

The Salvation Army Australia Eastern Territory
Annual Report 2012

Freedom



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About us



The Salvation Army is about people finding freedom.

It's a pretty broad statement, but we're a pretty diverse bunch. Across the country we're engaged with every demographic and every age group. We're active in the big cities, the country towns and even outback cattle stations. You'll find us involved in national issues and you'll also find us one-on-one in your local cafe.

But regardless of where we are or what we're doing, one thing always remains true: we're about people finding freedom.

Freedom from fear. Freedom from neglect. Freedom from poverty and addiction.

Freedom to dream. Freedom to love. Freedom to make a difference.

Freedom to live life to the full.

Freedom through community.

We believe in the power of community. People loving other people, and people helping other people. Those who 'have' sharing generously – sacrificially – with those who don't. People finding acceptance, encouragement, healing and support without discrimination. We believe that no-one should have to 'go it alone'.

Our goal is to be community builders, not just service providers. We don't give up on people – not only responding to immediate needs but journeying with people for the long haul, helping them to find freedom and to stay free.

Freedom through action.

We're not afraid to get our hands dirty to help secure freedom for others. If the environment is unpleasant, we'll still go. If the issue is controversial, we'll still love. If the task seems impossible, we'll try anyway. We're convinced that freedom is for everybody. No exceptions.

We see ourselves as a movement rather than an institution – inspiring, equipping and inviting people from all walks of life to join the fight and be part of helping secure freedom for someone else.

Freedom through faith.

We believe that freedom is a spiritual journey as well as a physical one. Our faith convinces us that hope, purpose and fulfilment can be everyone's story, and that true freedom covers body, mind and spirit.

Our faith is in Jesus, not ourselves. Our deepest desire is to be like Jesus – to speak like him, act like him, and unconditionally love others just as he did. And we believe Jesus was, is, and always will be about people finding freedom.



A message from the Commissioner



'We're about People Finding Freedom' – that's The Salvation Army's new tag-line. And how true it is.

I see it everywhere as I travel around our Australia Eastern Territory (NSW, Queensland and the ACT):

- Matty, who found freedom from a lifetime of addiction in one of our Recovery Service communities;
- Belinda, who found freedom from fear of domestic violence through our Salvos Legal service;
- Jennifer, who found freedom from loneliness in one of our loving community churches.

There are countless stories that can be told. In fact, this year The Salvation Army helped more than a million people and each of them has a unique story of freedom.

There's nothing new about what The Salvation Army is doing, we've been helping people find freedom since our inception more than 100 years ago.

But the thing that's exciting about our new expression, 'We're about People Finding Freedom', is the way it embraces the very essence of who we are, and the way that our people and

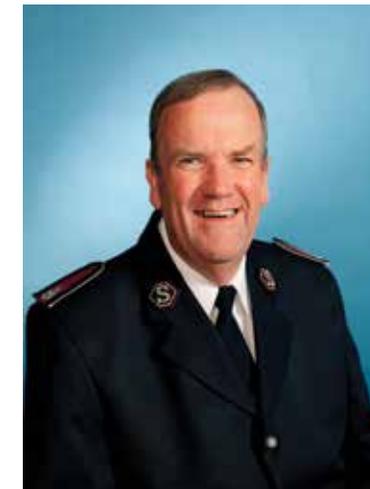
those we support have identified with it, embraced it and have used it to empower them on their journey.

Our supporters this year again gave so generously – even in the midst of difficult financial times. For this, I would like to say thank you. The Australian public, corporations, government and community groups are an integral part of our Freedom journey to offer hope and support to people in need.

We couldn't do what we do without you.

*For you, brothers, were called for **freedom**. Only don't use your freedom for gain to the flesh, but through love be servants to one another... -- Galatians 5:13*

What is your Freedom story?



Commissioner James Condon
The Salvation Army
Australia Eastern Territory



The Mission

The Salvation Army has an international mission statement that sets the identity and direction for every expression worldwide:

“The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by love of God. Its mission is to preach the gospel of Jesus Christ and meet human needs in His name without discrimination.”

Some territories also have an internal mission statement that conveys the local focus. Here in the Australia Eastern Territory our mission is to “save souls, grow saints and serve suffering humanity”. Our values flow from this - we value Transformation, Integrity and Compassion.

Our Freedom History

Historical overview

Milestones of 132 years of Salvation Army service in Australia.



1880 Salvation Army begins work in Australia

1883 Prison ministry established

1885 Missing persons work established



1890 First employment bureau set up

1900 The Salvation Army Australia produces the world's first feature film



WWI War-time ministry by defence chaplains established the 'Sally-man'

1920s Children's holiday camps established

1923 Foster House homeless accommodation opens in Sydney



WWII Extensive ministry to soldiers in the battlefield

1964 Salvation Army begins addiction treatment programs

1965 Outback flying service launched



1974 Salvation Army involved in Cyclone Tracy emergency relief program

The Salvation Army was founded in the slums of London in 1865 by former Methodist minister William Booth. His famous 'I'll Fight' speech epitomises The Salvation Army's mandate to bring freedom to all people through Christ:

While women weep, as they do now, I'll fight; while little children go hungry, as they do now, I'll fight; while men go to prison, in and out, in and out, as they do now, I'll fight; while there is a drunkard left, while there is a poor lost girl upon the streets, while there remains one dark soul without the light of God, I'll fight - I'll fight to the very end!



1977 Immediate assistance offered after Sydney's Granville Train Disaster

1983 Salvo Care Line launched



1992 Oasis Youth Support Network, Sydney, opens

1994 Moneycare financial counselling service established



1995 The Salvation Army creates rural chaplaincy program

1996 Salvation Army provides trauma management after Port Arthur tragedy

1997 Emergency assistance given after Thredbo landslide



2002 Hospital chaplains on hand after Bali bombing

2004 Salvation Army opens Australia's first problem gambling centre



2004-05 Salvation Army assists after south-east Asia tsunami

2008 Salvation Army opens Australia's only human trafficking safe-house

2010 Salvos Legal – a free legal service – launched

2011 Services providing housing and care for asylum seekers begin

Freedom people

The Salvation Army Cabinet is made up of eight high-ranking officers who between them possess a broad range of skills and experience:



Commissioner James Condon

Territorial Commander

Commissioner James Condon has been a Salvation Army officer for 41 years. He has spent 19 of those years in charge of various churches, including three years in the United Kingdom. Other roles include public relations, church growth consultant, training officer, divisional leadership for six years, and executive leadership in Papua New Guinea, London and Sydney for the past eight years.



Commissioner Jan Condon

Territorial President of Women's Ministry

Commissioner Jan Condon has been a Salvation Army officer for 41 years and involved with women's ministry for most of that time. She has served in administration roles, and 19 years in various churches including three years in the United Kingdom. She has been in executive leadership roles in Papua New Guinea, London and Sydney for the past eight years.



Colonel Wayne Maxwell

Chief Secretary

Colonel Wayne Maxwell has previously served in church appointments, as well as in Salvation Army public relations. Prior to being appointed Chief Secretary, Colonel Maxwell led The Salvation Army's work in its North NSW and then South Queensland divisions. He holds a Diploma of Ministry, a Bachelor of Ministry and a Masters of Administrative Leadership, and has undertaken further study at the Army's International College for Officers in London.



Lieutenant-Colonel David Godkin

Secretary for Personnel

Over his 25 years in Salvation Army officership, Lieut-Colonel David Godkin has held a number of positions leading and pioneering churches. He has also been a Divisional Youth Secretary and Divisional Corps Program Secretary. Prior to becoming Secretary for Personnel, Lieut-Colonel Godkin and his wife, Lieut-Colonel Sandra Godkin, were the leaders of The Salvation Army's ACT and South NSW Division.



Colonel Robyn Maxwell

Territorial Secretary for Women's Ministries

Colonel Robyn Maxwell was commissioned as an officer of The Salvation Army in 1984. She has served as the leader of a number of Salvation Army churches, including Maclean (North NSW), Townsville (Central and North Queensland), and Menai and Dulwich Hill (Sydney). Moving into senior management, Colonel Maxwell has directed women's ministries in the Army's The Greater West, North NSW, and South Queensland divisions, before taking up her current appointment.



Lieutenant-Colonel Miriam Gluyas

Secretary for Program

Lieutenant-Colonel Miriam Gluyas has spent most of her ministry with The Salvation Army leading churches. As part of that she has worked with refugees and the poor and marginalised 4840. Training future leaders has always been a priority, at The Salvation Army's Training College, with young leaders, and as a Divisional Commander, heading The Salvation Army's work in Central and North Queensland.



Major Cecil Woodward

Assistant Chief Secretary

Major Cecil Woodward has held a variety of frontline and administrative support positions both inside and external to The Salvation Army during his 45 years as an officer. These have included leadership of local congregations, management of social centres, implementation of new programs and structures, as well as being a Salvation Army representative on various agencies. He holds a Social Work Degree as well as Masters in both Social Welfare Administration and Planning and Business Administration.



Lieutenant-Colonel Kerry Haggart

Secretary for Business Administration

Commissioned as a Salvation Army officer in 1982, Lieut-Colonel Kerry Haggart has 15 years' experience working in aged care administrative, business and management roles, including four years overseeing The Salvation Army Australia Eastern Territory's aged care centres. She has also held appointments as Territorial Assistant Secretary for Business Administration and Divisional Commander in the Newcastle and Central NSW Division. She holds an Associate of Theology, Bachelor of Commerce and Master of Administrative Leadership.

2011-12 year in review



July 2011 - NEW LEGAL SERVICE

The Salvation Army launches an innovative free legal service – Salvos Legal.



July 2011 - HOPE AFTER DISASTER

Announcement of a Sony Foundation Australia-funded Salvation Army Youth and Community Centre in flood-affected Goodna, Queensland.



September 2011 - WALKATHON

Aged Care Plus Walkathon raises \$46,000 for social justice projects in Australia and overseas.



December 2011 - ASYLUM SUPPORT

The Salvation Army wins a Department of Immigration and Citizenship contract to provide community care and welfare services for clients in community detention.



January 2012 - FLOOD RELIEF

The Salvation Army's emergency service teams support thousands of people affected by flooding in Queensland and NSW.





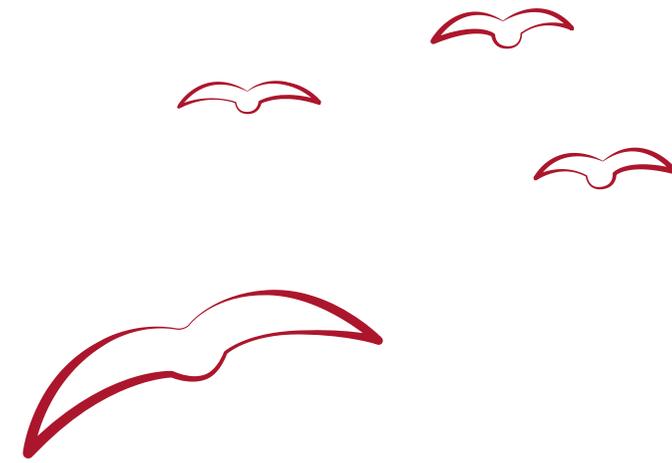
November 2011 - CELEBRATIONS

Salvos Stores celebrates its 125th birthday.



December 2011 - STILL STANDING

Launch of *Still Standing*, a DVD designed to assist people affected by disaster.



May 2012 - A VOICE FOR THE VOICELESS

The Salvation Army releases significant cost-of-living research that reveals the huge struggle many marginalised Australian families are facing.



June 2012 - NATIONAL RECOGNITION

The Salvation Army Recovery Services receives a prestigious National Drug and Alcohol Award for Excellence in Research.



June 2012 - RAISING AWARENESS

The Salvation Army facilitates the 3rd Australian Postvention Conference to raise awareness of the impact of suicide.



Freedom finances

Our mission in this Territory is to “save souls, grow saints and serve suffering humanity.” Our values flow from this: Compassion, Transformation and Integrity.

The primary services that we provide to the community include the following:

- Aged Care
- Chaplaincies (including hospital, court and prison, defence forces)
- Counselling services
- Crisis support including community housing service
- Drug, alcohol and gambling addiction rehabilitation
- Emergency/disaster services
- Family support services including family tracing
- Legal service/representation
- Overseas aid
- Sale of donated goods
- Youth, employment and training programs

The Salvation Army Social Work’s operating surplus before transfers to reserves was \$4.02 million (2011: \$33.60 million). There was a net transfer of \$0.99 million

(2011: \$30.05 million) to various reserves representing money spent on property projects and money set aside for later use for specific purposes in accordance with the wishes of the donors and The Salvation Army’s policies.

The Social Work’s revenue and expenses are summarised in the graphs.

The total revenue for the year was \$330.07 million. The total expenses for the year were \$326.06 million.

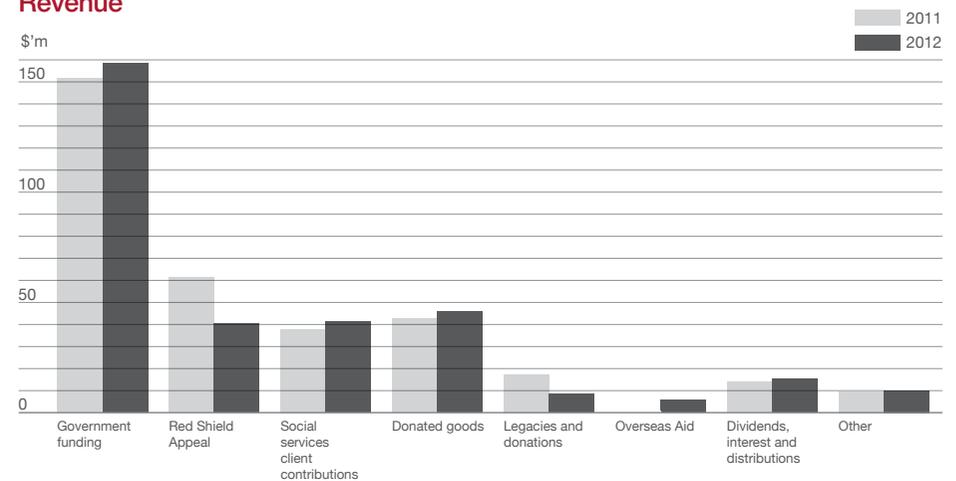
This financial summary may not contain sufficient information to allow a full understanding of the financial affairs of The Salvation Army Social Work. Copies of the annual report and the full financial statements, which are audited by KPMG, can be obtained from:

**Secretary for Business Administration
The Salvation Army
Australia Eastern Territorial Headquarters
PO Box A435
Sydney South NSW 1235**

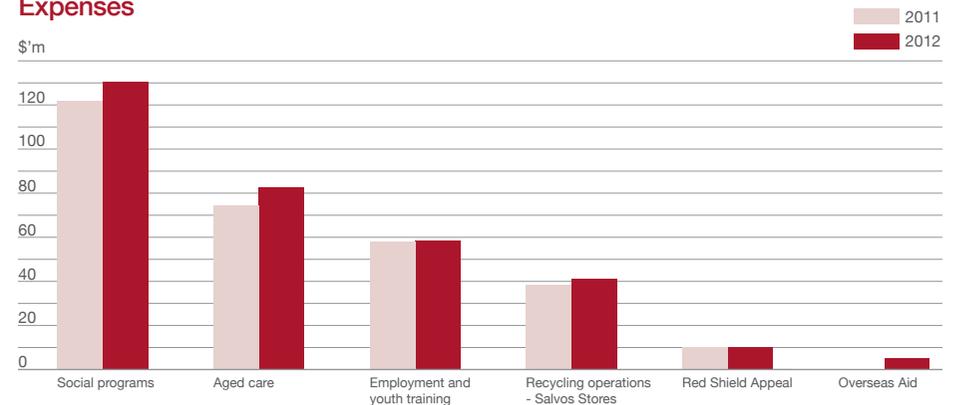
A copy of The Salvation Army (Australia) Self Denial Fund for Overseas Aid can be obtained from the above contact upon request.

The Salvation Army Australia Eastern Territory has been operating in Australia since 1880. We continue to provide successful service in NSW, Queensland and ACT with high standards of governance, to meet human needs in Jesus Christ’s name without discrimination.

Revenue

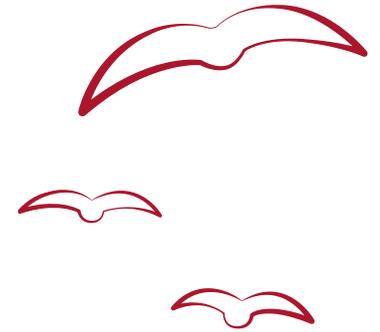


Expenses





Freedom from poverty



Supporting those in need

Our community service centres provide practical assistance for low-income families and individuals who are struggling to make ends meet. Specialist Salvation Army communities give long-term support and a place to belong for the disadvantaged and marginalised.

