

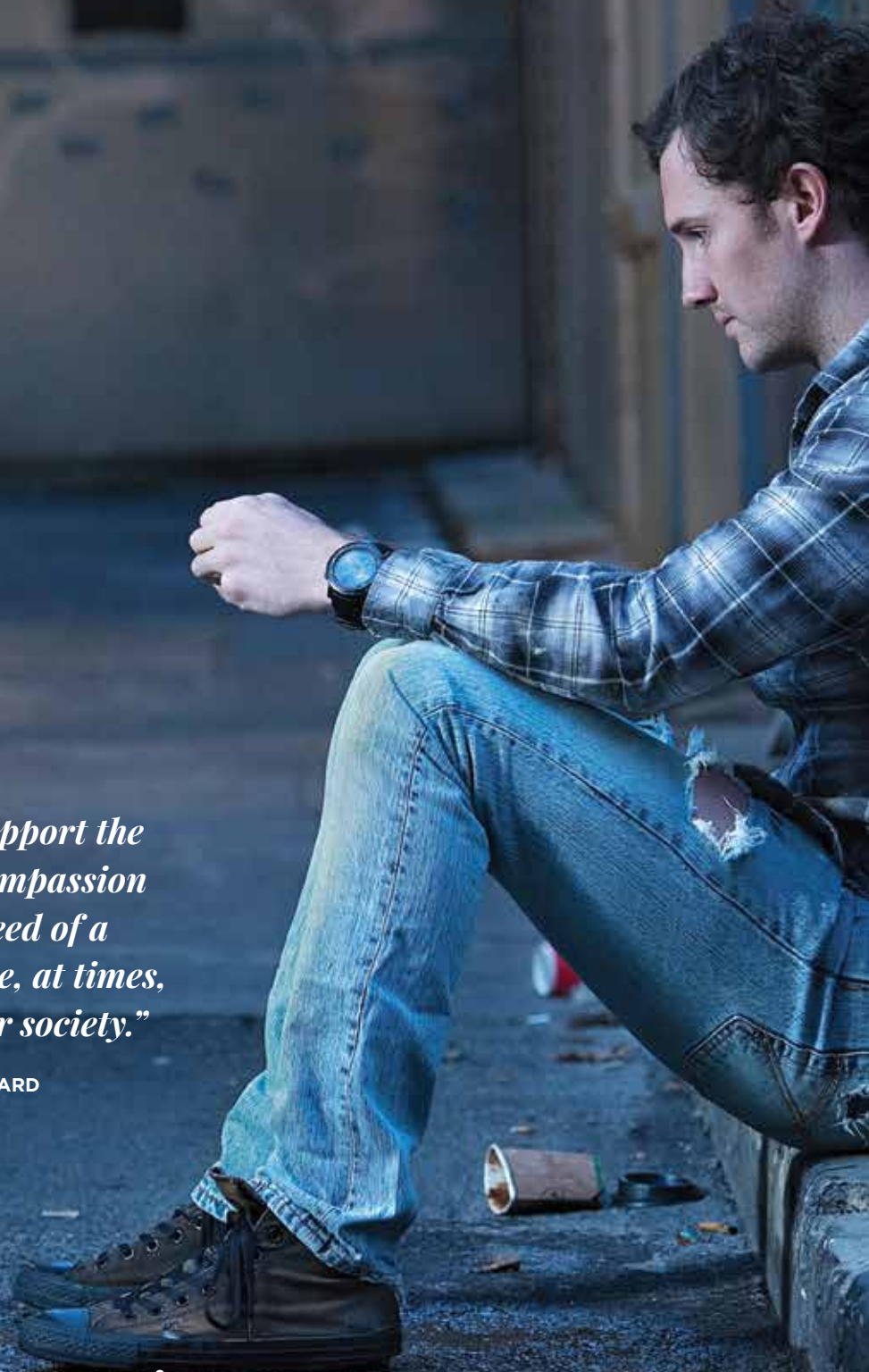


THE SALVATION ARMY AUSTRALIA EASTERN TERRITORY

*Impact Report*



**2017**



*“Our family chooses to support the Salvos because of their compassion and care for those in need of a helping hand; those who are, at times, the most vulnerable in our society.”*

- MICK AND DEBORAH HAYWARD





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*To protect the privacy of the people we work with, we have changed identifying details and used stand-ins in photography. We offer our heartfelt gratitude to those who shared their stories with openness and courage.*





## From the Territorial Chief Secretary

**“HOW GOOD AND PLEASANT IT IS WHEN GOD’S PEOPLE LIVE TOGETHER IN UNITY.” – PSALM 133:1**

**Unity is such an important word. It connects us. It strengthens us.**

It allows us to dig deeper, reach further and achieve more than we could ever imagine as individuals.

It is also a reminder of the responsibility The Salvation Army has to the people of Australia, and beyond, because with unity we can create impact.

Impact is not as easy to measure as the number of meals we offer daily or the beds we provide every night. It is far more complex.

However, in our experience, it is often the things that are the hardest to do that prove to be the most worthwhile.

The investment you’ve made in The Salvation Army is expressed initially in our ability to provide expert services:

- Your generosity empowered a young man to break the chains of addiction at one of our recovery centres.
- Your faithful support allowed us to offer refuge to a woman escaping a violent home.

- Your selfless donation enabled us to help families rebuild their community following a disaster.

But the long-term impact of your generosity has the power to change lives and transform communities, as you will discover in this report.

Every person who accepts support from The Salvation Army has their own story – a journey that began before they connected with us and one that will continue long after.

