW floods

The Salvation Army Emergency Services (SAES)

team has supported response and recovery efforts in Queensland and New South Wales due to the unprecedented flood emergency. SAES and local Salvos corps have provided over 40,000 meals and refreshments in more than 20 evacuation centres in the first two weeks of the floods. The SAES team was in full operation in 30 recovery hubs in Queensland and New South Wales during the peak of the early recovery phase.

The Salvation Army is providing ongoing support to people and communities impacted by the floods through outreach teams in New South Wales and Queensland. In New South Wales, we have outreach teams that cover the Northern Rivers area (Tweed to Grafton) and the Western Sydney Hawkesbury area. In Queensland, we have an outreach team in Brisbane that is supporting community members in the areas of Gympie, Ipswich and the outer suburbs of South Brisbane.

Our Response

Last updated 30 September 2022

Thanks to our generous donors, volunteers and supporters, The Salvation Army provided the following support in Queensland and New South Wales:



\$13.44 million distributed
in financial assistance



39,676 recovery grants issued



42,218 people assisted



250+ volunteers deployed
in a total of 30 recovery hubs in Qld and NSW (now closed)



7488+ volunteer hours worked
at evacuation centres (now closed)



42,647+ meals and refreshments served
at evacuation centres (now closed)



2023 WA Floods

When devastating floods hit the far north of Western Australia in January, multiple communities faced extreme floods that caused widespread damage. Dedicated Salvos officers arrived there in a matter of hours including Major Pam Marshall who jumped in her ute and drove through the water to deliver help provided by our generous donors to those who needed it most.

“I drove from Karratha to Broome,” she said. “I could see water as far as the eye could see, left and right of me. It was 40 centimetres deep in places. We were looking after people who had lost their homes and were sleeping on the street.”

We don't know when the next flood or bushfire will hit. But we do know that no matter where or when it happens, your generous support will get us there, to help Aussie families hit hardest.

Finding a way home after the floods



➤ Tarnji (right) lost her home and possessions in the 2022 Queensland floods. "I had already been through three floods before this, and I had lost everything three times."

Brisbane resident, Tarnji, was one of the many people displaced by the floods throughout Brisbane in February 2022. The 55-year-old was living in shared accommodation before finding herself homeless in a matter of days.

"I was devastated," she said. "For a while I was angry with God and angry with life. I got to a point where whatever we go through, the sooner we accept it, the sooner we come to a place of content."

"I spent eight days at the Sleeman Sport Complex Flood Evacuation Centre. People were highly stressed. They had just lost their homes and many had lost their jobs."

"I spent a good part of my life in a counselling position helping others. To find myself on the other side of that was frustrating at my age."

Tarnji was once a therapist with a Bachelor of Community Welfare. An unexpected medical event left her vision-impaired for seven months.

"I lost my sight and then my job and I was put on disability support. My life hasn't been the same since," Tarnji recalled.

Seeking help is humbling

After the evacuation centre closed, Tarnji was connected to crisis accommodation in a Salvation Army women's shelter.



➤ Tarnji (centre) shares her story of transformation at the Salvos Sleepout fundraising event launch in Queensland. “Tarnji was absolutely awesome to work with. She is very resourceful and has worked very hard at finding her own way out of homelessness,” said Salvos case manager, Giang (right).

Tarnji described seeking help as humbling. “When I arrived, I felt like just a number. I’ve had a career. I’ve been the professional. Pride is a big thing. Being stripped of pride is just as hard as being stripped of your possessions.

“Thankfully my time at the shelter was made bearable because of my case manager, Giang. I cannot speak highly enough of her,” Tarnji said.

“The most precious thing given to me was the gift of listening without judgment and allowing me to tell my story, with my emotions.”

Giang said emotional support is just as important as practical support when it comes to providing care.

“When you’re in a situation that you haven’t been in before and you’re in crisis, it’s nice to have someone there to help you navigate the services,” Giang said.

Thanks to support from The Salvation Army, Tarnji has now been able to find permanent housing.

“I went from being a broken, middle-aged women feeling like I was a ship in stormy weather, to finding my feet, having someone to navigate when I was not in control, and having someone recognise me as a human that needed help. I am now in my own little unit, which I’m very grateful for, and enjoying my place that is secure and quiet.

“There’s more to your life than what made you homeless. This happened to me, and it could happen to you tomorrow. But you can conquer anything, no matter where you are, if you have someone who really cares and reassures you that you are not alone.”