Immediate assistance

During the past year, The Salvation Army has provided immediate practical help to more than 80,000 people in need. This assistance has included:

- Cash / cheque
- Food vouchers or parcels
- Toys and food hampers at Christmas
- Clothing, furniture and other household items
- Accommodation
- Housing costs
- Electricity, gas, rates and other bills
- Public transport fares
- Medical and educational expenses

Communities that care

During the past year, specialist communities that embrace the disadvantaged and marginalised have increased their service provision.

Salvation Army survey in 2012 reveals increased level of poverty

- 52% of Salvation Army clients surveyed have gone without a meal
- 29% of Salvation Army clients surveyed cannot afford a decent meal at least once a day
- 59% of Salvation Army clients surveyed have cut down on basic necessities
- 45% of Salvation Army clients surveyed are pawning or selling possessions to make ends meet

At The Salvation Army's Sydney Streetlevel Mission a partnership with the not-for-profit organisation SecondBite and Coles supermarkets has enabled it to launch a new low-cost fruit and vegetable program.

– received approval to open a second service in south-west Sydney.

Streetlevel Brisbane secured a new premises to increase its services.

The Salvation Army's Food 4 Life market – providing fresh, healthy food at discounted prices to those in need

A voice for the voiceless

The Salvation Army has the privilege and responsibility of providing a voice to poor, marginalised and disadvantaged Australians who often struggle to be heard. Advocacy within government and corporate sector circles continued this year, as well as public awareness raising.



Celebrity Chef Curtis Stone visits Sydney Streetlevel in 2012.

In May 2012 The Salvation Army released the findings of a national survey of a selection of more than 1,700 clients. It found that Australia's two-speed economy does not appear to be slowing and that many Australian households have not seen improvement over the last 12 months and are still struggling to make ends meet.

“We are seeing large numbers of families – including working mums and dads – who just cannot make ends meet.”

The data was widely reported across all media and gave The Salvation Army opportunity to talk about its mission and services and speak directly with policy makers.

The Salvation Army has also joined with like-minded organisations this year to advocate for an increase in welfare payments, call for

the construction of more affordable housing and state our position on other state and federal government policies that affect low-income and welfare-dependent Australians.



Numbers that make a difference 2011-12

- 83,221 People given crisis assistance
- 4486 People given financial counselling
- \$38.8m Red Shield Appeal result – money to help people in need

Freedom story: Alison

By the time Warwick Farm resident Alison pays her rent and bills, the mother of four has just \$50 left to see her through the fortnight ahead.

“It’s really hard, the cost of living today is just unbelievable,” says Alison. “The cost of electricity and gas ... and there are always other things that come up – school fees or something - that sets you back.”

Alison says without The Salvation Army’s Warwick Farm Food 4 Life market (where she now works as manager) she would have been evicted and on the street long ago.

“We would have had no electricity, no gas. I would have lost the house because eventually I would have had to say, ‘well, we won’t pay the rent this week.’ ... I would have been on the street.”

Even though she works as the manager of The Salvation Army’s Warwick Farm Food 4 Life market, Alison is also one of the many locals who rely on the service to survive. Members pay \$10 a week to fill up a generous-sized bag with groceries from the market – staples like bread, milk, fresh fruit and vegetables, pasta, rice, sauces, tinned goods and cereals. Alison says the market is the only thing keeping food on the table for many families, like her own, that are living on the breadline.

Alison has been a client of The Salvation Army for a number of years. With four children and her partner regularly off work due to health problems, she struggles to make ends meet.

“It’s been really hard... but without The Salvation Army I’d be lost,” she says.

“Over these past few years I’ve learnt so much about managing my money, how to cook cheap meals that are still tasty and nutritious, and I’ve become part of a beautiful community where I know that I’m not the only one doing it tough.”





Freedom refuges



Accommodation and homelessness support services for young people

The Salvation Army is an industry leader in its response to homelessness. Its Oasis Youth Support Network offers cutting-edge programs that offer critical points of intervention and support for homeless and disadvantaged young people. Oasis works alongside a number of other outstanding Salvation Army programs specifically designed to help young people in need.

Outstanding programs

The Salvation Army launched a number of new programs to help homeless and disadvantaged young people this year:

- In Canberra, an ACT Government review of youth homelessness services led to The Salvation Army's Oasis Youth Support Network winning a tender to provide crisis accommodation services across the ACT – a major expansion that will see the service move into new premises and take on more clients.
- The Youth Outreach Service (YOS) in south Queensland gained funding for a full-time anger management program coordinator who offers group and one-on-one workshops. YOS also expanded at Caboolture, in the Moreton Bay Region.
- The Oasis Drive for Life program that provides driver-training for homeless and marginalised young people, expanded from inner Sydney to western Sydney

and the Central Coast thanks to a partnership with Skoda.

- An innovative hip-hop dance program – “Street Dreams” - for young people at risk of homelessness, began operation in Sydney, the Central Coast, the Hunter Valley and Brisbane this year.

“There are so many young people like me out there looking for places and people to find acceptance, value and somewhere to belong.”

- Asher, client of Oasis Sydney.

- At Oasis Hunter a new Ourspace youth outreach bus, fitted with computers, internet access, other multi-media equipment and a BBQ, began delivering outreach services in the area. Oasis Hunter also launched a number of family services this year, offering online information, parent support groups, a grandparents-as-carers camp and

general support for family members of homeless or at-risk people.

Outstanding people

The Salvation Army thanks all homeless support services workers for their tireless dedication throughout the past year.

In particular, the following people have won external recognition for their work:

- Lorne Lenz, Oasis Canberra. Given “Outstanding Contribution to Young People” award from the ACT Youth Coalition.
- James Cameron, Oasis Hunter. Awarded Youth Worker of the Year for Lake Macquarie by the NSW Government.
- Jason Poutawa, Oasis Sydney. Given Youth Worker Award by Sydney City Council.
- Samantha Gall, Youth Outreach Service, Brisbane. Awarded a News Limited Pride of Australia Medal.

Homelessness programs that make a difference*

SOS Crisis Case Management	
Individual young people assisted	202
Streetconnect Technology Bus	
Outreach contacts	16,121
Chaplaincy Support	
Outreach contacts	7668
Crisis assistance	2101
Choices Therapeutic Program	
Number of interventions	350
Counselling sessions	588
Outreach fitness centre	108
Boys group activities	0
Young parents program activities	47
Living skills activities	5
Freeway Outdoor Adventure Program	
Number of day activities provided	46
Freeway camps	1
Oasis Drop In Centre	
Breakfast/showers for those sleeping rough	732
Oasis Education	
Surry Hills school students	55
Chatswood school students	30
Pathways Pre-Employment Program	
Graduates who gained employment	11
Streetmedia Multi Media Programs	
Participants	245
Helping Young People Achieve (HYPA)	
Young people assisted	112



Freedom story: Daniel

Just a few years ago, Daniel was living on the streets and struggling. Today, he has a place of his own, has completed his schooling, is building a business in graffiti art and knows he has good friends and support.

"I am not fully transformed yet, but I have my goals and am well on my way to meeting them, not just wishing things would happen," he says.

Daniel believes that without the help of The Salvation Army Youth Outreach Service (YOS) in Brisbane's Fortitude Valley, he wouldn't be where he is today.

"The staff at YOS have always supported me and wanted to help with school work, financial and legal issues, and to have a place to sleep and food," Daniel says. "I don't know what I would have done without them."

"I've always loved graffiti and I really wanted to do it as a legal production," he explains. "YOS allowed me to do a mural on the side wall of their building

for my course, and we were all really happy with the result."

While Daniel was painting, a man from a nearby business approached him about doing some graffiti work for one of his clients.

"That was sweet, as I wanted to start doing more commission jobs and murals, but wasn't quite sure where to start," Daniel says.

Daniel has since done aerosol art for various companies and would like to expand this to other businesses, schools and to teaching young people how to paint.



2011-12 milestones

- Oasis wins ACT Government contract to provide emergency accommodation network for young people.
- Oasis Couch Project for youth homelessness raises \$36,000
- Oasis Hunter relocates to state-of-the-art new building
- PIF House opens in Sydney, offering medium-term accommodation



Freedom refuges



Accommodation and homelessness support services

The Salvation Army is an industry leader in its response to homelessness. As well as crisis, short and long-term accommodation, The Salvation Army runs a range of innovative programs to engage with and transition people out of homelessness.

Service transformation

Major service amalgamations in Brisbane and Sydney this year have seen homelessness and support services in each city brought together under one banner, leading to greater efficiencies and increased service provision to clients.

At Samaritan Services in Sydney:

- 15 chronically homeless people housed and supported with long-term assistance in the Inner City Integrated Services (ICIS) program.
- 51 homeless men supported into independent living in the Community Housing Outreach Program.
- Participated in joint case management of 56 chronically homeless clients housed in Camperdown Common Ground complex.
- 213 women were supported through Samaritan House.
- 60 women and 87 children received shelter and support at Carinya Cottage.
- 916 men supported at Foster House.

Pindari Services in Brisbane supports the following people on a daily basis:

- 90 people in men's crisis accommodation
- 18 people in women's crisis accommodation
- 35 people in men's community-based accommodation models
- 20 people in women's community-based accommodation models
- 40 people in resident recovery (mental health community-based)
- All of the above through Focus (education, training and employment)

Numbers that make a difference

11,000+

homeless people accommodated (short and medium term)

500+

people saved from homelessness through prevention programs

3000+

women assisted through domestic violence services

“It is encouraging to see women begin to find hope again, to begin to love themselves and who they were meant to be, to begin to plan for the future and dream of better things.”

- Salvation Army women's refuge manager.



A new administration building at The Salvation Army's crisis accommodation service in Toowoomba, south Queensland, opened this year, enabling extra services to be offered:

- financial counselling
- counselling
- emergency relief food, clothing and bills assistance

Life transformation

Our centres give clients a safe refuge where they can begin to transform their lives, accessing services that are tailored to suit their needs.

At Pindari Services in Brisbane, our women's refuge secured an \$11,000 grant from Brisbane City Council that enabled the service to provide "Welcome Home Packs" containing whitegoods, linen and food vouchers for residents who were transitioning from the service into their own homes.

Samaritan Services in Sydney launched an external catering service through its professional kitchen at Foster House. The service provides top-class catering for corporate functions and offers barista courses as well as other training opportunities to clients.

Community transformation

The reopening of The Salvation Army's Waterloo Community Centre, under the banner of Samaritan Services, this year enabled community-enriching programs to be offered. These have included:

- photography course and exhibition
- regular community markets
- cafe church
- market garden

At Glenhaven Crisis Accommodation in Brisbane, the donation of an 11-seater bus in 2011 has greatly assisted with service provision, e.g., transporting children to school, families to church, vacation care and other outings.

Freedom story: Barry

After living on the streets for 12 years, Barry came into contact with The Salvation Army's Samaritan Services and found a home at Foster House, a shelter for homeless men.

"For those 12 years I was depressed, I lost hope and lived day after day on the streets not knowing or caring what the following day would bring," he says.

"Shortly after moving into Foster House I asked whether there were any opportunities to volunteer and that is when I was put in contact with Kristoff [Kristoff May – Catering Manager, Samaritan Services] and started the barista course which he was running."

Through this training, Barry was able to rebuild his self-esteem and a sense of self-worth. He was employed on a casual basis at The Salvation Army

Waterloo Community Centre, which opened late last year.

Due to the success of the community centre, Barry was subsequently promoted to cafe manager and now works full-time. It has enabled him to live independently.

"Gaining skills through the training at Samaritan Services has meant I can be self-reliant as well as being able to live independently," Barry says.





Freedom from addiction



Recovery Services

The Salvation Army Recovery Services is committed to bringing hope, healing and wholeness to all people adversely affected by alcohol, drugs and gambling. It offers a range of programs and treatment services, from residential therapeutic communities to detox services to day programs. It also provides numerous church and community-based recovery programs.

Award-winning treatment

This year, The Salvation Army Recovery Services was awarded a prestigious National Drug and Alcohol Award for Excellence in Research. The joint award was presented to The Salvation Army and its research partner, Illawarra Institute for Mental Health, University of Wollongong. The research has been ongoing for the past six years and is focused on how to best improve every aspect of life for a person in recovery: both during and after recovery treatment.

This year, Recovery Services introduced an updated Bridge Program that included the introduction of a staged completion model that provides more targeted and flexible treatment options to the community.

Service expansion

The Salvation Army has secured planning approval for a new Recovery Service centre on the NSW Central Coast. The Dooralong

Transformation Centre will incorporate existing men's and women's recovery programs and offer a best-practice model of treatment in a tranquil bush setting.

"I can't believe the change in me ... I like who I am. I'm proud of what I've done."

– participant, Blue Mountains Recovery Services

In 2012, The Salvation Army took over the operation of an Indigenous treatment centre in Mt Isa, north-west Queensland. The program caters for men and women, including couples, and there are plans to expand the service to allow for children.

The Salvation Army announced in 2012 that it would trial a new approach to identifying and assisting problem gamblers within the clubs environment. Under the trial, to be held at the Mingara Club on the NSW Central Coast and funded by

The Salvation Army, uniformed chaplains will visit poker machine areas for up to 15 hours a week.

Evidence-based advocacy

As part of its service to the community in educating Australians about the dangers of drugs, alcohol and gambling, The Salvation Army released significant research on alcohol consumption and mental health during Alcohol Awareness Week 2011.

The Roy Morgan research found that 15.1 million people aged 14 plus (81 per cent) consider that drinking alcohol can worsen a person's state of mental health.

The Salvation Army also joined with other churches, civil and consumer groups in supporting the national "Stop the Loss" campaign. The campaign was designed to educate the public and policy makers on the tragedy of poker machine addiction and its effects on the families of gamblers.



Bridge Program - successfully reducing crime activity

Participants reported significant reductions in criminal activity and in being charged with a criminal offence.

	Pre-treatment	Post-treatment
Percentage of people incarcerated	46%	4%
Percentage of people charged	32%	16%

Bridge Program - successfully reducing drug use

Participants showed significant reduction, at follow up, in relation to alcohol and other drugs use.

Primary substance of abuse	Pre-treatment	Post-treatment
Alcohol	69%	29%
Heroin	44%	17%
Methadone	50%	0%
Sedatives/tranquilisers	57%	0%
Cocaine	25%	0%
Amphetamine	57%	12%
Cannabis	71%	19%

Freedom story: Matt

Matthew Lynch says if it wasn't for The Salvation Army, he'd be dead.

There is much of his life that he doesn't remember such is the haze of those alcohol-filled years. But Matt does remember walking into The Salvation Army's Alf Dawkins Detoxification Unit in Sydney and experiencing an intense feeling of relief and happiness.

"I just knew I was going on a journey with people who knew what they were doing. I surrendered my own will over to the Salvos because that's what they do – they help people," he says.

After an adolescence spent self-medicating to cope with his Attention Deficit Hyperactivity Disorder, Matt's adulthood became a non-stop cycle of drug use and abuse. Despite landing a promising job as a sound operator then cameraman at a Sydney television station, he couldn't contain his addiction. Weekend party binges soon flowed over into the week and in the end, he couldn't hold down a job.

"I'd drink, pass out, get up, drink, pass out. The whole day, every day... It got to the point where I was drinking methylated spirits," he says.

At his lowest point he had been hospitalised three times in one week, was listed as a missing person and tried to kill himself by running into raging

waters off Tamarama Beach, in Sydney's eastern suburbs, during a storm.

"I came home and said to my mum – 'I surrender'."

Matt's journey since then has been a long and difficult one, but he says he's finally found true happiness. He says that completing The Salvation Army's Bridge Program for drug and alcohol rehabilitation gave him the opportunity to take a sober look at himself, to discover who he really is, how his addiction had taken hold of him and how to deal with it in a positive way:

"I discovered that I'm not a bad person ... I was able to get in touch with myself and stop that sickness of worry for the future and the past," he says.

"The Salvation Army saved my life. They taught me how to give. I was a 'taker' - I just took and took, I expected everything for nothing. And the Salvos are the opposite and they taught me to give."





Freedom in crisis



Salvation Army disaster response

Salvation Army personnel are on hand in the midst of crisis and disaster situations nationally and internationally. Our Salvation Army Emergency Services (SAES) teams specialise in food services, providing for both disaster-affected people as well as emergency services and support staff. As well as crisis response, The Salvation Army is committed to providing ongoing ministry to those in recovery after disaster.

Prepare

Throughout the year, Salvation Army Emergency Services conducted 35 volunteer training days and participated in 20 mock disaster and training exercises with other emergency services personnel.