Your dedication to the mission and values of The Salvation Army enables us to walk with people from darkness to light, and give hope where it’s needed most.

Together we can create positive, long-term change for all Australians and meet human needs without discrimination.

**KELVIN PETHYBRIDGE**  
(Lieutenant-Colonel)  
Territorial Chief Secretary  
Australia Eastern Territory

## Our commitment

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

We share the love of Jesus by:

### CARING FOR PEOPLE

- Being there when people need us most
- We offer care and compassion as a sacred encounter with transformative potential

### CREATING FAITH PATHWAYS

- Taking a holistic approach to the human condition that values spirituality
- We graciously share the Good News of Jesus and grow in faith together

### BUILDING HEALTHY 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

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

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.

## Measuring impact

**For over 135 years, The Salvation Army has been there for Australians, bringing hope where it's needed most.**

Last year alone we provided over 50,000 families with emergency relief assistance, helping them to rebuild their lives. We supported over 2500 women suffering from domestic violence throughout the year, and we supplied approximately 55,000 meals to the hungry ... every week.

These are just a few examples of our mission to care for people and work for justice.

However, we are not just about short-term intervention. We want to measure the long-term impact we're making in people's lives.

For example, The Salvation Army can accurately say that last year we assisted more than 7000 people experiencing homelessness.

But imagine if we could measure:

- How many of those people are now living within their budget in safe and affordable housing;

- How many have found secure employment because of our support;

- The impact on their children of having a stable home and being able to fully participate in their education.

Good stewardship means not just working with best-practice standards. It requires us to measure and communicate our impact.

Our partnership with the Centre for Social Impact (CSI) provides valuable external insight into how we measure the differences we have made in people's lives. The Salvation Army Australia Eastern Territory's overarching Social Outcomes (Impact) Framework, developed with CSI, will enable us to work more effectively and ensure we direct funds to the areas of greatest need and long-term impact.

We are working in complex areas, but with greater research into our effectiveness, we can continuously improve.

Thank you for your continued support.



### *Input*

**What we invest:**

- Staff
- Volunteers
- Time
- Money
- Equipment
- Research



### *Output*

**What we do:**

- Deliver services
- Develop resources
- Provide counselling



### *Outcome*

**Short-term benefits for the client:**

- Comfort
- Safety
- Knowledge
- Awareness
- Skills
- Aspirations
- Motivation



### *Impact*

**Long-term results:**

- Individual
- Social
- National and global
- Economic
- Environmental





## Back to the future

**The mission of The Salvation Army is often referred to as “Christianity with its sleeves rolled up”. And we couldn’t agree more.**

Since 1880, the Salvos spirit has evolved with the culture of our country, meeting Australians at their time of need without discrimination.

Our long history is testament to the support we receive from our community.

From a single donation to a gift given in perpetuity, your generosity – past, present and prospective – enables us to give hope where it’s needed most today, tomorrow and long into the future.

### 1880

Edward Saunders and John Gore lead the first Salvation Army meeting in Australia.

### 1885

Missing Persons work expands to Australia (now known as Family Tracing).

### 1890

Employment bureaux open in Melbourne, Sydney and Adelaide during the Australian Economic Depression.

### 1897

The Salvation Army Limelight Department founds Australia’s first film production company.

### 1914-1918

Chaplain William “Fighting Mac” McKenzie arrives in Gallipoli with the First Infantry Brigade.

### 1939-1945

Salvation Army “hop in” tents pop up in Australian training camps, in the deserts of North Africa and the jungles of New Guinea to support World War Two troops.

### 1964

The Nithsdale Clinic opens in Sydney and pioneers the basis of today’s Bridge Program for addiction recovery.

### 1965

The Salvation Army purchases a small aircraft to reach families on remote properties in Queensland.

### 1974-1977

The Salvos assist with the evacuation and accommodation of 30,000 residents during Cyclone Tracy in 1974 and are among the first on the scene of the Granville rail disaster in 1977.

1880



1942



1965





1977

1996

2009

2016

**1992**

Oasis Youth Care Centre – Sydney’s first 24-hour crisis centre for homeless youth – opens in Surry Hills.

**1996-2004**

Salvation Army trauma management teams assist in the wake of the Port Arthur shooting in 1996 and the Thredbo landslide in 1997.

Chaplains support victims of the 2002 Bali bombings and 5000 Salvation Army personnel assist across South-East Asia in response to the 2004 Boxing Day tsunami.

**2005**

Salvos Legal launches, offering free legal assistance to Australians in need.

**2009-2013**

The Victorian Bushfire Appeal launches following the Black Saturday bushfires in 2009.

Salvation Army Emergency Services (SAES) are dispatched in response to the 2010-11 Queensland floods, and are among the first on the scene in Tully when Cyclone Yasi hits.

Recovery support service sites are set up in fire zones across the Blue Mountains and the Hunter Valley during the 2013 NSW bushfires.

**2014**

The Freedom Partnership to End Modern Slavery launches.

**2016**

The Salvation Army announces *Australia One*, the amalgamation of its two Australian territories.

Volunteers sell more than 5300 candle bags at the Woolworths Carols in the Domain, Sydney – with a further 1500 sold at Salvos Stores – generating \$120,000.

**2017**

Launch of a national disaster appeal to support communities affected by Cyclone Debbie.

Over 550 credit card tap donation machines are distributed across Australia for the Red Shield Appeal, an Australian first in face-to-face fundraising.



