

Annual Report 2012/13

The Salvation Army Australia Eastern Territory



We're about people
finding freedom.

The Salvation Army Australia Eastern Territory

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A message from the Commissioner

When I think back over the year and all of the achievements of this diverse Salvation Army of ours, my most vivid memories are not of new buildings or services, statistics or financial results.

No, when I think about what The Salvation Army has achieved, I think about people.

I celebrate the first graduates from our new indigenous Recovery Services Centre in Mt Isa.

I stand in awe of Peter and his team of Salvation Army Emergency Services volunteers who worked around the clock over many days when devastating floods engulfed their city of Bundaberg.

I grieve with Estelle who lost her daughter to suicide but thank God that she found support in this dark time through The Salvation Army's Hope for Life service.

I barrack for Kyle, a student at our indigenous house on Sydney's northern beaches, whose involvement with The Salvation Army has enabled him to pursue his dream of obtaining a great education and becoming a professional football player.

And I give thanks for people like Fortescue Metals chairman Andrew Forrest and his wife Nicola, who are so passionate about ending human trafficking and slavery that he pledged \$1million to partner with us to fight the issue.

The Salvation Army is about people finding freedom. We are about journeying with people for the long haul. And these are all our people.

From the people who come to us, hurting and in need of love, care and support to those who partner with us by volunteering or donating; YOU are our people, helping us to follow more closely the one who said:

"For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me.

"... Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me." (Matthew 25:35-36, 40)

I want to thank each one of you for your contribution to the mission of The Salvation Army.