“The practical help, the emotional support, and the financial assistance with getting a few pieces of furniture, have all contributed to my significant change where today I can say that I love my life.

I am not just a number

“Giang and the Salvos didn’t just help me get my accommodation, tick the box and walk away. Still today, if I was to ring the centre and say, ‘Hey, I need to talk’, I know that Giang or someone will be there to listen to me. Relationship is real to the Salvos, and I will always treasure this.”

Today, Tarnji has returned to part-time work as a counsellor while she continues to work on her health, but she hopes to return to full-time work in the future. In the meantime, she is volunteering as a counsellor supporting women experiencing homelessness and domestic violence, and she has recently supported the Salvos Sleepout, a state-wide fundraising event hosted by the Queensland Salvation Army headquarters.

Tarnji has also connected with her local Salvation Army corps to help others in her community who are experiencing or are at risk of homelessness and need a little extra support.

Christmas: corporate partnerships

Christmas Appeal

Many Australians look forward to Christmas and it is typically a festive time celebrated among family, friends and community. Christmas is also a major religious occasion, marking the birth of Jesus Christ. Yet for many, it can create additional pressures and be a time of financial stress, hardship and loneliness.

Christmas is an expensive time of year. Buying gifts for loved ones and arranging a special Christmas meal can be a real struggle. A change in financial circumstances or an unexpected expense can have a big impact for those on a tight budget, forcing some to go without.

Christmas is typically a busy time for community organisations and charities, a time when many people reach out for help and seek a sense of community connection.

Last Christmas, with the support of our generous donors and corporate partners The Salvation Army Christmas Appeal raised \$23.192 million. Because of you we were able to support thousands of Australians, many who were struggling with essential household bills, enough food to eat or finding a safe place to sleep. During this time, our Emergency Relief services provided hampers and food vouchers, bill assistance, access to accommodation and presents for children to open on Christmas morning.

We are so grateful for your contribution that helps bring joy to so many at Christmas time and we want to say thank you.

“The Salvos have helped me put food in my cupboards and fuel in my car and give presents to my kids... Just always there for me and my family which [is] a sense of relief when you are so stressed about making ends meet.”

~ Respondent (2022 Christmas research report)



The Salvation Army released a national Christmas research report exploring the financial situations, sentiments, and worries of community members who access our Doorways Emergency Relief services during the Christmas season.

Click or scan to view and download 2022 Christmas research report.





AGL, Alinta and Origin – Lighting the way together

The Salvation Army is grateful to our energy partners AGL, Alinta and Origin who joined forces through the Light The Way campaign, pledging to financially support The Salvation Army and Light the Way for thousands of struggling Australians impacted by cost-of-living pressures over Christmas. The positive impact of this collaboration saved families from homelessness, provided support for women escaping violence and gave people the strength they needed to make a fresh start in life.



**Click or scan to
view the video of
The Salvation Army
Christmas energy
collaboration here.**



“Supporting our communities is incredibly important to AGL and we were proud to be a part of this initiative that will help Australians in need.”

~ Amanda Kennedy,
Customer Advocate,
AGL

“Alinta Energy is really pleased to support The Salvation Army and all the great work they do in the community.”

~ Mike Searles,
General Manager Safety
and Sustainability,
Alinta Energy

“As part of our commitment to supporting communities facing tough times, we were so proud to get behind this campaign and congratulate the Salvos on the impact they made for families at a time when it matters most.”

~ Melissa Homes-Allen, Customer
Advocacy Manager, Origin



Coca-Cola Australia

Coca-Cola and The Salvation Army partnered to bring hope, joy, and the magic of Christmas to life by uniting Aussie families and vulnerable communities over delicious meals at various Salvation Army centres across the country. Coca-Cola provided The Salvation Army with over 1,400 meals which were distributed at festive events nationwide, including Sydney, Liverpool, Lismore, Melbourne, Cairns and Unley. In an Australia-first, Coca-Cola partnered with DoorDash, donating \$200,000 worth of meals. During 16–18 December, when customers purchased a combo via DoorDash, Coca-Cola donated a meal to The Salvation Army. Coca-Cola also donated \$50,000 to the Salvos 2022 Christmas Appeal.

“It’s the generous moments that make Christmas so magical and we’re proud to partner with The Salvation Army for the third year running. This partnership is all about giving back at Christmas – to friends, family and local communities who need it most. It feels great to give back and spread the joy and magic of Christmas during this special time of the year. The impactful work the Salvos undertake truly makes an incredible impact on the lives of those doing it tough.”