Equip

State-of-the-art portable shelters were purchased this year to enable Salvation Army Emergency Services to set up large temporary accommodation shelters, food service areas and welfare offices on site in a disaster zone.

Three of our Major Feeding Units were deployed during the NSW flooding that impacted communities from Moree in the north-west of NSW, to Windsor (north-west Sydney), Wagga Wagga and Deniliquin in the Riverina, in early 2012. Crewed by SAES volunteers, these units provided refreshments and meals to affected residents and emergency services personnel.

Many other locations were provided services by our emergency catering trailers and SAES volunteers.

Respond

The Salvation Army Emergency Services has responded to 45 disaster incidents during the past year, including flooding in Queensland and in north and south NSW. Thousands of meals have been served at evacuation centres.

One of the significant tasks this year was at Deniliquin where the NSW Government set up a 500-bed temporary accommodation centre at the local showground, to support the residents of Hay who had to evacuate their homes during flooding. SAES volunteers provided 3559 meals in this one centre alone.

Other assistance such as clothing, household goods and emergency relief funding was distributed, and emotional

support was also provided in many of these communities by the local Salvation Army centre.

Recover

Picking up the pieces of a home shattered, a life lost or a livelihood ruined is a long and painful process. The Salvation Army is at the front line when disaster strikes, and our presence continues long after the evacuation centres close down.

In flood and cyclone-devastated Queensland, The Salvation Army continued to provide support and resources throughout last year. We have sown seeds of hope into disaster-struck communities, setting up centres, programs and services that will operate well into the future.

One of those areas is Goodna where, in conjunction with Sony Foundation Australia, we announced the building of a youth and community centre. We have developed similar hubs in Dalby and Innisfail.



2011-12 milestones

- Launch of *Still Standing*, a DVD designed to assist people affected by disaster
- Announcement of a Sony Foundation Australia-funded Salvation Army Community Centre in flood-affected Goodna, Queensland
- The Salvation Army distributes 5000 *Feelings are Okay* disaster assistance workbooks for children to Queensland schools in disaster-affected zones.



Salvation Army Emergency Services 2011-12 statistics

Meals served:	36,188
Volunteers who served:	1510
Situations responded to:	Total of 192, (45 operations and 147 training)
Training sessions held:	35
Volunteer hours worked:	7104 hours



Above: Salvation Army Major Paul Moulds (left) holds a \$2 million donation cheque for the Youth and Community Centre at Goodna with Chairmain and Chief Executive of Sony Music Entertainment, Denis Handlin, and *Today Show* co-host Karl Stefanovic.



Former QLD Premier Anna Bligh and The Salvation Army's Major Paul Moulds with the cast and crew of *Still Standing*, a Salvation Army DVD designed to assist people affected by disaster.

Freedom story: Terri-Ann

"I woke up and there was water rushing through the gully ... overnight the house flooded completely to the spine of the roof."
– Fernvale resident, Terri-Ann

Terri-Ann, her partner and three children lost all their belongings in early 2011 when flooding devastated Ipswich.

A short time later, Terri-Ann and her family were moved into temporary accommodation, a tiny 3m x 6m donga where they lived for the next eight months.

The stress of living in such close proximity and dire circumstances in the donga put a severe strain on the family.

"Looking back, I just don't know how we did it," says Terri-Ann. "Then The Salvation Army showed up and they found us more suitable accommodation.

"They helped me go through the motions with my landlord and made sure we had everything we needed."

Terri-Ann and her children started attending the local Salvation Army church which, she says, helped keep her family together during those stressful months.

"Just having that support really gave us hope, we knew that the Salvos had our back. It was lovely to know that we didn't have to do it all on our own.

"The Salvation Army have been so much a part of my life this year, I'm never going to forget it."





Supporting freedom



Chaplaincy

The Salvation Army has chaplains who assist in many areas of need in the community. There are chaplains who assist at hospitals, courts, prisons, schools, universities, airports, legal services, statutory chaplains to police, fire, rural fire services and our specialised rural and Outback Flying Service chaplains.

Support as they grow

In January 2012, The Salvation Army gained funding under the Federal Government's National School Chaplaincy and Student Welfare Program to provide part-time chaplains to seven schools in NSW. These chaplains have provided a positive presence for young people and have run various programs on issues such as behaviour management. Many Salvationists in the ACT and Queensland also fill school chaplaincy roles.

“The duty of the chaplain is to be a presence, to offer a listening ear, to support, and to refer to other services.”

Supporting our community

- After 10 years of faithful service by volunteers, The Salvation Army in 2012 appointed a full-time chaplain to oversee operations at Sydney's international and domestic airports. Major Joanne Slater

oversees the work of the volunteers and is on hand at the airports herself, to provide a listening ear and practical support to airport staff and travellers in need.

- In 2012, The Salvation Army also extended its brothel chaplaincy to western Sydney. A team of women from Auburn Salvation Army work with teams from another Christian organisation and visit, befriend, support and provide practical help to women working in local brothels. The program also runs in inner-Sydney.

Support from within

With the launch of Salvos Legal in 2011, Major Susan Reese was appointed as chaplain to the service and supports clients, who are often very distressed, through their legal process. Major Reese joins a number of other chaplains who serve within Salvation Army services such as Aged Care Plus, Salvos Stores and Employment Plus.

Year of the Farmer

To mark the Australian Year of the Farmer in 2012, head of The Salvation Army, Commissioner James Condon wrote an open letter to all Australian farmers, which was widely distributed by rural chaplains. In it, he sent a clear message that The Salvation Army is still committed to serving rural people, now and into the future.

This year, rural chaplains were heavily involved in disaster assistance and emotional support after extensive flooding in Queensland and NSW, providing:

- \$320,703 in disaster relief grants
- \$490,000 in flood and recovery assistance gift cards and cash grants



New Chopper: After the 2011 Queensland flood crisis, The Salvation Army's Outback Flying Service was given a new helicopter for the ongoing help and support of rural and remote Australians. The Robinson 66 Turbine helicopter was generously funded by Parmalat (producers of Pauls Milk).



During the past year Salvation Army rural chaplains participated in

- NSW Rural Mental Health Network
- Murray Darling Basin Plan Community Consultations
- NSW Rural Chaplains Network
- School Religious Education
- Men's Shed programs
- Regional Community Recovery Committees
- Regional and local Disaster Welfare Committees
- Rotary
- Local and regional service provider networks
- Regional agricultural shows and expos

Key figures

- 31,831 pastoral support contacts
- 17,339 new contacts
- 2444 Christmas gifts distributed
- 10,137 Bibles and other literature distributed
- 428 chapel services
- 34 funerals
- 2822 people led through the Positive Lifestyle Program

Freedom story: David

David* had been in and out of juvenile detention centres since he was only 12, and had spent more than 28 of his 40 years in either detention or prison.

Somehow, despite a serious drug habit, during his times on “the outside” David managed to gain excellent work qualifications and was - and still is - very talented in his field. But he would regularly sabotage his life and fall back into heavy drug use and then crime, to fund his habit.

During one court appearance, David sought out Salvation Army Major Cheryl Hall (chaplain to Campbelltown Regional Courts in NSW) in a last-ditch effort to turn his life around. Seeing that David was serious, Major Hall immediately referred him to drug and alcohol counselling. She then began to work with him on a one-to-one basis, through the 10-12 week Salvation Army Positive Lifestyle Program (PLP).

“PLP is an extremely confronting program and I tell participants they have to be completely open and deal with their issues as we get to them,” says Major Hall.

“Where needed, as issues arise, we also refer them on to specialist counselling such as drug and alcohol counselling, relationship counselling or financial counselling.”

The program looks at a range of topics including self-awareness, grief and loss, anger, depression, assertiveness, loneliness, creative problem solving, self-esteem, stress and goal setting.

“For David, the course helped turn his life around,” says Major Hall.

“He has completely given up the drugs, completely changed the people he mixes with, he’s finished a course and has returned to work and he’s sorted out his relationship. His family is now very close and supportive. They have seen such huge changes in him.

“David is just so happy and he wants to help other people now that he’s stable himself. He really is a completely different man.”

**Name changed to protect privacy*





Freedom to heal



Salvation Army Counselling Services

The Salvation Army offers hurting Australians various forms of counselling support, from free, confidential, over-the-phone help through Salvo Care Line, to professional face-to-face counselling services.

Our specialist financial counselling service, Moneycare, helps families and individuals to deal with the stress of financial burdens, and our Positive Lifestyle Program offers people a chance to make healthy choices for their future.

Reaching out

The Salvation Army has increased its face-to-face counselling services, expanding its NSW Central Coast service and doubling the number of flood relief counsellors in Queensland. A counselling internship program has also expanded.

Our Positive Lifestyle Program is continuing to offer tailored programs to different cultures and age ranges. This year, programs were developed for Australians of Sudanese background, young people aged 14 and over, and Aboriginals living in urban areas.

The Salvation Army's Moneycare Financial Counselling Service has expanded significantly over the past year, offering new services to help people in disaster-affected areas of Queensland.

In September 2012, our no interest loans program, Salvos NILS, celebrated its second year of operation, having provided more than 300 loans of up to \$1500 to help people in need obtain essential items or for emergencies. The NILS program continued to expand to more Salvation Army centres in NSW and Queensland.

Strengthening our people

The Salvation Army's counselling service trained officers this year in:

- Developing healthy boundaries
- Sustaining ministry
- Encouraging support networks
- Addressing mental health and stress management issues
- Suicide awareness, prevention and intervention strategies
- Crisis intervention and trauma counselling

Innovation

The Salvation Army's counselling services strive to serve Australians by using evidence-based models of care at the forefront of industry practice. This year, staff at all services continued to upgrade skills and undertake further training. Salvo Care Line in Brisbane revolutionised its Certificate IV course in liaison with the University of Queensland, leading to a 35 per cent increase in volunteer retention rates.

The Salvation Army Counselling Service upgraded its internet capacity to enable online pastoral supervision and counselling for people in isolated rural areas.



“Whenever there is someone out there that needs someone to listen to them, someone who is hurting, I am there on my shift. I am not a problem solver, but if I can fill the gap of loneliness and hopelessness, I’ll do my best ...”

– Long-serving counsellor Daphne Hearn, who has been with Salvo Care Line for the past 20 years. Aged 80, she retired in 2012.



2011-12 milestones

- Targeted Positive Lifestyle Programs developed for Australians of Sudanese background, young people aged 14 and over, and Aboriginals living in urban areas
- Counselling services extended on the NSW Central Coast
- Grief counselling partnerships developed with funeral homes
- Salvo Care Line Brisbane website launched
- “You’re the Boss” free money management program developed

Freedom story: James D*

Some people say counselling doesn’t make a difference.

It does.

My childhood involved considerable trauma – constant near-death experiences due to ill health over many years, and the harshness of a 1950s dad who was a member of the armed services.

Those experiences left their mark in my adult life. I never stopped. To stop was to face a dread I couldn’t cope with. I never got sick – or rather, the only times I got sick coincided with having to be taken by ambulance to hospital because I would push myself and go until I collapsed. My relationships were foundationally unhealthy. I got involved with people because of my need to be busy and useful, not because of what it meant to meet others as persons.

So I sought help.

And found it, first with a private counsellor, then a church agency, and eventually, for the long haul, with The Salvation Army Counselling Service.

One milestone I vividly remember is waking up without terror. It took a while to get used to the idea that it wasn’t going to come back, but it never did.

I had no idea how good it was to lie in bed on a Sunday morning when, in my life previously, I have had to get up the moment I woke because it was the only way to shake the terror.

Counselling has brought me many victories like that, some smaller, some sooner, some foundational and rewiring me for life.

My counselling journey is now over. I have an executive-level consulting business that takes me around Australia, I can walk along the beach and breathe the air with my new partner and our dog, and give something back by supporting other trauma victims.

It’s really good living this side of the darkness.

* Name changed to protect privacy



Freedom through family



Family Tracing

The Salvation Army Family Tracing Service is dedicated to locating missing relatives and reuniting families. The service dates back to the 1880s and Australia is just one of more than 120 countries in which it operates.

Success

The Family Tracing Service has had another successful year, locating 66 per cent of its missing persons cases and reuniting nearly half of all people found with their searching family member.

Statistics – an invaluable resource

The Australia Eastern Territory Family Tracing Service has been keeping electronic records since the early 1990s, affording it an invaluable source of statistics in the area of missing persons.

A report on these statistics in 2012 revealed that the majority of people who wish to search for a missing relative are female, and most of them are mothers. The top three reasons for family separation were given as:

- change of address
- adoption
- divorce/separation of parents

Sharing our knowledge

Discussions have been held with academics and other service providers to look at how The Salvation Army Family Tracing Service statistics can be used to further research in the area of missing persons.

This research could give authorities and service providers valuable information about what type of people go missing, what leads to family breakdown and at what point people wish to be “found” or reunited with their family members.

The leaders of the Sydney and Brisbane Family Tracing Services have continued public education this year, speaking about family reunification to various community groups, stakeholders and the media.

Key figures

799 – searches started
529 – searches successful



The Salvation Army operates Family Tracing Services in more than 120 countries:



Freedom story: Peter

Peter always knew he was adopted and lived with a niggling sense of curiosity about his birth parents and family. But for some reason he kept putting off officially searching for them.

But two years ago, he came across The Salvation Army's Family Tracing Service.

"Allyson was just amazing," he says of Allyson Sutherland, the Family Tracing Service post adoption case worker who took on his search.

Within six months, Peter received a call to say that information about his mother had been uncovered. Unfortunately, it wasn't good news - Peter had started the search just a little bit too late as his mum had passed away a few years earlier.

Peter agreed to continue the search to see if his birth siblings would be interested in meeting him. Within days, he says, he was "receiving calls left, right and centre" from a family ecstatic to have found him.

The family organised a dinner at one of Peter's aunt's houses in Sydney and family members travelled all the way from Melbourne for the reunion.

"The 17th of May 2011," Peter says. "Some dates just stick in your mind. We all got together for the first time... I thought it might be just a quiet little night but it went on until the wee hours of the morning!"

The reunion exceeded all of Peter's expectations. "I had no expectations so in one way I was never going to be disappointed." Instead, he's been delighted at the level of involvement he now has with his birth family.

Since their first meeting, Peter and his own family have been on holidays with his newfound siblings and their families and, in 2011, spent Christmas with his extended birth family.

"That was awesome. Basically we've got no family at all so my kids had what they say was their best-ever Christmas because they had nieces, cousins, uncles and aunts - there was probably 30 people in the room!"

"It feels really good," Peter says of finding his family. "We have a real sense of belonging with the whole crew."

"I don't think I would have ever found my family if I didn't have the Salvos."



Peter's new-found family: Front row (L to R) Peter's sister, Peter, Peter's Aunt and younger brother. Back row (L to R) Peter's older brother, sister-in-law and Aunt.

Freedom through the law



Salvos Legal

Salvos Legal is a revolutionary legal service. It provides quality commercial and property law advice on a paid basis. However, all fees (less expenses) fund its “legal aid” sister firm, Salvos Legal Humanitarian, which is a full-service free law firm for the disadvantaged and marginalised.

This year, Salvos Legal Humanitarian staff and volunteers dealt with more than 5000 matters for vulnerable and disadvantaged Australians.

National exposure

The launch of Salvos Legal’s commercial operations by the NSW Attorney General at Parliament House in July 2011 received national exposure, with an ABC 7.30 *Report* feature broadcast across the country.

“It’s satisfying to know that I can help out people who wouldn’t otherwise have access to these legal services.”

– Volunteer lawyer Donald Chen.

Since then, Managing Partner Luke Geary has maintained a high level of public exposure, speaking regularly on ABC Radio’s 702 Sydney and offering comment on legal issues to various public and industry media.

Expansion

Over the past 12 months, Salvos Legal Humanitarian has expanded from NSW to Queensland, opening bureaus in Goodna and Stafford. A joint project with Canterbury City Council saw Salvos Legal Humanitarian expand its presence in Sydney with a new service in Lakemba.

Salvos Legal Humanitarian now operates seven advice bureaus in NSW and Queensland, dealing with more than 260 cases free of charge every fortnight without any government funding.

“Salvos Legal is the only law firm of its type in Australia.”

Corporate and industry support

Since the launch of Salvos Legal’s commercial operations it has received property and transactional law instructions from a number of large corporations such

as the Commonwealth Bank, CBRE, and other Salvation Army entities. Instructions have also come from private clients.

Salvos Legal’s popular free lecture series continues to attract a range of high-profile judges and magistrates. More than 380 solicitors and barristers attended the last lecture series in March 2012 and made donations of approximately \$20,000 for Salvos Legal Humanitarian work.

Supporting the mission

Salvos Legal is passionate about supporting various aspects of the mission of The Salvation Army.