God bless,



James Condon
Commissioner
The Salvation Army
Australia Eastern Territory

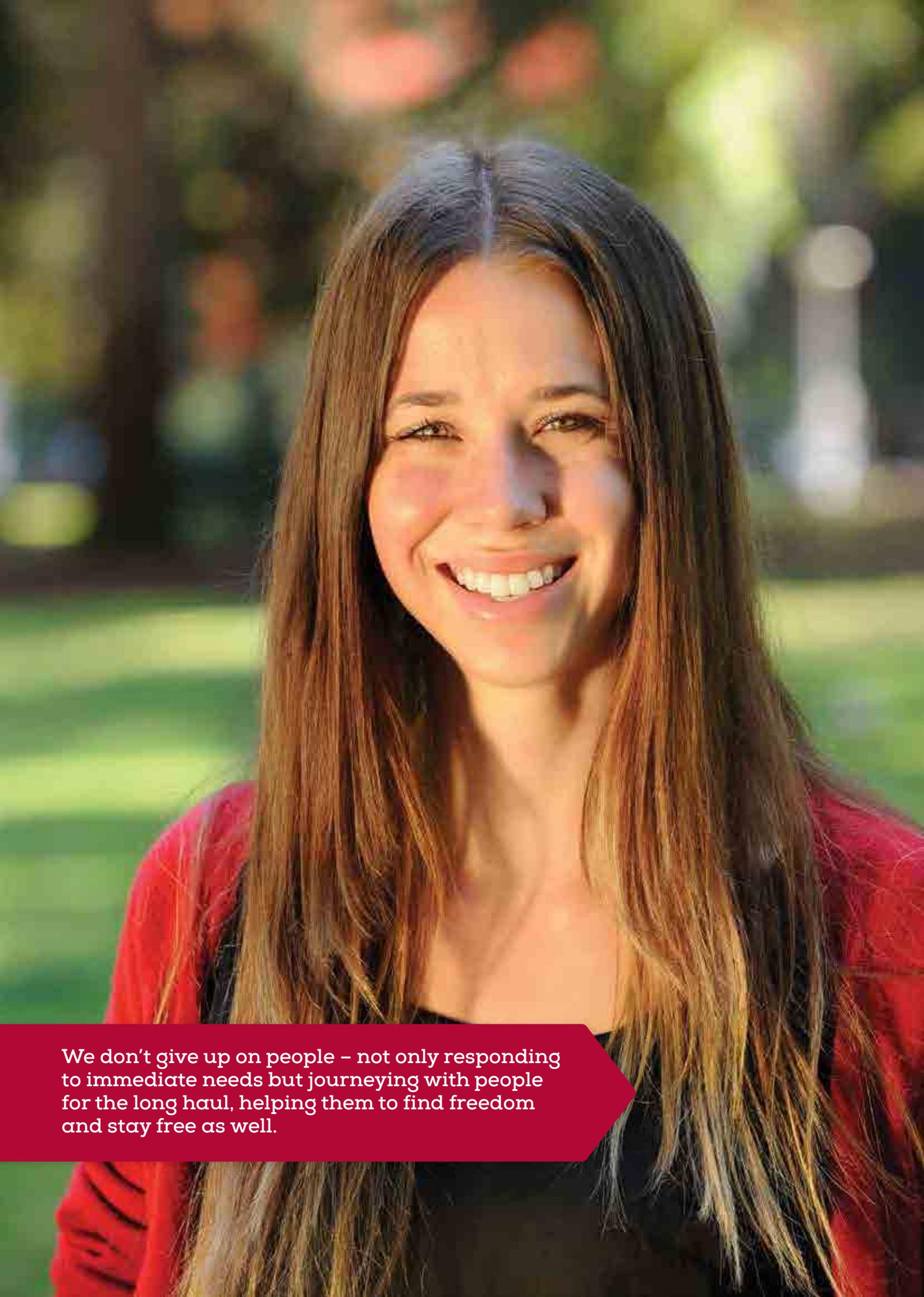


The Salvation Army has an international mission statement that sets the identity and direction for every expression worldwide:

“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 the love of God. Its mission is to preach the Gospel of Jesus Christ and meet human needs in His name without discrimination.”

Some Salvation Army territories around the world 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.





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 stay free as well.

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 café.

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.

We believe in 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 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 stay free as well.

We believe in 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 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.

We believe in freedom through faith.

We believe that true freedom encompasses body, mind and spirit. Our faith convinces us that hope, purpose and fulfilment can be everyone's story. Our freedom journey started with Jesus, and he continues to be the foundation, inspiration and driving force of everything we do. We believe Jesus was, is, and always will be about people finding freedom.

2012-13 Highlights



The Salvation Army launches its "Snow Mission" – a two-week outreach in the NSW ski fields to provide assistance to local workers who are struggling to make ends meet. About 90 per cent of the guests who visited the Salvo Snow Mission centre were workers from the ski fields and many spoke of a daily struggle to have enough money to buy food, due to low wages and not enough available work.



The Salvation Army's Oasis Youth Support Network on the NSW Central Coast launches a driver-training program designed to help disadvantaged young people access transport and job opportunities.



Singer Pete Murray chats with Goodna locals at the opening of "Soundpoint" – The Salvation Army and Sony Foundation youth and community centre.



Captain Michelle White, Young Hope Director, proudly holds a certificate of accreditation from the NSW Office of the Children's Guardian. The accreditation has enabled The Salvation Army to launch Young Hope, its new foster care agency aimed at providing quality care and support to the state's most vulnerable children.



The Salvos Housing Narrabundah social housing complex opens – built in partnership with the ACT government.



Salvation Army Emergency Services volunteers swing into action after floods devastate the city of Bundaberg in Queensland.

Jul
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Sept
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Oct
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Dec
2012

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The Salvation Army's Streetlevel Mission in Brisbane, a loving community for the poor and marginalised, moves into bigger premises. The mission now houses The Salvation Army's Brisbane community welfare, and Moneycare financial counselling.



The ACT Minister for Housing, Shane Rattenbury (right), officially opens Canberra's new Youth Emergency Accommodation Network, which is being delivered through a partnership between The Salvation Army Oasis Youth Services and Canberra Youth Refuge.



The Salvation Army expands its outback flying service to south Queensland by purchasing a light aircraft.



Salvation Army Commissioner James Condon officially opens the state-of-the-art Elizabeth Jenkins Place Aged Care Plus Centre on Sydney's northern beaches.



Salvos Counseling is relaunched with a new name and a fresh vision.



The Salvation Army's Dooralong Transformation Centre on the NSW Central Coast opens, providing a new venue for its Recovery Services in the area.



Salvos Stores wins an APMA award for its Salvonista mobile boutique pop-up store.

Jan
2013

Feb
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Mar
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Apr
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May
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Jun
2013

Fighting Poverty

Our community service centres provide a range of practical assistance for low-income families and individuals who are struggling to make ends meet. Our Moneycare financial counsellors teach budgeting skills and are a lifeline for those drowning in debt. The Salvation Army provides places of welcome where people can be connected, cared for, and provided long-term support.

Holistic care

A new model of care was piloted in Salvation Army welfare centres in NSW this year. "Doorways" is designed to empower people trapped in poverty with skills and support to overcome entrenched disadvantage and become more self-reliant. Through case management, mentoring and building stronger connections with other Salvation Army services and local agencies, Doorways opens new opportunities and pathways for individuals and families in need.