~ Natalie Helm, Director of Public Affairs, Communications and Sustainability, Coca-Cola Australia

Sydney Kings

The Salvation Army teamed up with Sydney Kings for an Australia-first NBL Christmas night game, ensuring Aussies doing it tough during the festive season were not left feeling lonely. The partnership saw a number of exciting initiatives that brought joy and cheer to our community members. Sydney Kings players visited Macquarie Fields Salvos to shoot hoops with the local youth and delivered sneakers for the youth to open on Christmas Day at Oasis Surry Hills. Contributions from the sale of limited edition Santa hats and tickets, an online fundraising page, and a game-day activation with pledge partners saw much-needed funds raised for the Salvos 2022 Christmas Appeal.

“Christmas is many things to many people, but one theme is consistent, it’s a time of giving and caring for others. We hope that the initiative of a game of hoops on Christmas night can be the push that sets in motion a great outcome for The Salvation Army and their efforts to support the disadvantaged in our community.”

~ Paul Smith, Chairman, Sydney Kings





“Our team at Kmart were thrilled to be celebrating the historic milestone of 35 years of the Kmart Wishing Tree Appeal. We are proud that over the past 35 years we have raised over 10 million gifts for those doing it tough, to ensure no one goes without at Christmas. We thank our founding partner, The Salvation Army, for their continued hard work and service to the community.”

~ John Gualteri,
Chief Executive Officer, Kmart

Kmart – The gift of giving

Christmas wouldn't be the same without the squeals of excitement from children (young and old) on Christmas morning as they unwrap their presents. Fortunately, with the help of our friends at Kmart and their customers, The Salvation Army can bring to life the tradition of having gifts under the tree for thousands of children, teens and adults who would otherwise go without.

Last Christmas, The Salvation Army and Kmart celebrated a tremendous 35 years of the Kmart Wishing Tree Appeal, raising over 10 million gifts donated since its inception.

“We are proud to support The Salvos and the inspirational work their team do each and every day to support vulnerable members of the community. Through our charitable Christmas campaign activities, which includes the Kids Day Out, the Myer Charity Bear and our Register Round Up, we feel privileged to help make Christmas a little brighter for children and families facing hardship.”

~John King, Chief Executive Officer and Managing Director, Myer

Myer

As a longstanding Christmas partner of The Salvation Army since 1993, Myer continues to bring Christmas cheer to many families including those experiencing family and domestic violence. With over \$10 million in support since the partnership began, Myer once again brought Christmas to life with Hugo Bear. Proceeds from Myer’s Charity Bear, accompanying merchandise and Christmas POS round-up campaign have brought joy to many individuals and families at Christmas time and beyond. In addition, they hosted Kids Day Out a very special VIP Christmas event for children supported by our services – perhaps the only Christmas event they would have been invited to attend.



Stephen and Diane Fisher

Stephen and Diane Fisher are passionate and generous supporters of The Salvation Army, a relationship that has flourished from a connection more than 40 years ago.

What led you to becoming involved with The Salvation Army?

Stephen: My first recollection of the presence of The Salvation Army was as a young Army Reserve soldier – out on exercise, in June, at Puckapunyal and there was an ‘Everyman’. I learned about the role of the Everyman and the importance of that role to mental wellbeing of the soldiers in training. The principle of being there for others was a key impression for me and has stayed with me. When we were making decisions about organisation(s) who would be beneficiaries from our passing, The Salvation Army was my first nomination.

Diane: Growing up in bayside Melbourne, The Salvation Army was a regular presence in our area. At Christmas time the band and choristers would be in our quiet court and they were the initiators who brought our community together on a regular basis. When Cyclone Tracy hit Darwin and I went into the old rail sheds near (what is now) Southern Cross station to sort donations, it was The Salvation Army who not only directed the logistics, but also provided refreshments and words of both encouragement and comfort. I volunteered for the Red Shield Appeal in our area, and that was when I began to peek into the depth and diversity of the services that our local Salvation Army delivers to our community.

What aspects of The Salvation Army’s work interest you the most?

D and S: The diversity and unconditional giving. There is work that is done in almost every sector of our community, and each task is given without qualification. One of the sayings about teaching and mentoring is to be “the guide on the side, not the sage on the stage”, and the work of The

Salvation Army in community epitomises this small piece of philosophy.

What is something you would like to see your generous gift accomplish?