MONICA

# *The moments that changed a life*

## NEW FOUND HOPE

### **Monica's calm exterior hides her difficult past.**

Despite losing her dad – a policeman in country Queensland – in a work car accident when she was seven, she does not use her grief as an excuse for her choices.

But Monica does recognise his passing as the beginning of an interrelated series of events that drastically impacted her life, and for which she has paid a heavy price.

“We had a special relationship,” she says. “My world fell apart from there.”

### **THE DESCENT INTO AGONY**

Following her father's death, Monica was sent to boarding school. It was a decision she felt distanced her from family and friends.

She was still processing her grief when she learned her mother intended to remarry.

Returning home, Monica – once a happy child – became an angry, withdrawn teenager and was soon kicked out.

Despite lacking maturity and living skills, Monica moved to Sydney and found a

job. She was getting her life back on track when she fell pregnant.

“I never knew true love until I looked into my little girl's eyes,” Monica remembers.

But with deep and undiagnosed depression, Monica often fell into periods of mental instability. She developed a gambling addiction and became trapped in an abusive relationship.

“By the time I left my partner, I found out I was pregnant again,” she says. “My daughter was only three months old.

“The violence escalated after we separated. When I was in labour, the hospital had to hide me to protect us.”

After the birth of her son – whom she reluctantly released into the foster-care system – Monica's priority was to provide stability for her daughter. She secured a government traineeship and enjoyed many stable and happy years.

But it was not to last.

Monica's daughter, affected by the tragic death of a friend, disengaged from school and began self-harming. Still struggling

with her own untreated mental health issues, Monica became estranged from her daughter.

Tragically, Monica learned that her daughter had taken her own life.

Desperately guilty and blamed by her family for her daughter's death, Monica was homeless and broken when she was seriously assaulted and hospitalised.

“There was nothing left of me or in me,” she says.

### **RISING FROM THE ASHES**

On the day Monica was to be released from hospital, a room became available at The Salvation Army Still Waters Accommodation Service on the Gold Coast, which offers temporary supported accommodation for women and children.

“When I arrived I was withdrawn and terrified,” she says. “I didn't leave my room for three days, but the staff were so supportive.

“It's been totally life-changing. They gave me professional help, but also nurturing. Nothing I said shocked them. They just





*“I was just a shell of a person;  
I didn’t think I had a future.”*

offered unconditional love, acceptance and support.”

Now in her own home, Monica is passionate about preventing others from falling into a similar situation. She is also working on a suicide prevention program for teenagers.

“If it wasn’t for people donating and giving their time I wouldn’t be alive today,” she says. “I want to help young people who need the support I desperately wished I’d had when I was struggling. The Salvation Army has given me a second chance at life.”



Salvos chaplains

Kokoda Trek for Hope

Family Tracing Service

## Things you didn't know about The Salvation Army

With your support, The Salvation Army can continue to offer innovative programs and services designed to meet the diverse needs of the Australian community. Did you know...?

- **ADVENTURE FUNDRAISING** is empowering ordinary people to achieve extraordinary things for a cause they're passionate about. In 2017, teams of dedicated community fundraisers trekked the Kokoda Track for Australians in crisis and hiked the highlands of Sri Lanka to support vulnerable women, children and families. In 2018, we're taking on the Great Wall of China. And you can join us! Visit [salvos.org.au/adventure](http://salvos.org.au/adventure) to register.
- Families can farewell their loved ones with dignity through **SALVOS FUNERALS**. Owned and operated by The Salvation Army, Salvos Funerals directs all profits back into the community. Salvos Funerals are welcoming of all cultures and beliefs and can be officiated in English, Mandarin, Cantonese, Korean, Spanish or French.
- **SALVOS SCHOOLS** is a national initiative that empowers school students across Australia to fight youth homelessness. More than just an academic resource, the program offers curriculum-mapped materials and workshops that increase awareness of youth homelessness, equip affected youth to seek support and empower young people to take action against youth homelessness in their community.
- In 2017, The Salvation Army became the first charity in Australia to use **CREDIT CARD TAP DONATION MACHINES** for a national fundraising campaign, raising over \$55,000. More than 550 machines were distributed across Australia for the Red Shield Appeal, significantly increasing the average donation amount per person.
- There are over 180 **SALVOS CHAPLAINS** who serve in hospitals, clubs, airports, prisons, courts and hotels across NSW, Qld and ACT, yet the demand remains greater than the supply.





*Credit card tap donation machines*



*Drive for Life*

- **DRIVE FOR LIFE** is an innovative mentoring program that helps disadvantaged young people get their driver's licence. Partnered with a volunteer licenced instructor, young people are supported through a series of driving lessons. Launched in Wyong, on the NSW Central Coast, the program now operates in Penrith, Auburn and Sydney CBD. Young people participating in the program now have greater independence and can access more employment opportunities.
- Over 7527 people applied for assistance with their finances through **MONEYCARE**, The Salvation Army's free and confidential financial counselling service.
- Six farming families in Central West NSW have received grants to restore or improve their water accessibility. The **WATER PRESERVATION PROJECT**, funded by a family foundation, specifically supports water preservation initiatives (pumps, pipes and tanks) on rural properties to provide clean water for families and stock.
- The Salvos Wollongong **FIRST FLOOR PROGRAM** runs a workshop for grandparents and other relatives raising children. Aptly named *Off Our Rockers*, this program aims to give carers the skills and support they need to raise happy and healthy kids.
- In 2015-16, The Salvation Army **FAMILY TRACING SERVICE** reconnected over 420 people with their loved ones.\*
- The Salvation Army's **FREEDOM PARTNERSHIP** advocates on behalf of survivors of exploitation and slavery, and engages community, business and government to recognise and act to end modern slavery in Australia. Learn more at [endslavery.salvos.org.au](http://endslavery.salvos.org.au)