It ensures Salvation Army emergency welfare services are based on a 'hand-up' not a 'hand-out' philosophy, and that those who seek our help are treated with the utmost dignity and assisted to achieve independence as soon as possible.

The establishment of the Doorways model also involved the production of new resources and training for our dedicated staff and volunteers who work in our frontline community service centres.

A loving advocate

In the lead-up to the Red Shield Appeal 2013 Doorknock, The Salvation Army released the results of its biggest national survey of those we assist through our community service centres. The extensive report "paints a bleak picture of everyday life for many people in our communities". It was the second year in a row that The Salvation Army conducted its Economic and Social Impact Survey nationally, with 2700 clients responding to the opportunity to be surveyed at our emergency relief and community support services across Australia.

The results showed a 12 per cent rise in the number of people coming to The Salvation Army who were receiving Newstart. The Salvation Army highlighted its grave concerns that this increase was a reflection of the ongoing inadequacy of the Newstart payment (single people on this payment receive about \$15 a day to live on). There was also concern that this increase was partly due to the impact of the changes to parenting payments, with single mothers forced onto the lower Newstart allowance when their youngest child turns eight.

Salvation Army Economic and Social Impact Survey of clients, 2013:

51%  of respondents have gone without meals

58%  of respondents are unable to pay utility bills on time

92%  of respondents have little or no savings in case of an emergency

53%  of respondents cannot afford presents for family

35%  of respondents reported feeling very lonely

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1-2. The Salvation Army's Streetlevel Mission in Brisbane, a loving community for the poor and marginalised, moved into bigger premises in 2013. The mission now houses The Salvation Army's Brisbane community welfare, and Moneycare financial counselling.



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3. "The pressures of living in rural and resource communities across Central Queensland are real from a cost perspective. What we've continued to deliver over our 10-year partnership with The Salvation Army is real financial counselling and support to those in need." - BHP Billiton Mitsubishi Alliance Head of External Affairs, Vincent Cosgrove, speaking about the funding partnership that allows The Salvation Army to employ a Moneycare financial counsellor in Central Queensland.

Fighting Homelessness

The Salvation Army is a sector 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 prevent, and transition people out of, homelessness. Its Oasis Youth Support Network offers cutting-edge programs that provide critical points of intervention and support for homeless and disadvantaged young people.

Crisis Accommodation - NSW, ACT and Queensland:



11,658
people assisted



1,894
people housed in
secure housing



Oasis Key Supporters

Matana Foundation
PwC
Virgin Group
Property Industry Foundation

A new direction

The Salvation Army began the process of implementing significant changes to its homelessness services, in line with changes in state and federal government priorities. The Federal Government has set a target to halve homelessness by 2020 and a range of new strategies are being trialled.

The new “housing first” approach now means that homeless people can be housed in decent, affordable accommodation without having to complete a prescribed program or intervention, and then provided wrap-around services to support them to achieve stability and progress. In every capital city new housing projects and independent living units have been dedicated to this purpose and The Salvation Army and other support providers have been offering intensive outreach support services to assist people maintain their housing and achieve their goals.

This approach has led to a national reduction in “rough sleeping” and we have seen many homeless people now living successfully in safe accommodation.

The future direction for The Salvation Army will see many of our large institutional services reduce in size and density and become more focused on this type of community-based affordable housing, with support provided by visiting staff and other professional services.

“The Salvation Army has been providing homeless services for over a century and never has there been such a bold plan to transform our services,”

Major Paul Moulds, head of The Salvation Army's social services.

Best practice

A new best-practice model of care has been introduced at The Salvation Army's Oasis Youth Support Network. Trauma Informed Care is a therapeutic way of working with people that recognises that many of our clients have experienced trauma and that their presenting behaviours are a result of this experience. This approach will be introduced in other Salvation Army homelessness services.

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Long-term support

This year The Salvation Army established Salvos Housing as a manager and provider of community housing in the ACT, NSW and Queensland.

The new service is already managing 95 properties throughout NSW and the ACT. It works with existing homelessness services to professionally manage the housing stock, allowing frontline services to give full attention to providing effective interventions and support.

As well as now managing a range of existing Salvation Army properties, Salvos Housing is working on extensive plans to construct and acquire new housing for those in greatest need.

Prevention

The Salvation Army has continued to provide a range of support services that aim to identify families and individuals experiencing housing stress and intervene to prevent them becoming homeless. As planning continues on the re-design of Salvation Army homelessness services, this emphasis on prevention and early identification of people on a pathway to homelessness will be a vital element of all Salvation Army homelessness services.