D and S: STEM (Science Technology Engineering and Mathematics) is a clear passion, and if the active donations that we make, and/or the bequest that will be given to The Salvation Army, can enable someone who has a passion in this field to progress within the STEM fields, we will have attained our passion. Not that we will ever see it, but it would be rewarding to know that the individual(s) was/were able to make the same opportunity available for another person.

Why do you think philanthropy is important?

D and S: We would probably say it is essential rather than important. Philanthropy is a two-way enabler. Those who receive are able to do more, to pursue their mission, their passion, and their goals. Those who give – it is our experience, so we imagine it is similar for others – have the sense of accomplishing something that they would not otherwise be able to do. In part the sense of accomplishment comes from the joining of the contributions so that each contribution builds.

What motivates you to stay involved with the Salvos?

D and S: The diversity of opportunity to achieve change and make an impact. The services range from accommodation options, to meals, to disaster relief, to emotional support, domestic violence, drug rehabilitation, a presence in the justice system, and I am sure that we have barely scratched the surface. It is more than the diversity, it is that with every service of which we have become aware the cheerful nature of the officers, and volunteers, and staff is



“The Salvation Army delivers a strong sense of empowering the individual to champion their own journey. The mission statement to change Australia one life at a time, is an audacious mission, and yet as we get to know more about the Army, the mission statement is achievable.”

~ Stephen and Diane Fisher

the same. There is always a warm and comfortable greeting, always a ‘smile on the dial’ and always a sense that the little that we have done is deeply appreciated. The impact of this is that we look toward the next time we can contribute. In short, we feel appreciated for the little we have done.

If you could change the world, what would you do?

D: If I could change the world, then the principles of Pay It Forward would be as natural as our instincts to breathe or to smile. *Pay It Forward* was a film in about 2000 based on the book of the same name, that was written by Catherine Ryan Hyde. The story follows a young high school student who launches a goodwill movement which is called Pay It Forward. The concept is that you gift a kind gesture (that the recipient cannot do for themselves) for three people. Then each of those people find three people to gift a kind gesture, and so the momentum builds.

S: If I could change the world, I see a world where the greedy, competitive nature of humans is moderated, so that we can live together in a sustainable way, recognising that we have only one planet and that planet is for all of us, for eternity.

What is a piece of advice you’d like to share with future generations?

D: I have two thoughts I would like to share. Be curious. Always. When you are curious you ask questions, when you ask questions you have conversations, when you have conversations you learn, and when you learn, new opportunities present themselves.

Always ask – people can only say no. This was given to me as I boarded a plane for a 12-month exchange experience, and it has given me a very rich and varied set of experiences. I have been presented with some negative answers, but the clear majority have been people saying yes to whatever I have asked. A side note is that this has not been about asking for things, it has been asking to be included, to view, to observe, to visit, to join, to learn, to understand.

S: I would like to share advice that was shared with me, and I believe is still true today – that you create your own opportunity, your life story. When you invest time and energy in understanding yourself, and build your understanding of yourself, you are then in a position to recognise an opportunity when it presents itself and take that opportunity.

Unexpected donor enquiry leads to generous gift



The importance of responding to calls from unexpected donors was made evident when a lady rang The Salvation Army Community Doorways Emergency Relief Centre in Perth asking how to make a donation.

Fortunately, Doorways responded promptly and forwarded this enquiry to the Transformational Giving Department who contacted the lady and found that because of a recent personal family tragedy, it was in her heart to give to The Salvation Army.

A \$50,000 donation was made immediately, with the donor stating that she would like the funds to benefit underprivileged children in some way. The donor stated that she was passionate about the need to influence the lives of children, particularly those in low socio-economic areas, so that they have opportunities equal to children in more affluent areas. She strongly believes that every child should have access to the same resources so that they can develop their talents and abilities, achieve their full potential and grow up to be relevant and trustworthy members of the community.

When asked why the donor thought philanthropy was so important, she answered that without philanthropy, organisations such as The Salvation Army would not be able to do the amazing work they do in so many critical areas. She stated that she was blessed to be in a position to be able to support the Salvos and other charities who do wonderful work.

She went on to say that she has complete trust that The Salvation Army would use the funds donated to benefit the lives of people in need and loves hearing stories about how philanthropists have enabled the change in so many people's lives.

A visit was arranged to the Balga Early Learning centre where it was evident that the program there was a perfect example of how to cater and care for children in low socio-economic areas. There was a need for a large bus to transport children to and from various activities as well as support the burgeoning growth of the 'Just Brass' program which was now catering for approximately 70 children each week.