\*SAMIS (ran 2016, 2015-2016 data), SAMIS 2015, Mission & Resource Service Activity – 2016 report



*“A donor’s support can change a destiny. I have seen waiting periods of months in rehab because there is not enough beds or funding. The people who give money from their own pockets into these programs are keeping people alive. Those dollars can be the difference between someone staying clean or getting buried. It is absolutely life and death.”*





JAY

## *From spotlight to darkness*

### FREEDOM FROM ICE HELL

**Jay always felt comfortable in the spotlight, which may be why he turned to drugs in a desperate attempt to fit in with Sydney's "it-crowd".**

A budding star, Jay moved from Queensland to London and won a role as an MTV television presenter. Upon returning to Australia, he moved to Sydney and quickly fell into what he describes as an "ice hell".

Although introduced to other drugs while in London, it was not until he returned to Australia that ice became his drug of choice.

#### **A FALLING STAR**

"Being a young man, I desperately wanted to achieve the perceived 'party lifestyle'. I was working fulltime (in travel) when I started using the drug recreationally. It then turned into every Saturday night. Soon I was taking Monday off to recover and Friday off to start the party early. I ended up quitting my job."

What quickly became a \$700-a-day habit left Jay homeless – living under a bridge and selling himself for money.

While he enjoyed the feeling of intoxication, in rare moments of sobriety Jay felt the crushing pain of the hurt he was causing his family. He was angry with himself for wasting his life and disappointed with society for rejecting him when he needed help. These realisations only fuelled his desire to escape through drug use.

This vicious cycle continued until one night a nightclub security guard advised Jay to seek help.

#### **A NEW BEGINNING**

"I walked around the corner into The Salvation Army and burst into tears. I said to the guy working there, 'Take me right now or I am going to die.'"

Reflecting on his time at William Booth House addiction recovery centre, Jay says, "It was one of the best experiences I've ever had. Rehab is like being reborn. It strips everything back. You realise you're just like everyone else. We are all human and just want to be loved and accepted. I had to learn to try something new and believe that if it worked for others, it would work for me too."

When Jay started his journey to recovery, he began to mend family relationships and, he believes, they are now better than ever.

"Going through what I have, I've learned to have open and honest conversation. It's raw, beautiful, interesting, scary and funny – all at the same time. I actually had to know I'd lost everything – understand I had nothing – before I began to realise and really appreciate what I have."

After rehabilitation, Jay moved to Wagga Wagga, NSW, to escape the temptations of his old life.

"I started working for a company as a casual – now I am an area leader. I am also studying a Bachelor of Social Work and hope to work in the rehabilitation field," he says.

"I wouldn't change my past because it taught me what I know; but I don't want others to have to go through something similar. I want to make a difference.

"There's often an underlying reason why people are on the street or suffering with addiction," Jay adds. "It's up to us as a community to help them change. How we support them affects us all."

# A true return on investment

## RECOVERY FROM ADDICTION



WARREN

**Warren is sure he had a gambling problem by the age of six or seven.** What began as father-son bonding time – listening to the trots on a Friday night – triggered a passion for gambling that spiralled into addiction.

“By the age of 13 I was attending the races by myself,” Warren says. “It became a very regular thing. I’d head off every Saturday morning even though my parents weren’t really happy about it. At 15, I left school to work to earn more money to gamble with.”

Warren says his job gave him access to the money of others. Often, once he’d gambled his own money away, he would borrow from the till at work – taking money on a Friday

night and returning it on Monday morning. However, in that and another job, there were many times Warren did not put the money back.

“In addiction, my moral code got more and more eroded and I began to do things I knew I was never brought up to do,” he says.

A failed relationship and the death of his father contributed to an increase in Warren’s gambling.

“The shame and grief were overwhelming and consequently I just gambled more and more,” he says.

Feeling completely out of control, Warren attempted suicide and shortly after was arrested for stealing.



JACQUI

**Discover how Warren impacted Jacqui** ▶

After a stint in jail, Warren managed to abstain from gambling for over a decade. But it wasn’t to last.

Despite vowing it would never happen again, Warren relapsed.

“My life was an absolute mess,” he says. “I’d gambled the last \$20 I had.”

Knowing he needed help, Warren drove straight to The Salvation Army Brisbane Recovery Services Centre, commonly known as Moonyah, and checked himself in.

Moonyah provides a range of services and support to people adversely affected by alcohol, drugs and gambling. The centre seeks to return hope, health and wholeness through one-on-one sessions, alcohol and drug education, chapel services and vocational training.

“When I got to Moonyah, they made me work on changing myself, which I hadn’t really done before,” says Warren. “If I’d stayed the same person I would still be a gambler.”

“I certainly had a spiritual awakening at Moonyah. As a result of the program I felt that my life was authentic and I didn’t feel trapped by my addiction any more. Even though I’d been clean for years before, I still wasn’t happy. I was miserable; not satisfied with anything. As I progressed through the program, I found a sense of freedom and all of the love and the fun and the joy came back into my life.”

Warren, now a case manager at Moonyah, sees lives like his transformed every day.

“Helping people is not only caring and compassionate; there is a social impact. If they don’t get help, they continue in addiction and negatively impact society. But with support they can halt their addiction, repair family relationships and become closer to God. Then there’s the flow-on, as many of them, like me, go on to help others.”