1. The Salvation Army's Oasis Youth Support Network on the NSW Central Coast launched a driver-training program designed to help disadvantaged young people access transport and job opportunities.

2. Sydney's homeless and disadvantaged enjoyed a two-course feast on Christmas Day 2012 thanks to the generosity of NSW pork farmers who, through the NSW Farmers Association Pork Committee, donated 250kg of meat for the event.

Recovery Services

The Salvation Army Recovery Services is committed to bringing hope, healing and wholeness to all people adversely affected by alcohol, other 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.

Recovery Services in NSW, ACT and Queensland:



Each week, The Salvation Army assists more than

500

people who are experiencing problems related to their use of alcohol and other drugs and gambling

The Bridge Program

The Bridge Program has been designed by, and is the property of, The Salvation Army. It has been in use in Australia for over 40 years, providing for the recovery needs of people with gambling, alcohol and drug addictions. There are recognised and evidence-based intervention and recovery models used in the delivery of the program. These include: motivational enhancement strategies; cognitive behavioural therapy; 12-step model of recovery; case management; and vocational education and training. In addition, one-to-one support, group work and work therapy are used as integral aspects of program delivery with people involved to varying degrees dependent upon their stage of recovery.

Service expansion

Recovery Services continued to expand its range of treatment options this year, opening the Doralong Transformation Centre for men and women on the NSW Central Coast. In western Sydney, a new service supporting people on opioid substitution treatments to stabilise, reduce and cease their use opened, the first of its kind for The Salvation Army. A unique program supporting drug and alcohol users and their families based in Wollongong, NSW, was exported to Canada where it is being introduced by The Salvation Army. We continue to expand our church and community-based recovery programs, with 75 Salvation Army centres now running a program. This enables our Bridge Program graduates and members of the public who need these services to connect with a safe, caring community where they can continue to be supported in their recovery.

“We are thankful for the ongoing support of partners like the Illawarra Institute for Mental Health - University of Wollongong, the Australian Therapeutic Communities Association and state, territory and federal governments - without them we could not do the life-transforming work that we do.”

**Territorial Mission and Resource Director – Recovery,
Major David Pullen.**

Service recognition

The Bridge Program continues to receive national recognition, this year winning a National Drug and Alcohol award for excellence in treatment and support. At the Australian Therapeutic Communities Association Awards our own Leon Gordon, a Salvation Army senior caseworker at Moonyah Recovery Services in Brisbane, was recognised for his important contribution to the development of a therapeutic community within our organisation.

Public advocacy

As well as helping Australians in addiction, The Salvation Army takes very seriously its role to educate the public about the dangers of the misuse of drugs and alcohol. This year a new initiative, Rode 2 Recovery, was launched. A group of Recovery

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Services participants and graduates cycled 1000km in 12 days and visited 15 schools to speak about the reality of addiction. Their stories touched around 2000 young people. A team from Blue Mountains Recovery Services also visited various towns in outback NSW to talk to children and young people about the dangers of drugs, alcohol and gambling.

During Alcohol Awareness Week 2012 we released the results of Roy Morgan research that revealed 22% of respondents say they know families where they think that children are not being properly cared for because of someone's alcohol abuse. The Salvation Army used the public awareness week to urge Australians to consider their drinking choices and the impact that alcohol is having on themselves, their friends, families and children.

Delivering better mental health

The following results compare clients' mental health at treatment intake and three months after discharge from the Bridge Program:

53%  of people are **less bothered by mental health problems** after treatment

55%  of people are **more accepting of themselves** after treatment

62%  of people feel that their **mental health symptoms are less problematic** after treatment

52%  of people feel that they are a **more worthwhile person** after treatment

1. "I have been to rehabs in the past, but they only rehabilitate you back to where you were before. I'm in a transformation centre and I'm transforming into someone completely new," – Salvation Army Recovery Services client speaking at the opening of the Dooralong Transformation Centre.

* Statistics are for NSW, ACT & QLD

Emergency Services

Salvation Army personnel are immediately on the scene 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 other emergency teams and support staff.

As well as this initial crisis response, The Salvation Army is committed to providing ongoing ministry and support to those who remain in need post-disaster.

SAES in NSW, ACT and Queensland:



1,434
SAES volunteers



10,879
SAES volunteer hours of duty



91,200
meals served



128
incidents responded to

Training

A grant from the NSW Government to The Salvation Army Emergency Services in 2012 allowed it to better train volunteers. At a series of seminars, coordinators were trained in the latest techniques, processes and regulations.