A territory marked by prayer and holiness:

The Salvos Legal chaplain works with lawyers to facilitate holistic support for clients who may be in need of spiritual guidance and assistance with welfare matters in other areas of their life.



2011-12 milestones

- Launch of Salvos Legal commercial firm
- 5000 humanitarian matters dealt with
- Three new humanitarian bureaus opened

Corporate clients include

- Commonwealth Bank
- CBRE
- Transport NSW



Youth trained and sent out to frontline mission: Salvos Legal engages youth through its volunteer program. Young people provide administrative and legal support to headquarters and advice bureau staff, and are passionate about the cause.

Significant increase of new soldiers and officers: Salvos Legal has seen a number of its clients, persons in addiction facing jail as well as victims of horrible crimes seeking vindication of their legal rights, become members of local Salvation Army churches.

Freedom story: Belinda

“When I first met Luke Geary (founder, Salvos Legal) I was too scared to be in the same room with him. I had suffered so much violence and abuse at the hands of men that I couldn’t trust anyone...”
– Belinda, Salvos Legal client.

Belinda was Salvos Legal’s first client and when she first met then volunteer lawyer Luke Geary in 2005 she was a broken woman. Salvos Legal has helped her turn her life around.

After initially helping her with a housing matter, Luke Geary discovered that Belinda was determined to change her life. She had already started rehabilitation, counselling and domestic violence education and Luke encouraged Belinda to undergo further psychological treatment.

After a setback in 2007 in which she was charged with reckless wounding Belinda again sought help from Salvos Legal and again underwent drug and alcohol rehabilitation, along with further psychological treatment.

In the time it took for her case to come before the court she was a different woman. Her appearance, demeanor, attitude and even the way she spoke had changed.

She was found guilty but the judge decided to give her a chance, recognising the enormous improvements she had made. She was placed on a 12-month bail condition to enable her to continue in her various treatment programs.

Belinda is now passionate about helping other women in situations of violence and abuse. She is enrolling in a law degree and

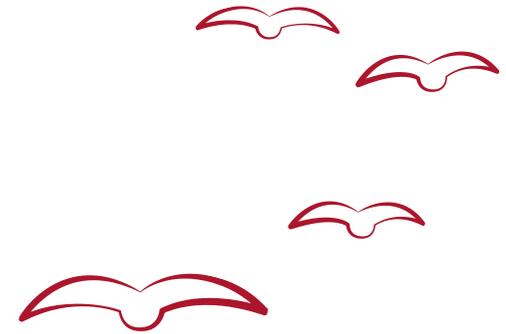
volunteers weekly at The Salvation Army at Auburn, helping out with making Salvos Legal clients feel welcome and assisting the Chaplain who works with the people who have other needs in addition to their legal issues.

Her story is one that could have ended in tragedy, yet it has ended in triumph: “The Salvation Army saved my life,” she says.





Freedom communities



Supporting new arrivals

Migrating to Australia can be a lengthy, difficult and traumatic experience. The Salvation Army welcomes new arrivals to the country with open arms and runs a number of specific programs to support them.

Sheltering those in need

Support for Asylum Seekers

After winning a Department of Immigration and Citizenship contract to provide “Community Care and Welfare Services for Clients in Community Detention”, in late 2011 The Salvation Army began providing supported housing to people waiting the determination of their immigration status.

Asylum seekers involved in the Freedom Communities program are appointed an individual case-worker who visits them on an almost daily basis. They introduce and orient the asylum seeker to Australian society and their local community, encourage community involvement and provide social and emotional support.

Support for People Who Experienced Slavery and Human Trafficking

The Salvation Army operates Australia’s only safehouse for people who have experienced human trafficking, slavery or slavery-

like practices. In addition to providing residential and non-residential care to men, women and young people, the service has expanded by delivering interventions that prevent people at-risk of trafficking/slavery from becoming victims of crime.

A key partnership in the success of the safehouse is the support provided by Salvos Legal, which with its comprehensive legal services helps ensure access to justice in the areas of criminal, migration, civil and family law.

Encouraging integration

In areas of ethnic diversity, The Salvation Army encourages integration and healthy communities by running a number of programs for migrants, including English classes, job training and other support services.

This year, a multicultural driving school began operating at a Salvation Army

church in western Sydney. It came about in response to a growing number of new migrants being unable to secure employment because they didn’t have a driver’s licence.

“Multiculturalism is one of the biggest issues facing Australia and we want to be effectively ministering to people from all nations.”

– Salvation Army Captain Nesan Kistan

In November 2011, more than 230 people, the vast majority newly arrived refugees to Australia, took part in The Salvation Army’s Kwetu Camp. Auburn Salvation Army developed the camp to help transition new arrivals into Australian society.

High-level advocacy

In an effort to increase awareness about issues facing migrants, refugees, asylum seekers and the serious reality of human



Above: Major Lyall Reese gives advice to a student of The Salvation Army's multicultural driving school.

Left: The Salvation Army's Kwetu Camp gives newly arrived refugees a welcoming start in Australia.

2011-12 milestones

- The Salvation Army successful in tender for community detention of asylum seekers
- Freedom Advocates anti-trafficking project launched
- Salvation Army opens multicultural driving school
- Project Futures cycle ride raises \$40,000 for The Salvation Army's anti-trafficking initiatives

trafficking in Australia, The Salvation Army regularly meets with policy makers and other service providers.

In 2011, the Freedom Advocates Project was launched – a partnership between Project Futures and The Salvation Army. Its aim is to train and empower people who have experienced human trafficking/slavery to become advocates for social change. Such advocacy aims to improve community and government programs and policies to better help others in the same situation.

The launch was followed by a fundraising cycle from Sydney to Canberra to raise awareness about the extent of human trafficking in Australia. Cyclists also raised \$40,000 for the Freedom Advocates Project.

Freedom story: Ali

Ali is a 37-year-old Hazara man. He entered the care of The Salvation Army in January 2012. Ali left Afghanistan 18 years ago after returning home from work one day to find that his brother had been killed and his father beaten unconscious by the Taliban. Knowing that the Taliban would be back for him later that night, he had little choice but to take what little belongings he had and flee over the border to Quetta in Pakistan.

Ali spent the next 15 years in Pakistan where he met his wife. They now have three children. Because Ali and his family weren't recognised as refugees in Pakistan, they had limited access to education for their children, basic health services and work rights.

After years of persecution, Ali and his wife made the terrifying decision to let him find refuge in Australia. It took nine months for Ali to make his way to Australia. He then spent a further 15 months in detention centres across the country.

After entering the care of The Salvation Army, Ali was given the opportunity to volunteer at The Salvation Army Family Store in Cairns. He relished the work and volunteered every day at the store for more than five months.

Recently, Ali was granted his protection visa and status to live in Australia. A position at the Family Store opened up shortly after and the store manager had no hesitation in offering it to Ali who eagerly accepted.

Ali said that he would love to continue to work for The Salvation Army because "they have given me so much, so of course I want to work for The Salvation Army. It gives me an opportunity to give back to the community."

Ali is starting the legal process for his family to join him in Australia.



Freedom in retirement



Aged Care Plus

The Salvation Army Aged Care Plus has an 'uncompromising commitment' to meet the physical, emotional and spiritual needs of each person in our care.

Committed to our mission

Aged Care Plus is committed to the mission of The Salvation Army.

Chaplains are available to residents, staff and volunteers 24 hours a day to provide spiritual and emotional support as well as to facilitate community-building events and activities within each centre.

Our staff and residents are passionate about social justice and enthusiastically participated in a range of mission activities this year to support and raise money for various causes.

The highlight was the 2011 Aged Care Plus Walkathon which raised \$46,000 for two Salvation Army projects to improve the lives of young people in Australia and overseas:

- Construction of a school in war-torn Sierra Leone
- Holiday camp for children affected by the 2011 Queensland floods

“The number of residents, staff and volunteers who made a commitment, or recommitment to the Lord increased.”

Fellows Program

Aged Care Plus names the first recipients of its Fellows Program – an innovative scholarship program to support professional development for talented individuals within The Salvation Army.



Walkathon

The Aged Care Plus Walkathon involves hundreds of staff, residents and supporters across NSW, ACT and Queensland and raises \$46,000 for social justice projects in Australia and overseas.

International Exposure

Aged Care Plus CEO Sharon Callister speaks at the International Association for Homes and Services for the Ageing Conference in Washington DC.

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011

Flood Relief

Aged Care Plus wins government funding to implement a care and counselling program in Queensland for flood-affected frail older people, or people with a disability and their carers.

Ahead Of Schedule

Aged Care Plus releases a mid-plan report that reveals it is ahead of schedule in meeting its objectives under a five-year strategic plan.

Elizabeth Jenkins Place

The first sod is turned on the site of Aged Care Plus Elizabeth Jenkins Place site on Sydney's northern beaches.

New Services

The 2011 Aged Care Approvals Round - allocated through government tender - includes new residential places for Aged Care Plus and a small number of community care packages.



Providing personalised care

The Salvation Army Aged Care Plus provides residents and their families with a person-centred model of care that ensures they get the care they need whilst continuing to live the life they want.

Each of our residents partners with us in creating a care model that is unique to their needs – leaving individual life choices in their hands around things like meal times, food choices, daily schedules and levels of involvement in community activities.

Investing in our people

We understand the direct link between engaged staff and satisfied residents. That's why our personnel are supported and given best-practice training and education – qualities that define Aged Care Plus as an employer of choice in the industry.

Nothing better showcases the Aged Care Plus commitment to its people than the Aged Care Plus Fellows Program. The scholarship program financially supports professional development for talented individuals who have shown exceptional

creativity and have made a positive difference to The Salvation Army.

Strengthening our buildings and infrastructure

Aged Care Plus is committed to modernising and upgrading our buildings and infrastructure. New centres are constructed using our peer-reviewed 'neighbourhood model' – a cutting edge design in which our centres are places of community featuring clusters of houses that enjoy close access to a range of neighbourhood facilities and services.



Highly Commended

Aged Care Plus is highly commended at the 2012 National Information Technology in Aged Care (ITAC) award ceremony in Melbourne.



Fairview Opens

The "Fairview Wing", a multi-million-dollar refurbishment of Macquarie Lodge Aged Care Plus Centre in Sydney, opens.

January 2012

February 2012

March 2012

April 2012

May 2012

June 2012

Safety First

New occupational health and safety policies and incident reporting guidelines are implemented at all Aged Care Plus centres.

Centre Upgrades

Aged Care Plus finalises a capital works review - committing to an injection of \$40 million of refurbishments and rebuilding projects over the next five years.

Roadmap For Change

Aged Care Plus releases its Roadmap for Change response to the Federal Government's aged care reform package, 'Living Longer Living Better'.



Freedom to hope



Hope for Life

Suicide claims the lives of over 2000 Australians each year. The information and training programs available through Hope for Life are designed to help people to know how to respond to those who may be at risk of suicide and others who have been bereaved by suicide.

Over the last 12 months, Hope for Life has:

- Continued to raise awareness about suicide prevention
- Delivered a range of training courses to more than 1000 Australians

Living Hope training

The Living Hope Bereavement Support Training is a comprehensive program that covers all aspects of suicide bereavement. This includes practical matters to be attended to following the death of a loved one, the grieving process, aspects of spirituality, the influence and impact of culture on grieving, understanding emotions, and a host of helpful information which aims to equip potential care givers to support individuals and families through the devastating experience of losing a loved one.

“People need a listening ear, they need support, they need hope. Hope saves lives.”

In the past 12 months:

- 39 Living Hope training courses have been conducted across Australia
- 534 people have been trained
- 350 people have undertaken the training online

The other key training program that is available from the Hope for Life website is the QPR (Question, Persuade and Refer) suicide prevention gatekeeper course. It teaches lay and professional gatekeepers to recognise and respond positively to someone exhibiting suicide warning signs and behaviours.

In the past 12 months:

- More than 400 people have accessed this course.

Leaving a legacy

Hope for Life developed the Lifekeeper Memory Quilt initiative to provide a memorial to people who have died by

suicide. As well as being a meaningful memorial, the quilts provide the opportunity to raise awareness of suicide. This year, five state-based Lifekeeper Memory Quilts were unveiled at The Salvation Army Hope for Life Australian Postvention Conference. Each quilt honours 30-35 loved ones who have died by suicide.

At the forefront of research

Hope for Life has commissioned the University of Western Sydney to undertake a formal evaluation of the impact of the Lifekeeper Memory Quilt initiative for the families involved. Dr Kath Peters, senior lecturer at the College of Health and Science University of Western Sydney, is the senior researcher on this project and her initial findings have confirmed the value of these quilts in the healing journey for people who have been bereaved by suicide.

Bereaved families DVD

Hope for Life recently produced a DVD resource to enhance the training



2011-12 milestones

- International exposure at United States Disaster Management Conference
- 1000 Australians trained in suicide bereavement support and prevention
- Lifekeeper Memory Quilts unveiled at third Australian Postvention Conference



experience of the Living Hope course and to help participants gain a better understanding of the experience of people who have been bereaved by suicide.

“It has helped me immensely seeing the DVD of people who have gone through this as I have and showed me I am not alone in the way I feel.”

The DVD includes the stories of four families who have been bereaved by suicide. In each instance, the story includes one or both parents talking about the experience of hearing about the death of their child and the follow-up process. They each speak of their personal tragedy and the journey of extreme grief, prejudice and stigma that is often associated with suicide.

Freedom story: Carol

Sydney Salvationist Carol lost her son, Timothy, to suicide in 2006.

“People don’t know what to say. So they won’t talk to you and they’ll avoid you,” says Carol as she remembers the devastating aftermath of Timothy’s death.

Her attendance at Campsie Salvation Army led Carol to Hope for Life, The Salvation Army’s suicide prevention and bereavement support service that at the time, was in its infancy. She took part in the pilot program and says it helped her to cope.

“I did Hope for Life because I don’t believe that what I went through was for nothing and I believe God will use that later on,” says Carol. “You learnt you weren’t on your own.”

Many of those who have been helped by Hope for Life now volunteer their time for the service. Carol has been involved for many years and says the service provides education and training for all Australians, not just those directly affected by suicide.

“It’s not just for the bereaved, it’s for any group - community services, church, any services - to actually do the training to be able to help others,” she says.

Carol has attended each of the Australian Postvention Conferences. She believes events like these are crucial in raising awareness of suicide and helping people to deal with a topic so often avoided.

“I think it’s important for everybody to be skilled; to have knowledge of what to do. People don’t know what to say,” says Carol.

“It’s not because we’ve done something wrong by losing someone to suicide, it’s that they don’t know what to say, they don’t know how to cope.”





Freedom to dream



Employment Plus

Every week around Australia, The Salvation Army Employment Plus finds jobs for hundreds of people. Working with a vast network of employers, training providers, specialised support and government agencies, teams of local employment consultants create employment solutions that are good for business and even better for the community.

Working with business

The Salvation Army Employment Plus works closely with tens of thousands of employers every year to help them find the people they need and to support these workers once they start.

“Thank you to The Salvation Army Employment Plus for your speedy service in filling our vacant position.”

– Claire Maxwell, Border Automotive Group, Queensland

Our services are tailored to each business as we match people to jobs, facilitate training, provide pre and post-support, and even access funding to help settle in new staff.

Working with communities

The Salvation Army Employment Plus works collaboratively with hundreds of organisations across the country to create

sustainable employment opportunities for our candidates.

Community groups, training organisations, government agencies, local leaders, Indigenous elders and specialist support services are all essential to building strong communities which are inclusive and resilient.

Working effectively in a community means working closely to create opportunities for all its people.

“I am now working again. I am now able to ask for what I want. I am also able to say no to what I don’t want. I never thought I had that choice before.”

– Employment Plus client

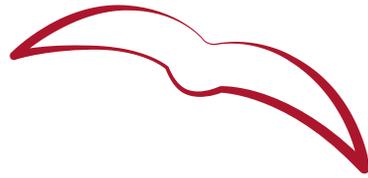
Working with individuals

The Salvation Army Employment Plus works with people from all walks of life to

help them overcome their unemployment status as quickly as possible. We also refer our clients to the many other Salvation Army services available to help them in a holistic way.

Employment Plus offers its clients offices in 117 locations across Australia:

- Job-searching facilities – Internet access, phones, faxes, newspapers, photocopiers and a job-search database.
- Training and support in areas like resume writing, interview skills and links to other forms of training.
- Extensive network of other organisations which may be able to help them.