Warren is grateful to the people who partner with The Salvation Army to fund services like Moonyah, saying: “Lives are truly being transformed!”



**On the surface, Jacqui seemed just like any other young mother,** dropping her kids to school, going to work and maintaining the home. However, beneath her polished exterior, Jacqui was suffering post-natal depression, her marriage was falling apart and she was struggling to keep everything together.

“It wasn’t a happy marriage,” she says. “About the time my youngest son went to preschool, I started visiting the club. I felt lost at the time and it seemed like harmless fun.”

But, within 12 months of first playing a poker machine, Jacqui was addicted.

“I remember the first time I realised I had a problem. I thought ‘How did it get to this? How could I be so stupid?’ I was just completely floored. I went from spending \$5 to \$20 at the most, to blowing the mortgage repayment.”

Jacqui booked herself into a private hospital for rehabilitation and managed to abstain from gambling for four years.

Despite her marriage ending, Jacqui took care of her four children and worked full-time. But soon, the temptation grew too strong.

“After just a few months of gambling I hadn’t paid the rent. I hadn’t paid

school fees. I was gambling grocery money and racking up credit-card debt. Then I lost my job.”

Jacqui’s children went to live with her ex-husband while she spent the next two years in and out of rehabilitation facilities.

“It was bleak. I prayed to just die in my sleep so no one would hate me for committing suicide,” she says. “Days held no joy. I was heartbroken. My kids didn’t want anything to do with me and that was a consequence of my behaviour. I saw no way out.”

### **Discover how Jacqui impacted Eddie**

*“Warren was broken by addiction; totally shattered; suicidal when he was treated with love, grace and care at Moonyah. Years down the track, I walk into Moonyah broken, shattered and suicidal and Warren – now a trained worker – cared for me. He had rebuilt his life. He became my case manager and he showed me the love and grace he was shown.”*

– Jacqui



**EDDIE**

**Eddie lost his marriage, his relationship with his children and, eventually, the best years of his life to gambling.**

“It just absorbed me,” he says. “I gambled everything away and I couldn’t afford to pay rent. I lived in my car for six months.”

With nowhere else to turn, Eddie visited The Salvation Army’s Brisbane Streetlevel Mission and met Jacqui.

She helped Eddie find secure housing and, along with the team at Streetlevel, she encouraged him to volunteer at the mission.

“I’m now a regular and help out wherever I can. Some of the people who work here, like Jacqui, were also at rock bottom through drugs, alcohol or gambling. It’s amazing to hear how they’ve turned their lives around and are now helping others. I hope to do the same.”

## Jacqui



Jacqui knew something had to change and reconnected with Warren, whom she’d met previously. He encouraged Jacqui to apply for a place at Moonyah.

Jacqui undertook the intense residential rehabilitation program offered at the centre.

“I believe it’s the first program that worked for me,” she says. “Soon after I started, my relationship with my children grew in leaps and bounds.”

Jacqui graduated a new person.

Upon graduating from the program, Jacqui completed a dual diploma in business and justice. She is incredibly grateful to have her children back in her life and cites the spirit of love of The Salvation Army as a driving factor in remaining free from addiction.

Today Jacqui is employed four days a week with The Salvation Army Streetlevel Mission.

“It does get messy at times with mental health issues and homelessness – that’s the reality,” Jacqui says. “But the Streetlevel staff and volunteers are some of the most loving people I have ever met. That has been a significant part of my faith and recovery journey – to watch people love and serve unconditionally every single day.

“Not only have I become a productive member of society, I can now have a real impact on the lives of others, knowing how far that ripple effect might travel.”

## Eddie





BRIGITTE

# *Finally free from fear*

## SOMEONE TO TURN TO

**A mother when she was just 17, Brigitte\* doesn't regret having any of her children. "But I do regret their fathers," she says.**

"In my first relationship I had two boys. It was a very violent relationship – the scars on my face are a constant reminder of that," she says. "I tried the best I could, but I just got beaten down every time. I was put down, and put down, and put down.

"When you endure years of that, you start hating yourself. You think that it's you – that's why you're copping the beatings, because you're doing something wrong.

"My two eldest boys saw a lot. One day their father kicked me from the lounge room to the front door and into the yard. I kept trying to get up to get my kids. They were screaming for me."

Although driven and always working, Brigitte had more children to a series of abusive partners.

Asking herself daily how she ended up in this position, Brigitte recalls: "I'd say to myself, 'Why me? What have I done so wrong for this to happen to me?'"

### FROM BAD TO WORSE

Witnessing the abuse of his mother, Brigitte's second son started demonstrating aggressive behaviour, which often led to physical altercations.

"As he got older, he started abusing me and calling me names. I wouldn't stand for it, so I stood up for myself," she says, adding, "A few times we actually got into punch-ups.

"Because of everything I was going through, I felt like I didn't have a right to be happy. I'd take my kids to school then come home and I'd sit in my room all day. I didn't want to do anything. I didn't want to associate with people – my friends would knock on the door and I'd pretend I wasn't home. I just didn't want to be happy."

With ex-partners constantly coming to her house and making threats to her children, Brigitte knew they had to escape.

"I couldn't do it anymore. I had to leave," she says. "And it was the best thing I ever did."

### HOPE FOR A NEW BEGINNING

Packing up her valuables and sentimental things, Brigitte left everything else.

"I had three suitcases, my car and my kids – the most important things," she says. "Material things, you can always get those. But you can't get your lives back – mentally or physically. We actually slept a night in the car because we had nowhere to go."