Equipping

The Salvation Army Emergency Services continues to modernise its equipment. This year a new major feeding unit was built for Queensland and four new large catering trailers were purchased for use in NSW and Queensland.

"We chose the Salvos because they have presence in all communities and are a very trusted brand. They have excellent governance, transparency and integrity. The fact that our customers give generously when we are fundraising for the Salvos is proof that everyone trusts the Salvos."

Woolworth's Armineh Mardirossian, speaking about the company's Community Investment Program which supports The Salvation Army's disaster relief efforts.

Responding

When the Queensland city of Bundaberg experienced its worst ever flooding, when bushfires ravaged NSW, when Cyclone Oswald generated monsoonal rains, Salvation Army Emergency Services personnel responded immediately, often ignoring their own personal crises to serve others in need.

Volunteers worked around the clock for weeks in evacuation centres in Bundaberg, providing meals, snacks, handing out clean clothes and toiletries and offering plenty of hugs and a shoulder to cry on for those who had lost everything.

Distribution centres for donated goods were set up and, as the floodwaters receded, The Salvation Army partnered with other non-government organisations to rebuild people's homes and help people re-establish their lives. Once again our partnership with Woolworths saw donations collected at stores around Australia and sent to the front line where they were distributed by The Salvation Army.

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2013/14 Bushfire Update

The Salvation Army has responded to unprecedented fire activity across NSW in late 2013. Hundreds of homes were destroyed and hundreds more damaged, with the recovery of communities affected expected to take years. Thanks to the generous support of the Australian public and our corporate partners to our Bushfire Appeal, The Salvation Army is committed to working in these devastated communities for as long as it takes to rebuild shattered homes and lives. For further information on The Salvation Army's disaster response, head to salvos.org.au/nswbushfires



Our rural chaplains continue to conduct door-to-door visitation and provide practical and emotional support to properties near Coonabarabran in western NSW after a devastating bushfire wiped out homes, stock and farms.

Long-term support

Two years after floods devastated much of south-east Queensland, The Salvation Army, in partnership with Sony Foundation, officially opened "Soundpoint", a youth and community centre in flood-affected Goodna.

The centre is a long-term legacy project that will work towards the ongoing transformation of this community, which was significantly impacted by the 2011 floods. It includes Salvos Legal, youth and family counselling services, a Housing Rebuilding Project support worker (flood), educational support for those disengaged from mainstream education, activities-based programs, the Meeting Place Café, "The Sony Space" and a Family Store.



1. When disaster strikes, The Salvation Army is among the first at the scene to feed those stranded in evacuation centres and the hundreds of hard working emergency services volunteers and personnel.

2. The Salvation Army receives a \$1 million donation from Woolworths for its Disaster Relief Appeal.

Chaplaincy and Counselling

The Salvation Army offers 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 chaplains are also on hand in many areas of need in the community.

Salvo Care Line NSW and Queensland in 2012-13:



70,709
calls



8,000
services in referral database



149
volunteers

Salvos Counselling NSW, ACT and Queensland 2012-13:



1,525
clients



6,911
counselling sessions

Salvo Care Line

Taking more than 70,000 calls from across Australia in the past year, Salvo Care Line volunteers in Sydney and Brisbane offer 24 hour advice, support and referrals for callers in need, including ongoing help. Volunteer numbers in Brisbane have more than doubled in the past financial year.

"Our choice to partner with The Salvation Army's Salvo Care Line was made to ensure that our donation was used as effectively as possible with a trusted and respected organisation."

Alan Carstens, Chairman, Grindley Construction.

Salvos Counselling

The Salvation Army's face-to-face counselling service this year changed its name and expanded to the Gold Coast, Goodna and Bundaberg, all in Queensland. It also began offering new services such as counselling under the Employee Assistance Program to Salvation Army employees, officers and their families, Employment Plus clients and pre-deployment psychological assessments for people applying to work at The Salvation Army's Humanitarian Mission Services on Nauru and Manus Island.