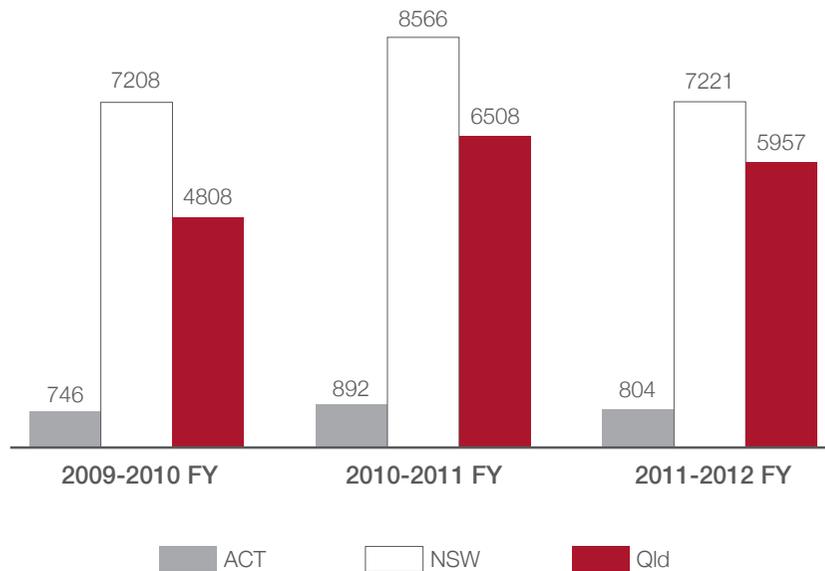


Our values

Integrity, Justice, Compassion,
Respect and Commitment



Number of people helped



Freedom story: Jennifer

Jennifer* was a victim of abuse and childhood trauma, with a history of substance abuse and post-traumatic-stress disorder. After years of struggling with these issues she became depressed and was unable to hold down her job.

During the “overwhelming” years of unemployment that followed, she made contact with Employment Plus. Her consultant, Max, helped her look for work while also addressing housing needs, emotional difficulties, the problems that led to her losing her job and communication skills.

“Max was kind, gentle, totally professional and I know for a fact that he really cared about my welfare,” says Jennifer. “I know too that I was not a special case, he treats all his clients the same.

“There have been many times I have drawn on what Max told me when life felt overwhelming.”

After two years, Jennifer reached a point where she decided to approach her old workplace for a job. She was successful, and her confidence, health and professional stability continue to develop. Jennifer says she is simply “full of gratitude” towards the Employment Plus staff involved and what they helped her achieve.

“I am now working again. I am now able to ask for what I want. I am also able to say no to what I don’t want. I never thought I had that choice before.”

*Names and some details have been changed to protect “Jennifer’s” privacy.



Freedom in the forces



Red Shield Defence Services

The Salvation Army Red Shield Defence Services (RSDS) provides practical support with a Christian influence to hundreds of Australian Defence Force members and families each day.

On the front lines

Salvation Army RSDS personnel (or “Sallymen” as they are affectionately nicknamed) have served faithfully alongside Australian Defence Force members throughout the years – at home, in training and on the front line overseas.

Through the practical support of hot and cold refreshments, RSDS personnel develop lasting friendships with members of the forces. RSDS representatives walk a journey with these men and women, supporting them through the traumas they face and helping them to establish values, inner strength, focus and direction.

At home

An increased focus this year has been on ministry to Defence Force families, many of whom face months at a time without key family members who are serving on the front line overseas. As a result of this compassionate ministry and support, the

number of Defence Force members and /or families attending Salvation Army programs has increased.

“RSDS reps stand with our troops, walking with them as they journey through life and deal with sometimes harrowing situations.”

This year saw an increase in children of Defence Force members attending Salvation Army camps and local church functions. Kids club and youth-focused programs have started at a number of Defence Force bases, providing healthy environments for children and young people to grow and learn.

During recovery

The Salvation Army Red Shield Defence Services has now become an integral part of the newly formed Soldier Recovery Centres on a number of Defence Force bases in Australia.

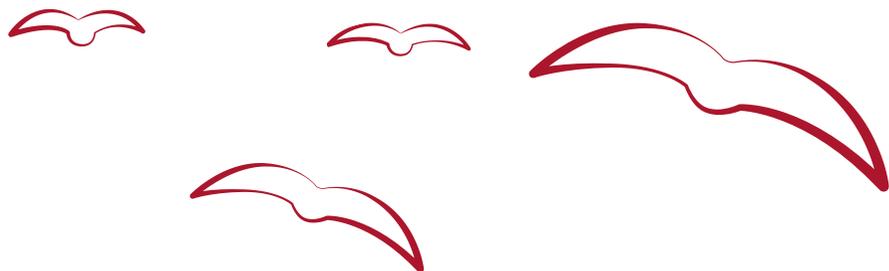
The purpose of these centres is to give assistance and support, in whatever form is necessary, to soldiers on return from deployment and also for soldiers suffering in any way from incidents in Australia. With skills in chaplaincy and emotional support, RSDS representatives are playing a vital role in this process.

“These are exciting days to be part of any military ministry and RSDS is out in front leading the way.”

– Major Barry Nancarrow,
Chief Commissioner, RSDS

In the community

In 2012, The Salvation Army Red Shield Defence Services held its biennial conference. The guest speaker, Commander of the Defence Force General Hurley spoke of the highly valued relationship that exists between The



Salvation Army and the Australian Defence Force. He acknowledged that the RSDS provided more than just coffee and biscuits – our representatives gave Defence Force troops vital spiritual and emotional support.

Throughout the year, a number of RSDS representatives spoke at Salvation Army and other community functions on their work and its effect on the operations of the Australian Defence Force.

2011-12 milestones

- 2012 Biennial RSDS Conference
- New ministry in Soldier Recovery Centres
- Increased focus on family support
- Introduction of Positive Lifestyle Program courses to selected military establishments
- Request from Australian Defence Force for The Salvation Army to help in alcohol and drug rehabilitation programs



Majors Pam and Barry Nancarrow lead The Salvation Army's ministry to the Australian Defence Force.

Freedom story: Singleton kids

The Salvation Army's Red Shield Defence Services launched its first official Kids Club at Singleton Salvation Army in early 2012.

Six adults led the club – four from the Singleton Salvation Army and two mothers of Defence family children who trained as leaders.

“This is very exciting to see our church and Red Shield Defence Services joining together in ministry,” says Captain Leanne Bennett, Singleton Corps Officer and RSDS military area representative. The initiative is part of a Red Shield Defence Service focus on ministering to the families of Defence Force personnel this year.

Eighteen children attended the first Kids Club on a Friday afternoon. “The hall was very noisy and busy as much fun

was had with games and craft,” says Captain Bennett.

Later in the year, on Good Friday, a Kids Club family night was held with 31 children and their parents.

“For two hours the hall was a hive of activity whilst we shared in a meal, craft and a children’s Easter movie,” said Captain Bennett. “All the families left saying they would come to the next one!”



A kids club at Singleton Salvation Army is linking Defence Force families with the local church.



Freedom to choose



Salvos Stores

The Salvation Army in Australia has a history of sorting and selling recycled goods that dates back to the 1880s. Today, Salvos Stores has 96 modern centres across NSW, ACT and Queensland that provide quality affordable goods and clothing to millions of Australians, with all proceeds used to further the work of The Salvation Army to help those in need.

Expansion

Many Australian retailers have battled through the last 12 months, but thanks to the popularity of vintage and pre-loved designer pieces, Salvos Stores recorded a 7 per cent increase in sales. To meet this increase in customer demand, Salvos Stores opened new centres or renovated existing stores this year in the following locations:

- North Queensland (Townsville)
- Brisbane (Alderly, Lutwyche, Archerfield and Bundamba)
- Western Sydney (Minchinbury, Merrylands)
- Illawarra (Warrawong, Albion Park)
- ACT (Fyshwick, Weston, Tuggeranong)

At the forefront of technology

Salvos Stores strives to streamline its operations through the use of up-to-date technology. This year it became

the first charitable organisation to embrace iPad technology with truck drivers using it in logistics.

Salvos Stores also invested in a cable stripper – new technology that is used to remove the plastic shield of electrical cables. Now, all electrical goods that are not working and therefore cannot be sold in stores have their cables stripped, with the cleaned copper cables fetching a higher sale price for Salvos Stores.

Helping others

Salvos Stores is passionate about people finding freedom and helps change people's lives by providing work and training for Work for the Dole, community service orders, prisoner rehabilitation programs and volunteer trainee participants. Salvos Stores works closely with The Salvation Army's community welfare centres, providing people in need with free or discounted goods.

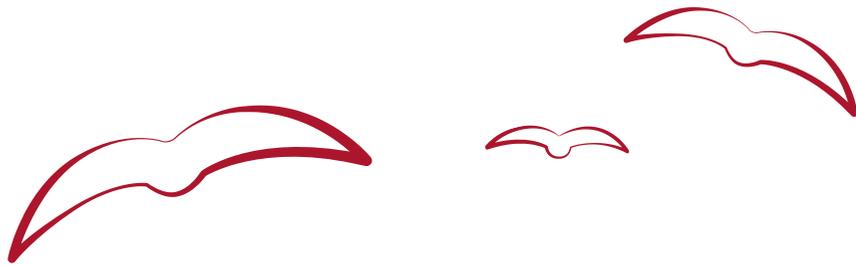
Not only does Salvos Stores contribute all of its profits towards Salvation Army programs and services to help those in need, in 2011-12 staff, volunteers and customers undertook a number of extra fundraisers including:

- \$10,000 to The Salvation Army's Variety Village Vocation School in Kenya
- \$14,000 to Papua New Guinea Salvation Army officers
- \$11,335 for the Chick Effect – a Salvation Army livestock project in Tanzania
- \$48,265 to The Salvation Army's 2011 Red Shield Appeal

Mission-minded

Salvos Stores officers, staff and volunteers are actively engaged in furthering the mission of The Salvation Army.

Chaplains visit Salvos Stores on a regular basis to provide pastoral and spiritual care.



Prayer meetings and Bible studies are also held at our venues. Bibles and mini-Bibles are available free of charge and every store features a mission stand displaying brochures about Salvation Army programs and services.

“Salvos Stores is a very welcoming place and a great place to shop for everyday household essentials.”

– Salvos Stores volunteer, Seven Hills, Sydney

In an effort to engage young people, Salvos Stores community winter clothing appeals are promoted through local schools and its yearly “Fashion with a Conscience” clothing design campaign.

Wherever possible, Salvos Stores forms connections with local Salvation Army churches and coordinates joint community events and encourages integration between churches and stores.

2011-12 milestones

- Over 10,000 mattresses recycled and prevented from going to landfill.
- Finalist in the Oracle World Retail Awards, “Responsible Retailer of the Year” category.
- Salvos Stores celebrated its 125th birthday in November 2011

Key statistics

- 4.9 million sales transactions
- 7% sales increase on last year



Salvos Stores celebrates 125 years.

Freedom story: Sophie

Sophaly Phok, volunteer at Canley Heights Salvos Stores

“I arrived in Australia in 1983. I lost all my family members in Cambodia - six sisters and a brother were killed by members of Khmer Rouge.

“Life was becoming better in Australia when I met another fellow Cambodian and married him. We have two children, but when the youngest was just one month old, he [my husband] decided to return to Cambodia. I struggled as a single mum having to raise two kids and a mortgage burden to carry.

“I came to volunteer at Canley Heights Salvos Store as my first work experience ever in Australia. I was nervous and

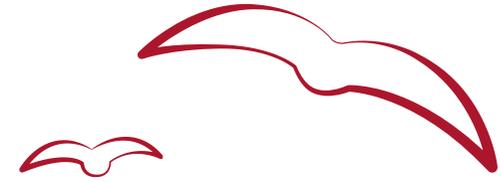


thought my English would not be good enough. However, from day one my fears were put to rest because everyone was friendly and kind. I felt very safe at Salvos Stores.

“I feel I have found a new freedom. I love working here and I love my new friends. Thank you, Salvos Stores.”



Freedom for all



International aid and development

The Salvation Army is passionate about freedom for all people in all the world. We support people in need internationally in a number of ways: sending officers to fill posts in other Salvation Army territories; sending mission teams to countries in need to work alongside local Salvationists; and supporting international development through innovative and holistic projects and partnerships.

The power of people

This year, hundreds of dedicated people from The Salvation Army Australia Eastern Territory travelled overseas to assist other territories in need. Youth mission teams travelled to Fiji and Kenya to work with local Salvationists to alleviate poverty and offer hope to people in need.

“Despite them having so little, they were still rich – with joy, with spirit. I felt so selfish. I complain when my internet doesn’t work... It was one of the most humbling experiences of my life.”

– Project 1:8 Kenya mission team member, Tianna.

Our innovative Investa Treks Papua New Guinea trekking company increased the number of trips on offer to Salvationists and the general public, with the appointment of leaders to run the corporation in a

full-time capacity. Investa Treks operates as a trekking company that specialises in guiding people along the Kokoda Track. These treks focus on investing in the lives of the clients who walk the track, as well as Papua New Guineans in need. Investa treks is also about investing into PNG through our building and community projects. Through our treks we raise the money needed to run various projects.

Our personnel overseas continued to support the work of the International Army in 27 countries, from International Headquarters in England to the Caribbean Islands.

The power of partnership

The Salvation Army’s International Development Office (SAID) delivered life-changing development projects in 22 countries, and its child sponsorship program assisted in providing care and access to education for children in 24 countries.

Through its partnership with the Federal Government’s NGO Cooperation Program and the Church Partnership Program, the SAID Office was able to further expand its development work in China, Kenya and Papua New Guinea.

“The Salvation Army International Development Office exists to address injustice, poverty and its roots, within developing communities internationally without discrimination.”

The appointment of a new director, a restructure and process of innovation this year has led to the SAID office intentionally increasing its project monitoring visits to increase accountability and provide more support to local Salvationists on the ground in participating countries.



<i>Personnel</i>	
25	Officers serving overseas
37	Youth mission trip participants
210	Papua New Guinea Investa Trek participants

The power of prayer

After more than 10 years of prayer, planning and negotiations, in 2011 The Salvation Army officially began operations in Solomon Islands. The work is being jointly funded by the two Salvation Army territories in Australia, and administered by The Salvation Army Papua New Guinea territory.

<i>Sponsorship</i>	
1744 Australians supported:	
•	93 children's centres
•	1731 children

<i>Life-changing projects</i>	
36	New development projects approved for funding
49	Existing development projects
17	New mission projects approved for funding
34	Existing mission projects



Freedom story: Maria

My name is Maria and I live in Tanzania.

In 2011, I was given a great opportunity that changed my life for good. I was chosen to be part of the poultry project funded by The Salvation Army International Development in my village.

I was given two chickens, which I raised to produce eggs and hatch more chickens. Now I have a chicken pen with 10 chickens. I am currently breeding my chickens with local and pure breeds of chickens to get better chickens (hybrids).

For the hybrids I can feed them local food scraps, which makes my business more sustainable. I have already sold eggs and chickens and from these sales and other income generating activities I was able to purchase two big pigs. They have already produced eight piglets, which I will sell and use for meat when they are bigger.

With the earnings, I will purchase a cow to provide milk for my family

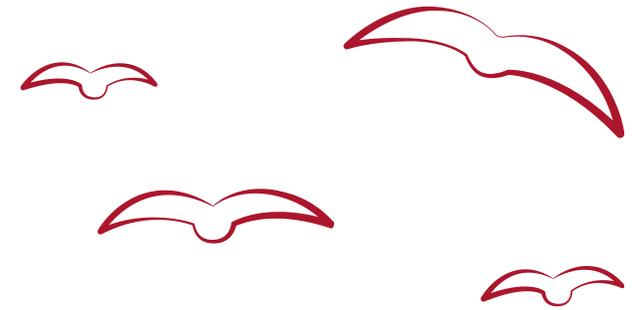
and I am planning to breed goats as well. Additionally, I have also started a successful vegetable garden, which assists in feeding my family of six children. I now have sufficient money to provide school uniforms, school fees and medicine for my five children and the orphan I take care of.

The Salvation Army International Development Office used Maria's story during its "Chick Effect" Easter campaign in 2012. The initiative raised \$37,693, which funded a second livestock project in Tanzania, near Maria's region.



Freedom through community

ACT and South NSW Division



- 22 Churches
- 1 Outpost (emerging church)
- 2 Missions (outreach churches)
- 1 Cluster (group of churches)
- 8 Social services

The Salvation Army believes in the power of community. People loving other people and people helping other people. Those who “have” sharing generously – sacrificially – with those who don’t. People finding acceptance, encouragement, healing and support without discrimination. We believe no-one should have to “go it alone”.

Strengthening communities

The ACT and South NSW Division has had a busy year supporting local communities both in times of celebration and of need.

In early 2012, flooding affected many communities across the division. Salvation Army Emergency Services teams served thousands of meals to stranded residents and other disaster relief workers. With the towns of Urana and Boree Creek isolated, Salvation Army personnel assembled food hampers which were flown into flooded properties by helicopter.