Finding refuge at a Salvation Army home for women and children, Brigitte finally had hope for the future.

"My daughter finally felt safe. She went through a lot and saw a lot," she says.

Brigitte has since secured transitional housing through The Salvation Army Homeless and Accommodation Services.

"It's somewhere more stable until I can find a permanent home," she says. "I feel free. I feel good. I feel like nobody can hurt me now. My kids are settled in school and are the happiest I've ever seen them. It's so nice to see. If they're happy, I'm happy."



*“It would be so good if other women suffering family and domestic violence could access the same help I did, instead of going through it and thinking they have nobody to turn to. There are places like this [The Salvation Army transitional housing] to get them out and back on their feet. They don’t have to live like that.”*

*\*Name changed to protect identity.*





*“The Salvation Army gave me my life back – and Vanessa hers. In sharing my story, I might help someone else. Returning that in God’s name to help others is a small thing I can do to show my gratitude.”*





DAVID

# *Bonded by life and love*

A CHANCE TO START AGAIN

**Newlyweds David and Vanessa have a very special bond, but not one that most couples share. Both husband and wife were addicted to drugs.**

“We both lost our first families because of our addiction. So we really cherish what we have now and don’t take anything for granted,” says David.

## **LIFE BEFORE ICE**

Before ice, David worked as a lab technician.

“The first time I tried ice was with a couple of guys I worked with. They were younger than me and using the drug socially. It didn’t seem like a big deal – smoking this stuff in a pipe. But before I knew it, I was addicted. It happened so quickly and so easily.”

After a drug-induced breakdown, David was admitted to a psychiatric hospital. Realising the pain he’d caused his wife – a police officer – and two boys, David left everything he loved behind.

“I got in my car and started driving,” he says. “I had no idea where I was going.”

David ended up living on the streets of Brisbane before securing crisis accommodation at The Salvation Army Pindari service in Spring Hill.

“I basically did my detox and rehabilitation at Pindari,” he says. “It was a hard way to do it, but it was really good for me.”

## **FINDING HOPE**

Soon David started attending chapel and returned to study. He also volunteered at Pindari and the nearby Salvos Brisbane Streetlevel Mission.

“At first, I was volunteering to keep my mind busy. But I soon realised I had something to offer others who were addicted and homeless.”

It was while he was volunteering at Streetlevel that David met his now-wife, Vanessa.

“Vanessa’s partner was sent to prison then she lost her children because of an ice addiction.

“We knew each other as friends for many

months. I was supporting her because I had been through the same thing. We got to know each other a lot better and we fell in love.”

## **MOVING FORWARD TOGETHER**

David and his family have moved to Logan, Queensland, where he is working with The Salvation Army to replicate the Streetlevel model.

“We see a really big need here. There are many people in the area with addiction issues and a lot of family and domestic violence. There is a real need for God out here. We have to find a way to connect with people.”

Happy to share his story, David is rebuilding his life and is thrilled to have reconnected with his two sons.

“The Salvation Army gave me my life back – and Vanessa hers,” he says. “In sharing my story, I might help someone else. Returning that in God’s name to help others is a small thing I can do to show my gratitude.”

## Gifts in Wills: a lasting legacy of generosity and hope

**The Salvation Army's work is made possible only through the generosity of its supporters.**

When writing or updating your Will, consider leaving a gift to The Salvation Army – like Wolfgang Horst Stephen Lange.

*“At the age of 18, my father and his father arrived in Australia speaking no English and with no job or home. The Salvation Army helped with all three.*

*Because of this support, his mother, sister and two brothers were able to join him in Australia to start a new life.*

*My father, a watchmaker and jeweller, never forgot the compassion of The Salvation Army and that's why he chose to leave them a gift in his Will.” – Sue, daughter*

As many of us seek to make a positive impact on our world, a gift in your Will is one way you can leave a lasting legacy. You can give hope where it's needed most.

Many people have informed The Salvation Army that they have left a gift in their Will. With their permission, we call these people 'Honoured Friends of The Salvation Army'.

Honoured Friends receive invitations to special events to learn more about The Salvation Army's work and social programs. Honoured Friends are also assigned a Salvos representative who keeps in touch by phone or mail and, if desired, through personal visits, which is a popular feature of our stewardship program.

If you have included a gift in your Will to The Salvation Army, please let us know. We would love the opportunity to say thank you.

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If you already have a Will, you can simply provide your solicitor with a codicil that outlines the changes you wish to make to include The Salvation Army.

Please call us if you require a copy of a codicil or would like to receive a free copy of The Salvation Army Wills Booklet to guide you through the process of preparing the gift of a lifetime.

While The Salvation Army cannot offer you legal advice, a Wills and Bequests representative can confidentially discuss your legacy options with you. Simply call 1800 337 082.

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Honoured Friend Solicitors of The Salvation Army are solicitors who support The Salvation Army through our Community Wills Days. They donate their time and professional services to prepare simple Wills for clients in exchange for a small donation toward the work of The Salvation Army.

If you are a solicitor and would like further information, please call 1800 337 082.

**“A WEIGHT WAS TAKEN OFF MY SHOULDERS WHEN I DECIDED THAT MY MONEY WOULD LIVE ON.”**

*– Anonymous Honoured Friend of The Salvation Army*



**“DAD PUT A LOT OF THOUGHT INTO HIS CHOICE OF BENEFICIARIES. HIS DECISION TO LEAVE A GIFT IN HIS WILL TO THE SALVOS MAKES ME VERY PROUD OF HIM. HIS GIFT WILL GIVE HOPE TO SO MANY PEOPLE.”**

*– Sue, daughter*



## Boards and committees

We would like to acknowledge and sincerely thank our board and committee members for giving freely of their time and expertise in support of The Salvation Army.