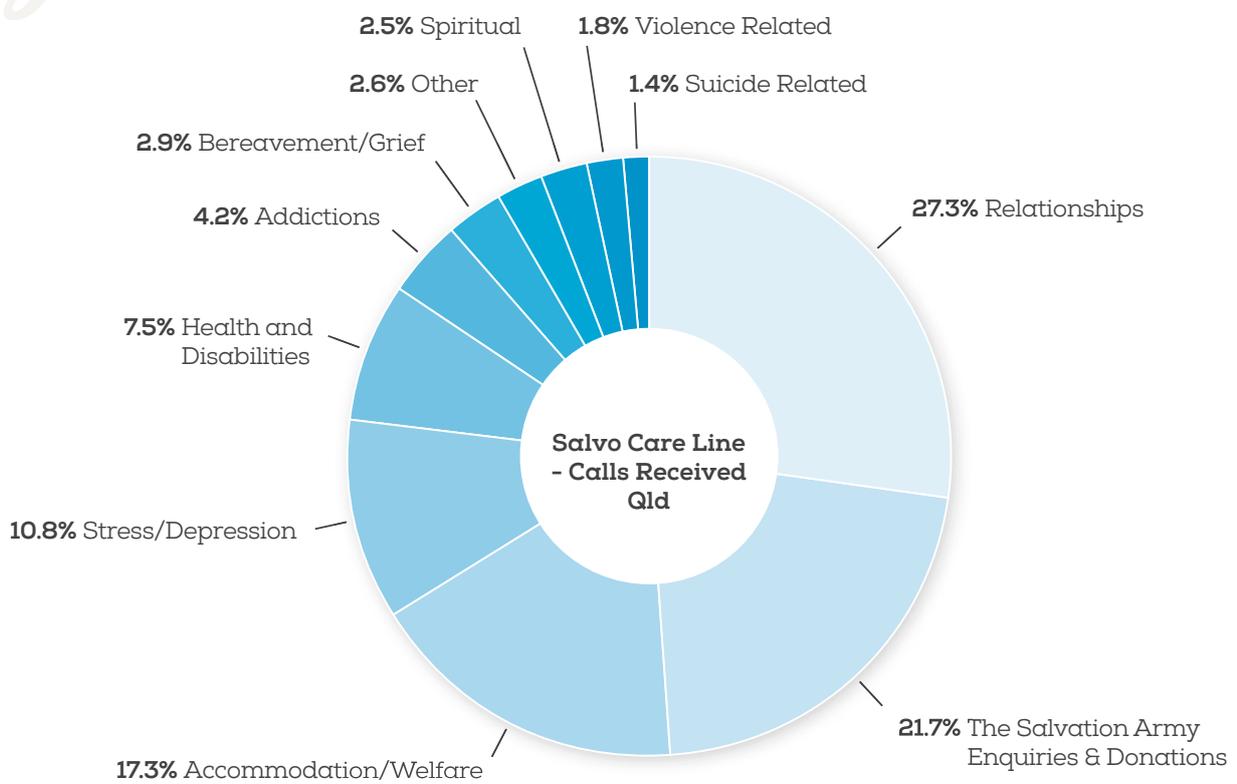
This year, The Salvation Army also introduced a unique music counselling program called Drumbeat, that is proving to be effective. Operating out of Salvos Counselling in Brisbane, Drumbeat uses drumming to help those struggling with a lack of social skills, anger management, isolation, anxiety, self-esteem, toxic relationships and behavioural problems.

Chaplaincy

The Salvation Army's presence in the Australian community is enhanced by the role of chaplains who provide a listening ear and caring presence at a wide range of places and situations including courts, prisons, schools, hospitals, universities, airports, legal services, clubs, hotels, rural and remote areas, police, fire, ambulance and rural fire services.

In 2012, our Outback Flying Service chaplains opened a new base at Dalby in Queensland. Replacing its helicopter for a fixed-wing plane, the chaplain can now fly further in less time at a lower cost, to reach those in need in Australian outback areas.

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“The generous support of Rotary with both finances and volunteers has enabled us to expand our ministry through the development of isolated rural communities.”

In 2012, our Dubbo-based rural chaplains launched a Christmas Mission called the “Farm Hub Project”. The project saw Salvation Army and Rotary volunteers helping with a range of jobs at farms including cleaning, fixing windows and fly screens, repairing machinery, roofing and building.



1. “The Salvos are well-known in these parts for taking care of hurting people. They come out and spend the time to get to know us so when things are tough, we have someone to talk to. The fact that they come back shows us that they are serious.” – Ken, owner of “Woodlands” property near the outback Queensland town of Mitchell.

Children and Families

The Salvation Army runs a number of programs to support children and families. Young Hope is The Salvation Army's out-of-home care service for children and young people that currently operates in Sydney, the NSW Central Coast and Hunter region. Our Communities for Children Program in Brisbane works alongside families in need and our people are in primary and high schools and communities across our territory supporting children and families in times of need.