Our successful Red Caps anger management program for primary

schools has expanded this year to the rural community of Leeton. In Canberra, a second primary school embraced The Salvation Army’s Self Esteem Course, which is run in partnership with the ACT Government Community Services Child and Family Centres.

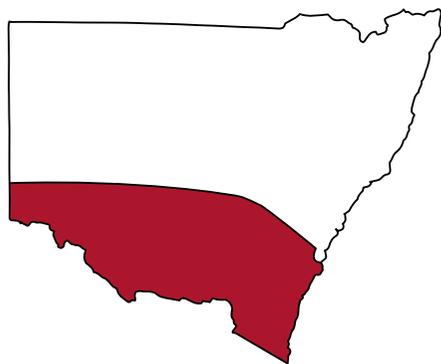
The ACT and South NSW Division was able to offer a number of disadvantaged families in Canberra affordable housing this year, after the completion of a block of 23 social housing units built in conjunction with the ACT Government.

And The Salvation Army’s presence at the annual Canberra Show won “Best

Community Display”. Salvationists across the division also participated in a number of other community events, with Belconnen Salvation Army hosting its own “Spring Fair” family fun day.

Empowering our people

From the young to the not so young, every person within the ACT and South NSW Division is valued for their contribution to the mission of The Salvation Army. Our soldiership bootcamps, discipleship practicums, children’s and youth events and officers fellowship strengthened our people in their mission training and their personal walk with God.



The Salvation Army signs the official condolence book at the Norwegian Embassy in Canberra in response to a mass shooting tragedy

Refurbished men’s crisis accommodation service opens in Griffith

Wagga Salvation Army celebrates 125-year anniversary

Salvos Spring Fair – a family fun day for the Canberra community

Salvos Stores “Fashion with a Conscience” fundraising event held to raise money to resource the mission

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011



In 2012 the ACT & South NSW Division launched a new mission to the snowfields.

We love to celebrate milestones with our officers, employees and volunteers. This year we pay tribute to:

- Chris Midgelow, Queanbeyan Salvation Army, marked 20 years of service.
- Sally Midgelow, Hospital Chaplain, marked 15 years of service.
- Maree Savage, Griffith Salvation Army, marked 15 years of service.
- Viv Backhouse, Queanbeyan RSFS, marked 15 years of service.
- Kay Borland, Griffith Salvation Army, marked 15 years of service.
- Brian Willy, Prison Chaplain, awarded Bachelor of Theology with honours.

Our people

On average, every week in the ACT and South NSW Division:

- 727 People attend Sunday worship services
- 94 People attend prayer meetings
- 190 People attend small groups
- 589 Children attend kids ministries

- Peter Trick, Tuggeranong Salvation Army bandsman and songster, marked 50 years of service.

Supporting the mission

The ACT and South NSW Division supports the wider Salvation Army with prayer and resourcing. This year, the following funds were raised:

- \$3,093,056 for the Red Shield Appeal, a 10.6% increase on last year
- \$149,690.72 for the Self Denial Appeal

Letter from Divisional Commander

The ACT and South NSW Division is a diverse division wandering from the beautiful NSW South Coast across the stunning Snowy Mountains to the remarkable flat western plains. It is Australia at its most beautiful and spectacular. This diverse country also brings with it a diversity of people of the farms, the towns and the city, with the Australian spirit being seen at its best. The Salvation Army has had a long history of actively working in these communities with these people, and the witness continues today through many good and faithful soldiers of our Lord Jesus Christ.

Many of our country churches are small, but the biblical image of “salt and light” becomes reality as our Salvationists serve their local communities in many different ways. Through the Holy Spirit, the witness of the Army is still leading people to Jesus and making a difference in the lives of our fellow Australians.

There are always challenges and the division is looking specifically at revitalising the church and The Salvation Army in our country towns and regional cities. Strategic thinking is being done as to how to make the witness of the Army increasingly vibrant in existing areas of the division.

Plans to move into new areas are being considered; ways to better resource the mission are being explored; and the spiritual growth of every Salvationist is being encouraged so that all members of the ACT and South NSW Division are true disciples and witnesses of our Lord Jesus Christ.

Lieut-Colonel Philip Cairns
Divisional Commander,
ACT and South NSW Division

The Salvation Army participates in the Canberra Show for the 5th successive year

The Salvation Army responds to the flooding crisis in Southern NSW

The Salvation Army in Canberra receive a Chief Ministers Gold Award for 50 years service

Soldiership bootcamps educate our people on the mission and values of The Salvation Army

The Salvation Army is the official clergy at the Anzac Day Dawn Service held at the Australian War Memorial

ACT and South NSW Division launches inaugural mission to the snowfields

January 2012

February 2012

March 2012

April 2012

May 2012

June 2012

Freedom through community

Central & North Queensland Division

- 12 Churches
- 3 Outposts (emerging churches)
- 4 Missions (outreach churches)
- 1 Circuit (cluster of churches)
- 2 Hubs (cluster of churches and services)
- 2 Rural Chaplaincy bases
- 7 Social Services



Growing our people

In recognition of the importance of our people on the fulfilment of our mission, this year the division introduced a monthly “Rest, Renew, Refocus” day for all officers and ministry workers. On these days, these people are not called on for service unless in an emergency. Instead, they are encouraged to use the day to rest in the Lord and renew their mind, soul and body in the love and grace of God.

“The Salvation Army continues to look for new ways to minister to people at their point of need.”

We also thank God for significant growth in our churches and services this year. Yeppoon Mission started its kids club in September 2011 and averaged about 10 children up until the end of the year. With a restructure and refocus in 2012, we

have been able to increase this to 20-25 a week. Bowen Salvation Army enrolled new soldiers for the first time in 30 years.

Honouring our people

Wherever possible, we take the time to honour our people for the tireless work they do to serve The Salvation Army and the local community.

“I have done volunteer work for many years and never been made such a fuss of.”

– Mackay Family Store volunteer after being recognised during a volunteer appreciation ceremony.

At Mackay Northern Beaches Mission, Family Store volunteers were celebrated with a special appreciation segment in the church service. Various Salvation Army personnel were thanked for their contribution with long service awards,

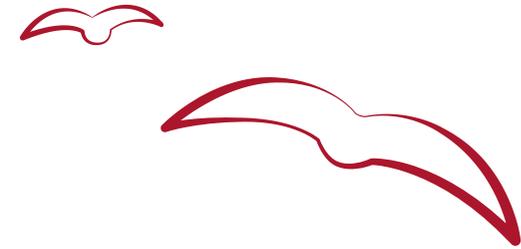
and our people’s significant milestones and achievements were celebrated throughout our churches and centres.

This year we celebrated as seven candidates from the Central and North Queensland Division entered the 2012-13 session of cadets at The Salvation Army’s School for Officer Training:

- Troy and Donna Monro
- Heath and Asena Firkin
- Brad and Helen Whittle
- Wes Bust (Wes entered 2nd year to complete his training)

Supporting our people

It is the privilege of the Central and North Queensland Division to support its people in their passion for ministry. We do this through spiritual support, as well as resourcing the mission.



• Salvos represented at Ingham Air Show

• Bowen Salvation Army enrolls new soldiers for the first time in 30 years.

• Dedication of new helicopter and administration building, Mt Isa

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011

Far right: Salvos represented at Ingham Airshow.

Right: Launch of the "Beef Support Campaign" - money from the sale of selected beasts will be donated to The Salvation Army.



This year, The Salvation Army dedicated the new Outback Flying Service helicopter – a generous donation from Parmalat, producers of Paul's Milk. In Mt Isa, a new administration building for the Army's many social services in the town was opened.

Our disaster assistance on the Cassowary Coast continued, as residents there struggled to get back on track after Cyclone Yasi in early 2011. We supported various personnel as they have served in the area, providing emotional and financial assistance to those in need.

Our people

On average, every week in the Central and North Queensland Division:

- 715 People attend Sunday worship services
- 90 People attend prayer meetings
- 136 People attend small groups
- 548 Children attend kids ministries

Central and North Queensland fundraising totals

- \$1,241,352.46 Money raised for Red Shield Appeal
- \$101,453.72 Money raised for Self Denial Appeal

Letter from Divisional Commander

The Salvation Army in the Central and North Queensland Division serves a diversity of communities. We serve in the lush coastal tropics to the isolated communities of Longreach and Mt Isa. Such diversity brings with it unique challenges such as distance, isolation and the occasional cyclone and/or flood.

In the past year, The Salvation Army has continued its ministry of support to areas of the state that are still dealing with the aftermath of cyclone and flood. As the media hype around disasters has ceased there are still those who are dealing with the day-to-day issues as a result of these emergencies. Our personnel are still providing support

and encouragement to the residents who were impacted by these events.

The Salvation Army continues to look for new ways to minister to people at their point of need and provide support in practical ways through our dedicated people. We desire to be faithful with the resources that God has placed in our hands and to use what he has given to touch people with his grace and love.

Major Kelvin Pethybridge
Divisional Commander,
Central & North Queensland Division

Central and North Queensland Division farewells seven cadets who were accepted to The Salvation Army's School for Officer Training.

Launch of the "Beef Support Campaign" – money from the sale of selected beasts will be donated to The Salvation Army

January 2012

February 2012

March 2012

April 2012

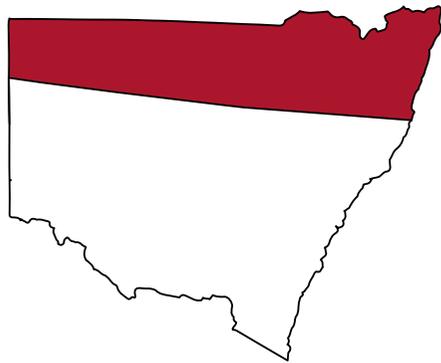
May 2012

June 2012

Freedom through community

North NSW Division

- 19 Churches
- 1 Outpost (emerging church)
- 1 Mission (outreach church)
- 1 Mission Cluster (cluster of outreach churches)
- 4 Social Services



Our churches

Salvation Army churches in the North NSW Division are facing the greatest opportunities and the greatest challenges in its history.

The fastest-growing Salvation Army churches in the division are focusing on building relationships with people. One of those churches is Glen Innes. Just over 12 months ago, it did not have a Sunday service. Now the Sunday average congregation is 35.

“We felt we needed to be among this community of broken people.”

– Gunnedah’s Major Joy Wilson

Our churches are looking at ways to work together. The Far North Coast churches of Casino, Lismore, Ballina and Byron Bay Mission have come together as a hub and

meet regularly to support and encourage each other. They have organised a training day on leadership and are planning other workshops. Plans are in the pipeline for two more hubs in 2013.

Training continues to be a priority. Officers and employees had the opportunity to undertake a diploma of people management this year and welfare workers are encouraged to reach diploma level in welfare work. The division has also held a diploma in financial counselling course in which eight people took part.

Our mission

There continues to be many mission opportunities in the division:

- Family Stores continue to be a meeting place and opportunity for volunteers to belong and for many it is the beginning of a journey. The latest soldier of our Armidale church came from the Family Store.

- The Positive Lifestyle Program (PLP) is proving successful in helping people. The magistrate at Gunnedah asked The Salvation Army’s Major Joy Wilson to address the court and explain the program. She has now been invited to attend court in Coonabarrabran and start the PLP program with clients there.
- Our Mainly Music children’s program offers fellowship and community to parents and carers. The Ballina Mainly Music group was so popular it had to start another group, and others are at capacity.
- Hope House at Gunnedah was opened this year. It is a house released to The Salvation Army as a safe place, and features play groups and offers the Positive Lifestyle Program.

• Café De Light in Armidale offers a free meal for those in need.

• Salvation Army Captain Chris Millard named “Communicator of the Year” by Inverell Toastmasters.

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011



- The purchase of new buses has given opportunities for mission and ministry within two areas of the division. Glen Innes now has the opportunity to bring people to the Sunday meeting and take seniors on outings. On the Mid North Coast a new bus will allow an outreach into the community to connect with the homeless.

Our people

On average, every week in the North NSW Division:

- 793 People attend Sunday worship services
- 139 People attend prayer meetings
- 160 People attend small groups
- 544 Children attend kids ministries



Cafe De Light in Armidale offers a free meal for those in need.

Letter from Divisional Commander

The North NSW is a large, challenging and exciting division, from the isolated outback (where two rural mission teams visit isolated community and properties as far as the South Australia-NSW border) to the coastal churches.

The opportunities are great and, I believe, waiting for us.

The words of the prophet Isaiah, found in the Bible, are timeless and for our division:

“See, I am doing a new thing! Now it springs up; do you not perceive it? I am making a way in the desert and streams in the wasteland.” (Isa. 43:19)

God may very well be planning a new thing in the North NSW Division and in the lives of his people and we do not want to miss it.

God has been doing “a new thing” in lifeless deserts and wastelands for centuries and he has not changed.

Major Philip McLaren
Divisional Commander,
North NSW Division

• Armidale renovations will give the church a bigger and more practical building to allow us to reach into the community with new programs.

• Gunnedah enrolled nine new adherents and one soldier, the first for many years.

• Hope House in Gunnedah officially opened as a community house, providing playgroups and the Positive Lifestyle Program for the community.

• Maclean started a mobile kitchen service to provide meals to people in need.

January 2012

February 2012

March 2012

April 2012

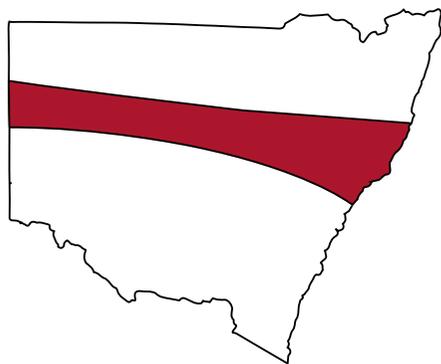
May 2012

June 2012

Freedom through community

Newcastle and Central NSW Division

- 22 Churches
- 5 Outposts (developing churches)
- 9 Social Services



A year of new beginnings

The Newcastle and Central NSW Division has celebrated many wonderful new beginnings this year.

Many churches and centres marked anniversaries and celebrated their rich history, while also looking to what God has in store in the future.

A number of new services also began, including:

- SALS Café by the Lake, a Salvation Army café offering a family friendly environment and affordable prices
- Tuggerah Lakes Autism Music Group, a music therapy group making a big difference to local children with autism
- “Beating Budget Blues”, a new budgeting program at Raymond Terrace

A time to celebrate people

Salvationists throughout the Newcastle and Central NSW Division serve faithfully to further the mission of The Salvation Army.

This year we pay special tribute to:

- Major Warren Parkinson, Second in Command, Newcastle and Central NSW Division. Received Bachelor of Theology.
- Robert McDonald, Manager, The Anchor Men’s Crisis Centre. Received his long service award from the Fire Brigade commissioner for his service as chaplain to the NSW Fire Brigades
- Ian and Sue McIver, Mudgee church. Accepted into The Salvation Army’s Training College as cadets
- Andrew (Darcy) Jones, Taree church. Accepted into The Salvation Army Training College as a cadet

A time to thank God

The Newcastle and Central NSW Division thanks God for the growth in Salvation Army ministry opportunities and people impacted this year. In Taree, a change to the worship structure on Sunday has led to more people attending the church. The Hannam Vale cluster has expanded again, with the opening of a new outpost (developing church) at Camden Haven, and a number of groups have started in our churches focussed on undertaking “Random Acts of Kindness” to strangers in the community as a demonstration of God’s love.

“Oasis staff had the best news today! Three of our current Olive Branch cafe students received confirmation they have a job!”

– Chris Blanch,
Oasis Hunter Olive Branch Café

• Cessnock Salvation Army celebrates 100 years.

• The then Federal Minister for Housing and Homelessness, Robert McClelland visits The Anchor Men’s Crisis Centre.

July 2011

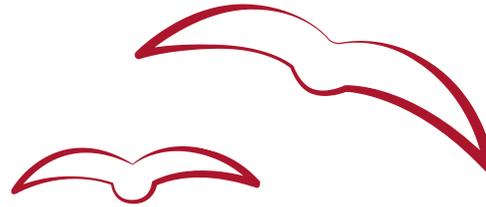
August 2011

September 2011

October 2011

November 2011

December 2011



Our people

On average, every week in the Newcastle and Central NSW Division:

- 1511 People attend Sunday worship services
- 287 People attend prayer meetings
- 339 People attend small groups
- 544 Children attend kids ministries



Right: SALS Café by the Lake opens.

Letter from Divisional Commander

At the beginning of 2012, the Newcastle and Central NSW Division was challenged to lead above the average. Every expression of The Salvation Army was encouraged to expand their vision, deepen their dreams and stretch themselves to do something significant in life.

Leading above the average means not being satisfied with the status quo.

Many officers, soldiers, employees and volunteers have done just that. They had wonderful, innovative ideas for mission and they were bold enough to implement them. We have seen momentum for more innovation and growth.