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### TERRITORIAL ADVISORY BOARD

Chair: Roger Corbett AO	Belinda Hutchinson AM	Jane Perry
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### **Brisbane Doorknock Committee**

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### **Illawarra Doorknock Committee**

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# Donor spotlight

## THE POWER OF GENEROSITY

We wanted to know what motivates our donors to support The Salvation Army. So we asked them! These are some of the people working to inspire a greater culture of giving across Australia.



### Tony Hickey

LAWYER / PHILANTHROPIST /  
CHAIRMAN OF THE SALVATION ARMY  
RED SHIELD APPEAL GOLD COAST

*In 17 years as the Chairman of the Red Shield Appeal Committee on the Gold Coast, Tony has raised over \$4 million for The Salvation Army.*

#### TELL US ABOUT YOUR CHILDHOOD

I was born on the Gold Coast too many years ago to count and grew up in a rented house in Southport. My parents were not well off, but there was no shortage of laughter and love in our lives. Coincidentally, one of my earliest memories is watching The Salvation Army band play on a nearby street corner.

#### WHAT INFLUENCED YOUR CAREER CHOICES AND WHAT LED YOU TO PROFESSIONAL SUCCESS?

When I finished school, I entered the Order of the Vincentian Priests Seminary at Eastwood, Sydney. Despite only attending for a year, I learned a lot about myself and my faith. I then studied law at Queensland University.

Throughout my education, I worked hard to support myself because my family had limited means. I suppose that is how I developed a strong work ethic. Above all else, that has been the catalyst for my professional success. I also love what I do. I am interested in people and enjoy building meaningful relationships.

#### WHAT IS YOUR RELATIONSHIP WITH THE SALVATION ARMY?

I have always been impressed by the humility of The Salvation Army. So in 2000, when Soheil Abedian called and

offered me his position as Red Shield Appeal Chairman on the Gold Coast, I couldn't say no.

My main responsibility is to raise money for The Salvation Army. I am often asked how I do it and the answer is very simple: I ask people. I am not afraid to ask and I'm not afraid to be rejected. I ask in writing, I ask face-to-face and I ask on the phone.

I do it willingly because the impact The Salvation Army has in the community is undeniable. The Salvos are ordinary people doing extraordinary things. That's a pretty easy sell.

#### WHAT ADVICE DO YOU HAVE FOR THE NEXT GENERATION?

We are blessed if we are generous and if we understand the great reward in giving. The greatest example of giving in my life was from my mother. She taught me that giving truly is receiving.

I have always believed that there is no such thing as entitlement. Less is more. We all have opportunity. But more importantly, we all have a responsibility to do our very best with what we have.

Focus on relationships and responsibilities and success will follow.





## Dick Smith

ENTREPRENEUR / PHILANTHROPIST /  
FOUNDER OF DICK SMITH ELECTRONICS

### TELL US ABOUT YOUR CHILDHOOD

I was born in Australia in the 1940s and grew up in Roseville, Sydney, surrounded by bush. I was a free-range kid, and in the afternoons the only rules were: change out of your school uniform and be home before dark.

### WHAT INFLUENCED YOUR CAREER CHOICES AND WHAT LED YOU TO PROFESSIONAL SUCCESS?

I was hopeless at school and never thought I would be successful at anything. But one day I started a business. I'd saved up \$600 and [now wife] Pip had \$10. So with \$610 we started Dick Smith Electronics.

The business expanded quickly and we did very well. But success isn't necessarily determined by how much money you make. To me, success is when you have the freedom to do what you want to do. To achieve this, you have to ask for advice, surround yourself with capable people, be honest and be kind.

### WHAT INSPIRED YOU TO BE PHILANTHROPIC AND WHAT ROLE HAS GIVING PLAYED IN YOUR LIFE?

My parents never had any money, but they were generous with their time. They were always happy to roll their sleeves up and help others.

### WHAT IS YOUR RELATIONSHIP WITH THE SALVATION ARMY?

I don't drink, but when I started my business with just a handful of staff, we would head to the local pub and I would shout everyone a beer. Every week, a Salvation Army bloke would come in with *Warcry* magazine. I made a deal with myself that if I ever did well, I'd help the Salvos. When I ended up with hundreds of staff and making a profit, I was then able to make good on my promise.

And I'm glad I did because the Salvos are just the most wonderful movement. I've never felt comfortable with my monetary success, so I've always tried to give away as much money as I can. It is somewhat selfish because I get great satisfaction from it, but I've certainly gotten value for money with the Salvos – for every dollar I've given, I've received \$2 worth of satisfaction.



## Brad Pillinger

PILLINGER REAL ESTATE

As the founder of a premier Sydney real estate agency, I understand the importance of community. It's why I decided to again fundraise for The Salvation Army's national Red Shield Appeal.

With such a hectic work schedule, and because many homes in my area are inaccessible, it is inefficient to doorknock in the traditional sense of the word. So I decided I would do it virtually. I started an online campaign on *everydayhero*, a fundraising

platform, and reached out to my network to open their hearts and their wallets for a good cause. In 2016, I raised over \$30,000, so this year I increased my goal to \$40,000. Once again, the support has been overwhelming.

We all have the ability to make a difference in the lives of others. In a world where there is so much suffering, a cause completely committed to meeting human need is so worthwhile.