Communities for Children, Logan:



\$1.7 million
per annum budget



4,401
adult clients directly supported



3,136
child clients directly supported



66
activities delivered



16
venues



8
community partners



13
staff

Young Hope

Recognising the growing needs of the community relating to vulnerable children, The Salvation Army was accredited as a home care provider in 2012. We commenced operations with the launch of Young Hope, a service that provides out-of-home care services to children and young people aged from newborn to 18.

Communities for Children

The Salvation Army's Communities for Children, in the Brisbane suburb of Logan, introduced The Family Place program, working intensively with disadvantaged families with children before birth to 12 years to help strengthen their skills and capacity.

Turning dreams into reality

The effectiveness of The Salvation Army's Indigenous Community House, located on Sydney's Northern Beaches, was this year demonstrated by Year 12 student Kyle. From Moree in north-west NSW, Kyle completed his education courtesy of a scholarship at Northern Beaches Christian School in Sydney, and realised his dream of becoming a rugby league player, signing a contract with the Manly Sea Eagles.

"We are passionate about seeing children and young people find a safe place to be themselves, express themselves and find the freedom to reach their full potential."

Captain Michelle White, Young Hope Director.

Salvos in schools

Partnering with local primary schools, The Salvation Army Schools and Community Program has been undertaking early intervention, conflict resolution and leadership development through its Red Cap and other innovative programs.

A new Salvo Ambassador Movement (SAM) began in high schools in 2013. Thirty-one students from 17 schools across Sydney were recruited and became the first Salvo Ambassadors, with a mandate to create awareness about social justice issues and take action within their schools and communities. The program is set to expand into Queensland and the ACT.

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1. Young Hope Director, Captain Michelle White, proudly holds a certificate of accreditation from the NSW Office of the Children's Guardian. The accreditation has enabled The Salvation Army to launch Young Hope, its new out of home care aimed at providing quality care and support to the state's most vulnerable children.
2. Thirty-one students from 17 high schools across Sydney, joined together for a week of training as part of the Salvo Ambassador movement – a program that aims to develop young social justice leaders in communities across Australia.
3. "Coming from a small town is pretty hard but everyone has a dream they can reach, they just have to make the right choice" – Kyle, who spent the past year living at The Salvation Army's Indigenous Community House in Sydney and has achieved his dream of becoming a rugby league player.

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.

Rich history

The Salvation Army Family Tracing Service has been working to reunite families for almost 130 years. It's been an instrument of connection, reconciliation and reunion of "estranged" family members since its inception in the United Kingdom in 1885. And the service is now available through the Army's networks in more than 120 countries around the world.

Family Tracing, NSW, ACT and Queensland:



40

families reunited every week

70%



of family members reunited **2011-12**
(NSW and Queensland)

80%



of family members reunited **2012-13**
(NSW and Queensland)

"The pain of the separation of family members just cuts me to the bone. I've ached with them,"

Lyndal Barker, Salvation Army Australia Eastern Territorial Director for Family Tracing Services.

Proven track record

The Salvation Army's Family Tracing Service in NSW and Queensland is involved in reuniting approximately 40 families every week. The most frequent requests are from adult "children" seeking their mother, father or siblings. The service also conducts specific searches relating to adoption cases. This year there has been a 10 per cent increase in the number of family members reunited.

Case numbers 2012-13, NSW and Queensland



792

cases opened



842

cases closed

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Million to one

"It was absolutely a million-to-one shot," Peter says. "A fairytale come true."

After spending time together when they were both living in Queensland, Peter suddenly lost contact with his daughter, Bethwyn. They had exchanged phone numbers but when Peter tried calling Bethwyn, the numbers she had left him had been disconnected. For years he could not get hold of her.

"I must've tried calling over 300 times," Peter says. "Not a day went by when I didn't wonder what on earth had happened to her."

Unknown to Peter, Bethwyn was also actively seeking him during this time. She had lost his phone numbers and details and wanted to get in touch. She contacted The Salvation Army's Family Tracing Service which started the search for Peter.

"The Salvation Army, to their credit, were very persistent," Peter remembers. "They rang every Peter Conley across the globe until they came across me!"

"I was immediately on the phone to her [Bethwyn]. I'd been waiting for this day to be in contact with her again."

After speaking to his daughter for the first time in years, Peter also realised that, incredibly, she was now living around the corner from his stepdaughter and Bethwyn's childhood friend, Janet.

"She jumped off the phone and just walked around the corner to see Janet for the first time in years," Peter says. "It was truly amazing."