The Newcastle and Central NSW Division is diverse, with churches and social centres from rural to coastal areas. The needs are varied, from homelessness to Recovery Services to the marginalised. We are excited about what the future holds.

Major Gavin Watts
Divisional Commander
Newcastle and Central NSW Division

• New Newcastle Worship and Community Centre opens.

• SALS Café by the Lake opens.

• Tuggerah Lakes Salvation Army celebrates 21 years.

• Port Stephens opens new building.

• Red Shield Appeal raises \$2,610,296 across the division.

• Camden Haven church plant launched.

January 2012

February 2012

March 2012

April 2012

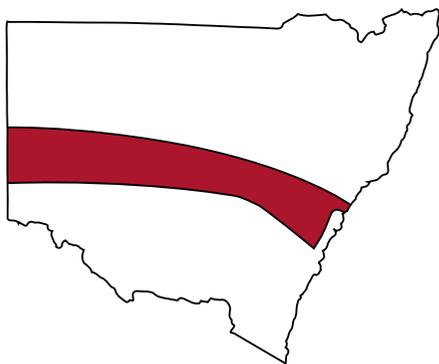
May 2012

June 2012

Freedom through community

The Greater West Division

- 26 Churches
- 3 Missions (outreach churches)
- 1 Hub (cluster of churches and services)
- 11 Social Services



Investing in our communities

Innovative new programs this year are offering greater freedom opportunities for people who come into contact with our churches and services.

“At the heart of The Greater West Division are its people.”

At Macquarie Fields mission in south-west Sydney, new projects include:

- Free financial budgeting course (in partnership with CatholicCare Liverpool)
- Free senior citizen technology course
- Free scam information session (in partnership with NSW Fair Trading)
- Free energy and water bill advice session (in partnership with Energy and Water Ombudsman NSW)

- Creation of two TAFE courses for young people at James Meehan High School which will involve participants undertaking work placement at The Salvation Army’s Macquarie Fields Mission

The Greater West Division also invested heavily in infrastructure this year, refurbishing a new building in Auburn, western Sydney, to house our Auburn church, Divisional Headquarters and a number of other services.

A block of land was also purchased in north-west Sydney for our Rouse Hill church and plans are underway for a building to be constructed there.

Investing in our people

At the heart of The Greater West Division are its people. This year we continued to support our officers, employees, volunteers

and church members by providing quality teaching and fellowship opportunities.

Regular children and youth ministry worker training days kept our young people’s leaders up to date in their accreditation and knowledge of best practice ministry. A “Design For Life” weekend also allowed participants to think through God’s calling and plan for their lives.

We particularly honour the following Greater West personnel on receiving degrees and diplomas through the Sydney College of Divinity:

- Lieut Cara Brackstone, Master of Arts
- Lieut Kylie Hodges, Master of Arts
- Lieut Alana Reid, Master of Arts
- Captain Jodie Pethybridge, Bachelor of Theology
- Lieut Aaron Reid, Diploma of Theology



• Macquarie Fields Mission childcare centre celebrates 35th birthday.

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011



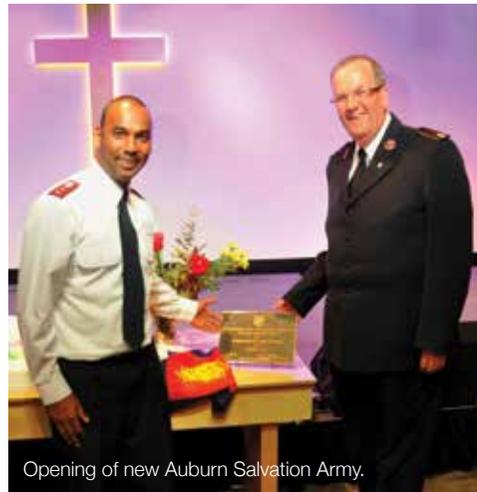
Investing in our mission

As part of an international Salvation Army, The Greater West recognises the importance of learning about, praying and raising funds for overseas mission. This year, a series of concerts were held in our division and others to raise money for an Auburn church project to build a school in the Sierra Leone village of Jui. All Greater West churches also supported the Self Denial Appeal - The Salvation Army's internal appeal to raise money for its work in developing countries.

Our people

On average, every week in The Greater West Division:

- 1569 People attend Sunday worship services
- 216 People attend prayer meetings
- 375 People attend small groups
- 759 Children attend kids ministries



Opening of new Auburn Salvation Army.

Letter from Divisional Commander

Over the past 12 months, The Greater West Division has been challenged to consider how it best utilises its passion, assets and personnel to further the Kingdom of God in its corner of the vineyard.

In late March 2012, I sent an email that sounded the call to position our forces for a better and more missional response to the needs of the community and the mandate of The Salvation Army.

By early to mid 2013, we plan to consider the best use of resources we have been given by God and how we match them to the opportunities.

The establishment of a pilot "hub" network in the Nepean District has seen a very encouraging connection between many diverse expressions of the Army sitting in the same space. New awareness has meant a new sense of the unity of the Spirit amongst

operational centres such as corps, Employment Plus, Salvos Stores, welfare centres and counselling services.

In August, an event known as "the Gathering" was held to resource, encourage and train officers and leaders in being more missionally focused.

In September, the division held a "Spring Muster" at five of its corps centres, which featured five keynote speakers following a common theme of "being reconciled and reconcilers" (2 Corinthians 5).

The many corps who joined together enjoyed the "mini-congress" atmosphere and left personally challenged as well as mindful of the richness of the wider Salvation Army.

Major Gary Baker
Divisional Commander
The Greater West Division

Land secured for new Rouse Hill church building.

New Divisional Headquarters opens in Auburn

Opening of the new Auburn Salvation Army.

Broken Hill Salvation Army celebrates 125 years.

Greater West annual women's "Refresh" day

January 2012

February 2012

March 2012

April 2012

May 2012

June 2012

Freedom through community

Sydney East and Illawarra Division



- 21 Churches
- 3 Missions (outreach churches)
- 1 Hub (cluster of churches and services)
- 18 Social Services



Raising up new ministries

A number of exciting new ministries began across the division this year.

In Port Kembla, the industrial heart of the Illawarra, The Salvation Army is establishing a transformational new mission. A commercial cafe/mission centre on the main street of Port Kembla – offering people community and the ability to access various courses and services - will open in 2013.

“We want to give people stability, hope and the chance to dream again.”

– Lieut Paul Kurth, Port Kembla Mission

The Salvation Army continued to coordinate a combined churches weekend night-watch service in Manly. Patrolling the local nightspot precinct, “The Corso”, the service is helping to alleviate antisocial behaviour by being available to those in need.

The Hurstville church made connections with its local community when it made tutors and coaches available to young people studying for the Higher School Certificate. This new ministry will continue.

Raising up new leaders

This year, the Sydney East and Illawarra Division launched a new initiative aimed at empowering leadership at a local level. REAL (Relevant, Empowering, Applicable Leadership) brings together youth and children’s leaders and young adults from across Sydney and Illawarra twice a year to hear from engaging speakers and discuss leadership challenges and successes. The division is also connecting up-and-coming-leaders with professional mentors and coaches in their particular passions and fields of expertise.

We celebrate our people and their achievements. This year we particularly note:

- Captain Lai Li, completed Bachelor of Theology at Booth College
- Betty Lanham, honoured for 26 years of chaplaincy service
- Tamaryn and Mark Townsend, accepted as cadets to The Salvation Army’s School for Officer Training.

Raising funds for mission

The Sydney East and Illawarra Division is committed to supporting the worldwide Salvation Army and this year partnered with its churches and centres on a number of projects:

- Child Sponsorship: Divisional Headquarters matched dollar-for-dollar up to \$10,000 any church or centre commitment to sponsor a child or overseas Salvation Army centre.
- Gifts That Keep On Giving: Divisional Headquarters matched dollar-for-

New mission field in Port Kembla established

Upgraded Waterloo Community Centre reopens

Rockdale 125-year celebrations

New Moon Festival, Hurstville

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011



dollar up to \$10,000 any money raised through The Salvation Army International Development Office's "Gifts That Keep On Giving" program.

- Officer Endowment Scheme: Divisional Headquarters matched dollar-for-dollar up to \$10,000 any donations to this program to support overseas Salvation Army officers serving in developing countries.

Our people

On average, every week in Sydney East and Illawarra Division:

- 1880 People attend Sunday worship services
- 325 People attend prayer meetings
- 400 People attend small groups
- 820 Children attend kids ministries

Letter from Divisional Commander

As the gateway to Australia, Sydney is often referred to as the best city in the world in which to live.

For the Sydney East and Illawarra Division this presents many challenges and opportunities. The challenge is how to minister and meet the needs of such a large multicultural community. Several of our churches have embraced this challenge by becoming "A church for all nations". New opportunities also exist for us to minister and serve in some of the fastest growing local government areas in the division.

We have had to look at the way some of our social programs are being delivered. For some, this has meant that closer relationships with corps situated nearby are forged. For our inner-city services a

review has been undertaken to see what opportunities there are for us to better service the inner Sydney and also link our regional programs in the Illawarra to the resources of our Sydney programs.

After many years of frustration, the Wollongong Salvation Army was able to move into its new complex with the first service being held on Christmas Day 2011.

As we move forward we do so keeping ever-present that we're about people finding freedom in Christ. As we do this we will see every church healthy, multiplying and every centre caring for the whole person.

Major Peter Laws
Divisional Commander
Sydney East and Illawarra Division



New mission field in Port Kembla established.

Wollongong Salvation Army's new building opens

Burwood Salvation Army marches in the city's Easter parade

Campsie Salvation Army centenary

January 2012

February 2012

March 2012

April 2012

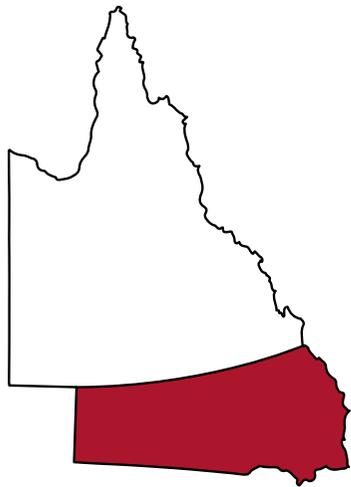
May 2012

June 2012

Freedom through community

South Queensland Division

35	Churches
5	Missions (outreach churches)
8	Outposts (developing churches)
16	Social Centres
31	Community Services Centres



Caring for communities

The Salvation Army in south Queensland was on the front line as floods again swept through many communities in early 2012. Emergency Services teams fed hundreds of affected people and other emergency service personnel. As the new crisis unfolded, help and support was still being offered to people affected by the devastating floods of early 2011.

“The Salvation Army shows people that they can ‘live’ and not just ‘survive’.”

– Salvation Army client.

When a house fire claimed the lives of 11 people in the Logan City suburb of Slacks Creek, The Salvation Army was on hand to offer refreshments and emotional support to the family, extended family and

neighbours who gathered as police and fire crews worked at the scene of the tragedy.

Across the division, The Salvation Army supported its communities in so many ways, many organising and sharing in public celebration days and commemorative events such as Anzac Day ceremonies. Our churches welcomed people from all walks of life and our welfare and other support services continued to offer hope to people in need.

Caring for children

The Salvation Army in south Queensland values the positive contribution children make in our ministries and our communities.

Our successful Communities for Children program continued to support vulnerable and disadvantaged families in the Logan area, providing help to more than 2000 people throughout the year.

Additional funding from government bodies also allowed Communities for Children to increase its service delivery:

- “All About Me” teen mum program expanded
- Targeted support to vulnerable young parents offered
- Targeted support to jobless families offered

The Salvation Army in the South Queensland Division also supports the healthy growth of children within its churches and those in contact with our social services. This year, a number of camps and children’s fun days were held throughout the division. An innovative Kids in Ministry course was also held to teach, train and equip primary schoolchildren for ministry.

Ipswich Home League (women’s group) celebrates 100 years of service to the community.

Bundamba Salvation Army celebrates 125th birthday.

Gympie Salvation Army celebrates 125th birthday.

Kingaroy Salvation Army celebrates centenary.

July 2011

August 2011

September 2011

October 2011

November 2011

December 2011



Caring for our people

The South Queensland Division recognises the importance of its people and invests time and resources into teaching, training and refreshment for its officers, employees and volunteers.

“We have amazing children’s ministry workers in our division - they are dedicated, skilled and committed.”

This year, various mission and ministry education opportunities were offered throughout the division and spiritual retreats enabled our people a chance for refreshment, inspiration and blessing.

Right: The Salvation Army’s Queensland Performing Arts School and Southbank Mission

Our people

On average, every week in the South Queensland Division:

- 3004 People attend Sunday worship services
- 354 People attend prayer meetings
- 494 People attend small groups
- 1799 Children attend kids ministries



Letter from Divisional Commander

Many of our churches have celebrated 125 years of mission and ministry in the past year and continue to serve God and their community in new, innovative and relevant ways.

It has been a pleasure to be the leader of a diverse range of Salvation Army churches and centres that address the needs of people in communities throughout south Queensland. I am grateful for the group of committed officers, soldiers, employees and volunteers who work tirelessly to assist others holistically, physically, emotionally and spiritually. Even though it has been another demanding year, our people have been focused and determined to make a difference and do whatever it takes to share the love and hope of God.

The diversity of our Indigenous, multicultural, crises and recovery services

are just a few of the challenges we face together as we work to fulfill our mission to be a life-giving division, to see lives liberated, communities transformed and God’s kingdom advanced.

One of the phrases we have used often in the past year is, “we can accomplish more together than we can separately”. Mother Teresa said: “None of us, including me, ever do great things. But we can all do small things, with great love, and together we can do something wonderful.”

The love of Christ compels us to assist our community with love and compassion.

**Major Mark Campbell
Divisional Commander
South Queensland Division**

Unveiling of a commemorative monument to all children who had spent time at the former Salvation Army Riverview Boys’ and Girls’ homes between 1897 and 1977.

Caboolture Salvation Army celebrates 120th birthday.

The Salvation Army’s Queensland Performing Arts School and Southbank Mission.

January 2012

February 2012

March 2012

April 2012

May 2012

June 2012



Freedom to make a difference



Personnel

The Salvation Army's workforce is made up of more than 400 officers and over 4000 employees across NSW, ACT and Queensland.

New people for new missions

The human resources team has been busy this year sourcing the right people for new Salvation Army programs and initiatives such as:

- Salvos Legal
- Salvos Housing
- Freedom Communities

This year, The Salvation Army commissioned 20 new officers and appointed them to ministry positions across NSW, ACT and QLD. 17 new cadets were welcomed into The Salvation Army's School for Officer Training.

“Because of what The Salvation Army stands for, doors open all the time which allows us to serve in ways which others may not be able to.”

– Lieutenant David Sutcliffe.

Training for the front line

Booth College, The Salvation Army's education and training body, is an accredited higher education provider through the Sydney College of Divinity and a registered training organisation for nationally accredited vocational training.

Our campus consists of:

- School for Officer Training
- School for Christian Studies
- School for Leadership Training
- School for Youth Leadership
- School for Multicultural Ministry
- Heritage Centre
- Vocational training sites

This year, hundreds of Salvation Army officers and employees received further training to improve their education and skills through Booth College. The college also provided vital training for job seekers

and disadvantaged and marginalised Salvation Army clients across NSW, ACT and Queensland.

“Then the Salvos advertised for a financial counsellor in the Lockyer Valley ... and for me it was like coming home.”

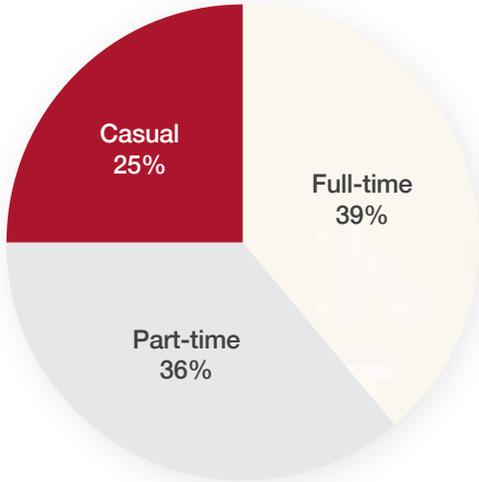
– George Nathan, Moneycare.

Celebrating our people

The Salvation Army values its people and celebrates life's milestones with them. Our internal bulletin board informs officers and employees of significant events such as awards, study achievements, births, deaths, weddings, retirements and prayer points.