Through the generous donation from the donor a 32-seater bus was sourced from Victoria and driven over to Western Australia by volunteers who were proud to be able to have a part in this wonderful acquisition. The donor was invited to a 'Blessing of the Bus' and has since donated additional funds towards the Red Shield Appeal and the Balga Early Learning Centre.

What an impact from one phone call – The Salvation Army is extremely grateful!



GIFT IN WILL

Sheila's marvellous legacy

Gobsmacked – that's one word that comes to mind when you hear about the generosity of Sheila Woodcock.

The Hunter resident, who lived a simple and unassuming life before passing away in 2018 at the age of 87, left behind a big surprise – a bequest of \$14 million in her Will to 15 community-based organisations, one of them being The Salvation Army.

Sheila, who gave to the Salvos regularly throughout her life, was a great believer in the culture of generosity, and always keen to support organisations helping the community around her and across Australia.

According to Kent Woodcock, Sheila's cousin and enduring guardian, Sheila was always particular about the charities she supported and chose to share her fortune with organisations that were doing good work for others.

Major Mark Everitt, Salvation Army Area Officer for the Hunter and NSW Central Coast, said the gift of \$1.3 million was "overwhelming".

As per Sheila's wishes, the money gifted to The Salvation Army is being used to alleviate the issue of homelessness in the Greater Newcastle area. A team of faith-based leaders and Salvos housing experts, aptly named the 'Crushing Homelessness in Newcastle' team, meet once a month to map out ways to address some of the hardships being faced by those experiencing homelessness in the area.

Additionally, the bequest is being utilised towards accommodation in two houses for families experiencing homelessness (in partnership with the Matthew Talbot

"We're grateful that Sheila has been so generous – not just in her passing but through her life. She has demonstrated a great sense of generosity and compassion that is quite extraordinary."

~ Major Mark Everitt, Salvation Army Area Officer, Hunter and NSW Central Coast

services in Wickham), the construction a two-bedroom crisis house on the grounds of The Salvation Army's Eastlakes Corps, as well as employing case managers to help people take those crucial steps forward towards a more independent life, and much more.

Mark hopes Ms Woodcock looks down and approves The Salvation Army's efforts to "use the gift of her immense generosity as best as we can".

Gifts in Will are a wonderful way you can support the work of The Salvation Army in the community.



Click or scan to find out how to leave a gift in Will to The Salvation Army. Go to salvationarmy.org.au/donate/wills-and-bequests



“I truly believe that the Salvos is a socially responsible and caring organisation that, as its name suggests, draws on a dedicated army of people to deliver the services that the most vulnerable members of our community need. That is why I have chosen to leave a bequest to The Salvation Army.”

~ Jan

HONOURED FRIEND

Leaving a legacy of love

Jan, an attendee at one of our Wills Days in regional South Australia, shares about her life and her feelings toward The Salvation Army.

I remember The Salvation Army from a very young age where I was raised as a young child in Kent in the English countryside.

After graduation I worked in East London as an arts teacher. This was a really tough part of the city, where I worked with vulnerable children between the ages of 11 and 16, and the experience was both challenging and rewarding.

I yearned to diversify my skills and gain exposure beyond the classroom. It was suggested by the local job centre that I consider the beauty therapy industry which was emerging at the time.

I completed an international qualification and obtained a fabulous job in England. Out of the blue and through a connection from my boss, I was asked to come to Adelaide and set up a Beauty Therapy College that would be aligned to the head office in Paris. This was to have a profound effect on my life!

The College was revolutionary at the time, offering holistic wellbeing services that complemented more traditional cosmetic therapies.

At the end of my contract I had two months left on my visa to see Australia before heading home. It was during this time in 1983 during a Test Match at the Adelaide Oval I would meet my future husband, who happened to be an internationally acclaimed photo-journalist. We had a wonderful life together, meeting many fascinating people, while working hard and travelling to many parts of the world.

Around 2000 we moved to Coffs Harbour. I worked in senior roles in the Aged Services industry which still faces many challenges today. While in Coffs I also worked as a volunteer with a number of First Nations communities, with a particular focus on helping them to obtain traineeships and develop career paths.

Following a long illness, my husband passed away in 2009. I was there to support and comfort him, a difficult but also uplifting experience to be with someone at such an intimate and emotional time. In the years that followed I spent time in England supporting my unwell sister, who ultimately passed away.

After a period of grief and in the middle of the COVID pandemic, it was time to find a place called home. I settled in the Fleurieu Peninsula a few months ago.