## Key Donors

**Our sincere thanks go to the individuals, families, companies, charitable trusts and foundations, organisations and groups who have invested in the work of The Salvation Army, including those who wish to remain anonymous. We are honoured by your faith and shared commitment to supporting Australians in need.**

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### INDIVIDUALS AND FAMILIES

Michael Burgess	Jessica Hore	The McKay Family
Stephen & Jenny Cook	Ron Kaiser	John McMurtrie
Tim Fairfax AC & Gina Fairfax	Geoffrey Kimpton	Paul & Heather Musgrave
The Gaemers Family	Mr & Mrs Kwok	Kerr Neilson
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Tony & Karen Haggarty	Andrew Lucas	Frank & Rosie O'Halloran
Stephen Harris	Barbara Maidment	Andrew & Deirdre Plummer
Mick & Deborah Hayward	Roger Massy-Greene & Belinda	Dick & Pip Smith
Bill Henderson	Hutchinson AM	Elisabeth Stanton
Colin & Barbara Hindmarsh	Patricia McAlary	The Wheeler Family

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## COMPANIES AND ORGANISATIONS

Adani Australia	HopgoodGanim Lawyers	Quest Payment Systems Pty Ltd (in-kind)
ADCO Constructions Pty Limited	JLL	Sentinel Property Group
AGL Energy	Johnson & Johnson Family of Companies Australia	Steadfast Group Limited
Aurizon Holdings Limited	Kmart Australia Limited	TechnologyOne Limited
Bendigo Bank	Lancini Property & Development	The Australia & New Zealand Banking Group Limited
BHP Billiton Limited	Office Park Developments Pty Ltd	The QBE Foundation
ClubsNSW (in-kind)	Peabody Energy Australia PCI Pty Ltd	The Wests Group Australia
Community Sector Banking	Pivotal Homes	Toyota Motor Corporation Australia Limited (in-kind)
Construction Siteworks Pty Ltd	PROJECT FUTURES Ltd	Twin Towns Services Club
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EVENT Hospitality & Entertainment Limited	Queensland Government	Woolworths Limited
Hands Across Canberra		

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## CHARITABLE TRUSTS AND FOUNDATIONS

Abedian Foundation Limited	Manildra Foundation	Sargents Charitable Foundation
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Macquarie Group Foundation	Reuben Pelerman Benevolent Foundation Pty Ltd	Virgin Unite

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## 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 our 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 visit [salvos.org.au/corporate-support](http://salvos.org.au/corporate-support) or contact us by phone or email.

☎ 02 9466 3101  
 ✉ [partnerships@aue.salvationarmy.org](mailto:partnerships@aue.salvationarmy.org)

### MAJOR GIFTS, CHARITABLE TRUSTS AND FOUNDATIONS

Please contact us to learn more about our programs, if you are interested in strategic philanthropy or have a charitable trust, foundation or a Private Ancillary Fund, or simply want to make a generous donation.

☎ 02 9466 3108  
 ✉ [majorgifts@aue.salvationarmy.org](mailto:majorgifts@aue.salvationarmy.org)

### WILLS AND BEQUESTS

Change lives with a gift to The Salvation Army in your Will. Your bequest will provide lasting hope for future generations. For more information visit [salvos.org.au/wills](http://salvos.org.au/wills) or contact us by phone or email.

☎ 1800 337 082  
 ✉ [willsandbequests@aue.salvationarmy.org](mailto:willsandbequests@aue.salvationarmy.org)

### ENDOWMENT

Establishing an endowment is a unique opportunity to leave a lasting impact on the lives of Australians in need. For more information contact us by phone or email.

☎ 02 9466 3108  
 ✉ [endowment@aue.salvationarmy.org](mailto:endowment@aue.salvationarmy.org)

### BECOME A COMMUNITY FUNDRAISER

Whether you want to participate in the Red Shield Doorknock or hold a DIY fundraising event, your contribution to The Salvation Army will give hope where it's needed most. For more information visit [salvos.org.au/get-involved](http://salvos.org.au/get-involved)

### RUN, RIDE OR TREK

You and your family, friends, business or organisation are invited to join us on the adventure-of-a-lifetime. Test your endurance, improve your fitness and raise vital funds to transform lives. For more information visit [salvos.org.au/adventure](http://salvos.org.au/adventure) or contact us by phone or email.

☎ 02 9466 3107  
 ✉ [adventure@aue.salvationarmy.org](mailto:adventure@aue.salvationarmy.org)

### INTERNATIONAL GIVING

Active in over 125 countries, The Salvation Army is empowering communities globally to overcome poverty. Your gift can change lives around the world. For more information visit [salvos.org.au/international](http://salvos.org.au/international) or contact us by phone or email.

☎ 02 9466 3105  
 ✉ [aun.internationaldevelopment@aus.salvationarmy.org](mailto:aun.internationaldevelopment@aus.salvationarmy.org)

### ONLINE AND REGULAR GIVING

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

*“We choose to give to the Salvos for three reasons: Firstly, we see so much need and feel compelled to play our part in meeting it. Secondly, our giving is an expression of our Christian faith. Finally, we believe being generous is a wonderful way to live your life. We come into the world with nothing, we leave the world with nothing and, in between, we try to make as much difference as we can.”*

- PAUL AND HEATHER MUSGRAVE





**Impact Report 2017 | The Salvation Army Australia Eastern Territory**

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For more information regarding The Salvation Army and its services, visit: [salvos.org.au](http://salvos.org.au)

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