4053 employees



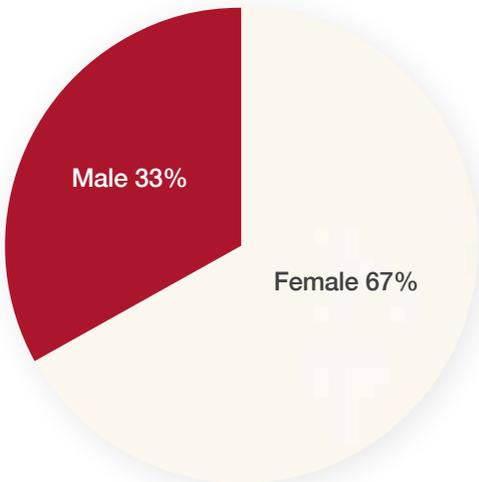
Lieutenant-Colonel Don Woodland receives the highest honour in The Salvation Army – the Order of the Founder.



The Salvation Army's Gwen Hammerton and Major Bruce Dobbie were presented with National Emergency Medals by Prime Minister Julia Gillard during Australia Day 2012 celebrations, for their efforts during the 2011 Queensland disasters.



Workforce ratios



Freedom story: Teena

In less than 10 years, newly appointed Salvation Army officer Teena Hughes has gone from a life of chaos and desperation to one of hope.

While in the grip of drug addiction in 2004, Teena says she experienced a revelation.

“One day, God spoke very clearly to me, that I was not living the life which he intended for me,” she says.

“After this experience, I got in contact with The Salvation Army who helped me work through my issues with drug addiction.”

She completed a Salvation Army drug rehabilitation program and hasn't looked back, graduating in 2011 from The Salvation Army's School for Officer Training.

For Teena, being a Salvation Army officer means meeting people where they are, journeying with them and having a positive impact in their lives.

“I love the fact The Salvation Army operates at the coalface of society, helping with real-life issues which are lived out by real-life everyday people,” she says.





Freedom through action

Volunteers

The Salvation Army relies on its army of volunteers to deliver its vital services to people in need. Our volunteers play a significant role in each of our centres and services, from providing expertise at board level, to sorting clothing at our stores. Each volunteer is loved, valued and respected.

Partnerships

By partnering with individuals, groups and corporations, The Salvation Army is able to deliver on its mission to bring freedom to people from all walks of life.

This year, more than 15,000 individuals supported us through volunteering. Around 200 companies provided expertise and manpower to help with various projects and countless Salvationists volunteered at their local churches.

“Volunteering at Salvos Stores has changed my outlook on life. It has affirmed my belief of being of service to others and that it is better to give than to receive.”

– Dr Teresita Canja, volunteer at Seven Hills Salvos Stores

This year, we have taken on several overseas interns, mainly young students from the United States. These interns,

usually referred by agencies, work in our centres and in doing so gain credit towards their studies.

Our partnerships with government bodies continued. We have seen an increase in demand for volunteering opportunities by Work and Development Orders participants. This program allows people who are unable to pay traffic and other fines to work off their debts by volunteering.

Technology for mission

In 2012, we launched our online volunteer registration technology through the salvos.org.au and my.salvos.org.au websites. This enables prospective volunteers to register online. This has greatly reduced the level of administration undertaken to register and link volunteers to different churches and centres. By the end of the 2011-12 financial year, The Salvation Army had a pool of 500 online volunteers which was growing daily.

Recognition

The Salvation Army recognises the value of its volunteers. In monetary value, volunteers save the Army \$2 million per week. But their real value is much, much more.

“I’ve really connected with the people here. I think it’s healthy for everyone to be part of something outside a normal day’s work.”

– Rose, Mountain View Aged Care Plus Centre volunteer

Every year, The Salvation Army marks National Volunteer Week in May and International Volunteer Day in December and takes the time to thank volunteers. Certificates of service are distributed to recognise the vital role that volunteers play in the mission of The Salvation Army.

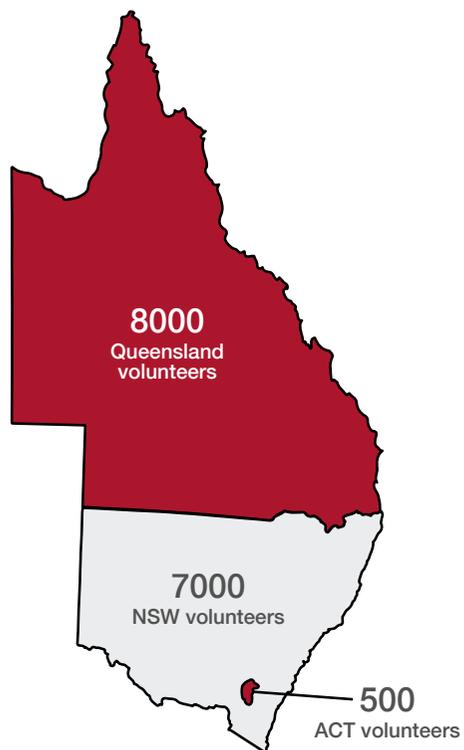


Main areas of volunteering

- Salvos Stores and Family Stores
- Aged Care Plus centres
- Community Welfare centres
- Red Shield Appeal Doorknock

2011-12 milestones

- Online registration software developed and launched
- Increase in Work and Development Order volunteering
- Increased participation of overseas interns in the volunteering program



plus
25,582
Red Shield Appeal volunteers
across ACT, NSW and Qld



Freedom story: Beryl

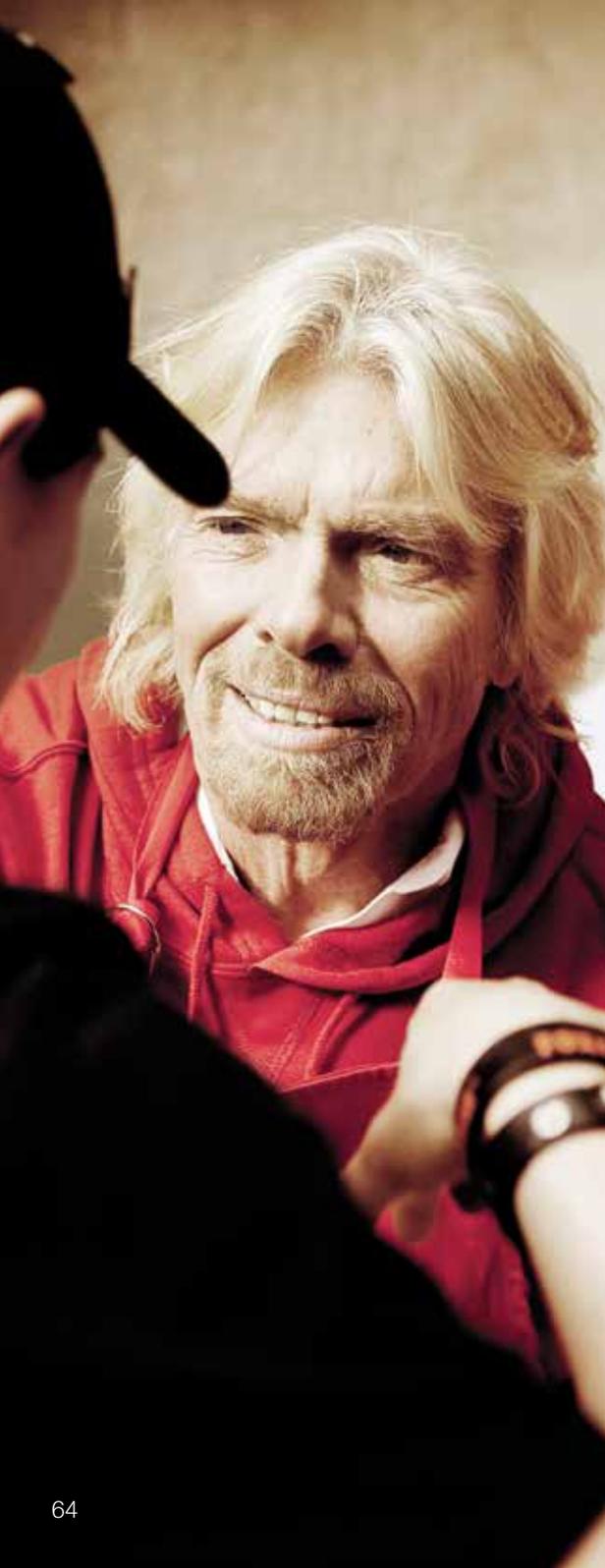
“I wouldn’t miss a day here, I don’t know what I’ll do when I have to stop.” – 88-year-old Burrangiri Aged Care Plus Day Respite Centre volunteer, Beryl.

For the past 17 years, Canberra local, Beryl, has been generously volunteering her time at Burrangiri Aged Care Plus Day Respite Centre. She socialises with residents, serves meals and heads up the annual charity project for Samaritan’s Purse.

Centre Manager, Robyn Bell, says even at 88, Beryl “is one of the most active people we have here, she has become a great friend to all of us”.

Beryl says the best part of volunteering at Burrangiri is helping with craft and the conversations that flow through spending time with the residents. “We certainly laugh!” says Beryl.





Freedom supporters

Thanking our donors

The Salvation Army's message of freedom and hope would not be possible without the help of the Australian community and a large number of corporate, government and community supporters.

Funding the mission

Donations to The Salvation Army's major fundraising appeal – the Red Shield Appeal – increased by 8.3 per cent this year with a total amount collected of \$83.8 million.

The 2011 Christmas Appeal was also generously supported, with \$10.1 million raised.

On top of their regular giving, Australians dug deep this year to support The Salvation Army in a number of one-off appeals for disaster assistance:

- 2011 Queensland Disaster Appeal: \$31 million
- 2012 NSW-Queensland Flood Appeal: \$2.1 million
- 2011 Queensland Slacks Creek House Fire Appeal: \$237,000

Within The Salvation Army, our people donated \$2.1 million to the Self Denial Appeal

– an annual campaign that raises money for the Army's work in developing countries.

“On behalf of The Salvation Army I would like to extend a heartfelt thank you to each and every person who helped make this year's Red Shield Appeal a success.”

– The Salvation Army's Major Bruce Harmer.

Leaving a legacy

In the last year, The Salvation Army was the grateful beneficiary of gifts made by those who had chosen to continue their support beyond their lifetime through a bequest in their will. We thank these supporters, their families and friends for this extraordinary act of generosity.

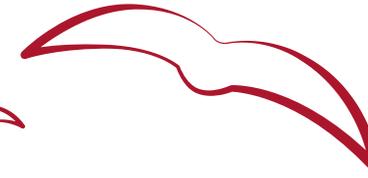
We are truly grateful that each year people continue to make the choice to leave a lasting legacy, through a bequest, by remembering The Salvation Army in their will.

We acknowledge that for many of our supporters this decision is private and we therefore don't always have the opportunity to thank them personally. So to all those who have chosen to support us in this very special way, we would like to take this opportunity to say thank you.

Thank you also to the members of the legal community who continue to support The Salvation Army in various ways such as our Wills Day events and by advocating philanthropy to their clients.

“... congratulations to all the kids who are trying to get themselves back on their feet again – and best of luck to you.”

– Salvation Army supporter Sir Richard Branson, speaking at The Salvation Army's Oasis Youth Support Network.



Partnerships that count

The Salvation Army works with a range of corporate and government partners to deliver services that make a difference in the lives of countless Australians.

This year, we would like to thank:

Corporate and Community partners

- Australian Agricultural Company Pty Ltd
- BMA -BHP Billiton Mitsubishi Alliance
- Brazil Family Foundation
- Count Charitable Foundation
- eftpos
- E J Hart Group
- Eureka Benevolent Foundation
- Gilliver Pty Ltd
- Good Shepherd Microfinance
- Gloria McKerrow Foundation
- Haggarty Foundation
- Insurance Australia Ltd
- Janssen Cilag Pty Ltd
- Jones Lang LaSalle
- King and Wood Mallesons
- K-Mart Australia Pty Ltd
- Lenssec Pty Ltd
- Macquarie Group Foundation
- McDonalds
- Myer Community Fund
- NAB
- Nokia Australia

- Pandora
- Philip Usher Constructions
- Property Industry Foundation
- Protrust Pty Ltd ATF Profield Foundation Pty Ltd
- Stan and Maureen Duke Foundation
- Sony Foundation Australia
- Telstra
- The Caledonian Foundation
- The Danks Trust
- The Dunn Family Trust
- The Ernest Heine Family Foundation
- The Lady Proud Foundation
- The Sylvia and Charles Viertel Foundation
- The Thyne Reid Charitable Trust
- Westpac
- Woolworths Limited
- Xstrata

Government Partners

Australian Government:

- AusAID
- Department of Broadband, Communications and the Digital Economy
- Department of Education, Employment and Workplace Relations
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing
- Department of Immigration and Citizenship

Australian Capital Territory:

- Department of Disability Housing and Community Services

New South Wales:

- City of Sydney
- Department of Family and Community Services NSW - Ageing, Disability and Home Care
- Department of Family and Community Services NSW - Community Services
- Department of Family and Community Services NSW - Housing NSW
- Department of Education and Communities
- Fair Trading
- Ministry of Health
- NSW Office of Environment and Heritage

Queensland:

- Brisbane City Council
- Department of Employment, Economic Development and Innovation
- Department of Communities, Child Safety and Disability Services – Community Services
- Department of Communities, Child Safety and Disability Services - Disability Services
- Department of Education, Training and Employment
- Department of Housing and Public Works
- Queensland Health

Freedom story: Cate up for auction

Co-Artistic Director of Sydney Theatre Company and Academy Award-winning actress Cate Blanchett offered herself for auction to help support homeless young people, via The Oasis Youth Support Network's (Sydney, NSW) 2011 fundraising ball.

Lunch with Cate, who is also patron of The Oasis: Homeless Short Film Competition together with Oasis Director Major Robbin Moulds, at the ARIA restaurant was one of the many products and opportunities offered for auction at the annual ball.





Freedom opportunities

In response to the vital services outlined in this Annual Report I would like to make a donation

My contact details

Title Mr / Mrs / Miss / Ms / Dr / Other

Given Name _____ Surname _____

Address _____

Suburb _____ State _____ Postcode _____

Phone Home () _____ Work () _____

Mobile _____ Email _____

My gift details

My gift for the Red Shield Appeal is \$ _____ My gift is Personal Business

My cheque/money order is enclosed (payable to The Salvation Army) OR

Please charge my credit card Visa Mastercard Diners Amex

Name on card _____

Expiry / _____ Signature _____

Please be assured your details remain confidential. Donations are tax deductible.

Please return this coupon, together with your request to:

The Salvation Army, GPO Box 9888, Your Capital City
For credit card donations phone **13 SALVOS (13 72 58)** or
visit our website salvos.org.au

Please send me more information about

- Corporate partnerships
- Regular giving
- Wills and bequests to The Salvation Army
- Salvation Army church activities

Corporate partnerships

The Salvation Army continued expanding its Corporate Partnership Program during 2011/12.

For further information about how your business can help The Salvation Army to be there for those in need, please contact our Corporate Partnerships team -

partnerships@ae.salvationarmy.org

Contacts

The Salvation Army

Australia Eastern Territory

William Booth – Founder
Linda Bond – General
James Condon – Commissioner

International Headquarters

101 Queen Victoria St
London EC4V 4EH,
United Kingdom

Australia Eastern Territory Headquarters

140 Elizabeth St
Sydney NSW 2000
PO Box A435
Sydney South NSW 1235

Most of The Salvation Army's services are available at a wide range of locations throughout NSW, Queensland and the ACT, both in the city and in country areas. For more information, look under "Salvation Army" in the Telstra White Pages Directory, visit our website salvos.org.au or contact the Army's divisional headquarters closest to you.

Sydney East and Illawarra Division

Phone (02) 9336 3320
PO Box 740
Kingsgrove NSW 1480

The Greater West Division

Phone (02) 9635 7400
PO Box 66
Parramatta NSW 2124

South Queensland Division

Phone (07) 3222 6666
GPO Box 2210
Brisbane QLD 4001

Central and North Queensland Division

Phone (07) 4999 1999
PO Box 5343 Red Hill
Rockhampton QLD 4701

Newcastle and Central NSW Division

Phone (02) 4926 3466
PO Box 684
The Junction NSW 2291

ACT and South NSW Division

Phone (02) 6273 2211
PO Box 4224
Kingston ACT 2604

North NSW Division

Phone (02) 6771 1632
PO Box 1180
Armidale NSW 2350

Aged Care Plus

Phone (02) 9779 9411
PO Box 1455
Meadowbank NSW 2114

Booth College

Phone (02) 9502 0400
PO Box 4063
Bexley North NSW 2207



Freedom



The Salvation Army Australia Eastern Territory
Annual Report 2012

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Communications and Public Relations Department
140 Elizabeth St Sydney NSW 2000 Phone (02) 9266 9690

For more information regarding The Salvation Army and its
services, visit salvos.org.au



We're about people
finding freedom.