I realised I needed to prepare a Will and by coincidence I saw an advertisement for a Salvation Army Community Wills Day at Victor Harbor and thought someone was sending me a little reminder!

The Community Wills Day was a very easy and communicative process, and I spoke with John Tobin, who runs the Wills and Bequest program for the Salvos in SA, a number of times before the Wills Day itself. My solicitor was friendly and knowledgeable, which was also very comforting.

I looked into a number of organisations that I would consider leaving a gift to in my Will. In particular, I wanted to choose an organisation that would validate the use of my legacy, and it was also extremely important that our values aligned.

While there is a very clear spiritual link with The Salvation Army, for me what is important is the everyday connection between the church and the community. It is real and practical and makes a very positive difference in people's lives.

I truly believe that the Salvos is a socially responsible and caring organisation that, as its name suggests, draws on a dedicated army of people to deliver the services that the most vulnerable members of our community need. That is why I have chosen to leave a bequest to The Salvation Army.

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 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

| | | |
|------------------------------------|---------------------------------|--------------------------------------------------------------------------------|
| 7-Eleven Australia | Coca-Cola South Pacific Pty Ltd | Macquarie Private Bank |
| AA Holdings Pty Ltd | Crown Resorts | McCosker Contracting Pty Ltd |
| ADCO Constructions | CRS Pty Ltd | Mercer |
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| Cherry Collectables | Lumo Energy Australia | |
| | Macquarie Group Foundation | |



Companies and Organisations continued

| | | |
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| Ritchies IGA | Stan Perron Charitable Foundation | Woodside |
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Individuals and Families

| | | |
|----------------------------|----------------------------------------|-------------------------------------------------|
| Carol Price | John Brett | Peter Routley |
| Dallas and Margaret Finney | Mr John Uhrig AC and Mrs Shirley Uhrig | Peter Larkin |
| Daniel Chan | Dr Michael Burgess | Roger Massy-Greene AC and Belinda Hutchinson AC |
| Gae Fowler | Nigel Price | Susan Scotford |
| Jane Giles | Patricia New | Tim Fairfax AC and Gina Fairfax AC |
| Janet Cree | Peter Robinson | |
| Jennifer Smith | | |

Trusts and Foundations

| | | |
|------------------------------------------------|--------------------------------------|----------------------------------------------------|
| AON Charitable Foundation | Matana Foundation For Young People | The Eddy Dunn Endowment |
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| Barry Lambert AM - Count Charitable Foundation | Minderoo Foundation Trust | The Jane Phillips Foundation |
| Brinsmead Hill Family Foundation | Nigel and Patricia Peck Foundation | The John and Margaret Schneider Charitable Trust |
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| Centenary Foundation - Warren Read Endowment | Paul Griffin Charitable Trust | The MAST Foundation |
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| Judith Neilson Foundation | The Dorothy Levien Foundation | The Wheeler Family (NQ) Charitable Endowment |

Gift in Will

The Salvation Army is grateful to the many people who have considered the future of people in need in Australia and have made the powerful decision to invest for generations to come via a gift in their Will. We are honoured to recognise and thank these most generous supporters.

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

FUNDRAISE FOR THE SALVATION ARMY

There are many ways you can help The Salvation Army raise much-needed funds.

Below are few fundraising ideas for inspiration or you can even create your own:

- Take up a personal challenge (e.g. giving up chocolate or walk 100km) and ask your family and friends to sponsor you
- Participate in a sporting event: run, swim, ride or trek and raise funds to support the work of The Salvation Army
- Commemorate an important milestone in your life by asking your family and friends to make a donation in lieu of gifts for your wedding or birthday
- Organise a garage sale, car wash or cake stall to raise funds
- Donate a percentage of sale proceeds from your business

Go to 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

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/ 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 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 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 to express your interest.

A woman with long, wavy brown hair, wearing a light blue V-neck sweater and dark pants, is sitting on dark grey steps in front of a house with blue horizontal siding. She is smiling and looking to her right. To her left, there is a large, lush green bush with several potted plants on a small wooden table. One of the potted plants has bright orange flowers. Above the woman, a rectangular sign with the word "Welcome" in a cursive font is mounted on the wall. The scene is set outdoors during the day.

Welcome

*“Whoever sows sparingly
will also reap sparingly,
and whoever sows
generously will also
reap generously.”*

2 Corinthians 9:6



Impact Report 2023



**The Salvation Army
Australia
Communications
Department**
salvationarmy.org.au