This year, the whole family is spending Christmas together in NSW and Peter is excited to have everyone reunited again.

"It's like everything is back to normal now."



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1. Some of the Family Tracing Service's Sydney-based team. Pictured (from left) are Emma Ewin, Andrew Garven, Mary Mendes, and Louise Voets.

Salvos Legal

Salvos Legal is a revolutionary legal service – the first of its kind in the world. 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, fee-free law firm for the disadvantaged and marginalised.

Salvos Legal in NSW and Queensland:



7,600
humanitarian cases advised
and assisted since 2011



8
offices



17
employed staff



130
volunteers

Self-funded

Since 2012, Salvos Legal has been entirely self-funded, receiving no government or Salvation Army grants. It generates funding by acting for a range of clients including:

- The Salvation Army
- Anglicare
- Churches of Christ
- Transport for NSW
- Commonwealth Bank of Australia
- Community Sector Banking
- Community 21
- Bendigo and Adelaide banks
- NSW Office of the Small Business Commissioner
- CBRE
- NSW Trade & Investment
- Association of Children’s Welfare Agencies

Service expansion

Originally establishing itself in NSW, during the past year Salvos Legal has expanded into Queensland with advice bureaus set up in Mt Gravatt and Slacks Creek. There are plans to establish the service in more locations in the future.

Partnering with the sector

A new Salvos Legal inhouse pro bono desk allows lawyers from the corporate and government sectors to undertake volunteer legal work with Salvos Legal. They are supervised and supported as they help Salvos Legal Humanitarian clients.

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Speaking engagements

- Leo Cussen Institute of Law, Melbourne
- Melbourne Law School - Guest Lecture Series
- Vibewire Fastbreak Lecture Series
- Immigration Essentials for Lawyers, MIA
- Women and Domestic Violence, Barnardos
- UTS: Law Careers - Networking Evening
- Sunday Nights, ABC - Radio regular guest
- Legalwise 2nd Annual Seminar on Not For Profit Law
- Presidents Charity CLE Series, Law Society of NSW
- ADR: Supporting Access to Justice, Law Society of NSW
- Students for Students National Leadership Conference



Awards

- 2012 Burgess Paluch Pro Bono Award, Lawyers Weekly Australian Law Awards
Luke Geary
- NSW finalist in 2012 Australia Day Awards for 'service to the legal profession and the community'
Luke Geary



Media Headlines

'Salvos Legal to fill inhouse pro bono void'
Lawyers Weekly

'Celebrating a pro bono pioneer'
Lawyers Weekly

'Salvos use free market to fund lawyer access'
The Australian

'Salvos Legal celebrates success'
Lawyers Weekly



Praise for Salvos Legal

"We like the fact that we are able to support a law firm that gives back to the community,"
Helen Vickers, General Counsel, Transport for NSW

"The service, quality of advice and people on our contract are absolutely on par if not better than other organisations,"
Peter Juchau, Commonwealth Bank (*pictured below*)



Aged Care Plus

The Salvation Army Aged Care Plus has an uncompromising commitment to deliver person-centred care which meets the physical, emotional and spiritual needs of each individual in our care. By staying focused on our mission, vision and values, we are constantly improving and expanding our unique service offered to older Australians.

Aged Care Plus - NSW, ACT and Queensland:



18
residential aged care
accommodation centres



8
centrally located retirement villages



over
80
community aged care packages assisting
older Australians in their home



over
1200
caring and committed staff



more than
400
active volunteers

Centres of excellence

The Aged Care Standards and Accreditation Agency advised that all Salvation Army Aged Care Plus centres in NSW, ACT and Queensland achieved full compliance in the most recent accreditation round. Feedback from agency assessors was very positive, with one assessor commenting that "she would be happy to be cared for by any of the staff" at the Bethany Aged Care Plus Centre where she was conducting accreditation.

A committed workforce

Every two years, The Salvation Army Aged Care Plus conducts a staff engagement survey known as "The Voice", run by Macquarie University. Our 2012 results show an engaged workforce committed to the mission:

- Job satisfaction 85%
- Commitment to the mission 90%
- Good team environment 85%
- Role clarity 89%

Strategic partnerships

At The Salvation Army Aged Care Plus we seek strategic alliances to progress our mission and to advocate for Australia's ageing population. At a time when the aged care workforce is shrinking, we are investing in partnerships with major Australian

Aged Care Plus Walkathon success

The Aged Care Plus Walkathon is a yearly event that brings together residents, staff, volunteers and members of the local community to raise money for specified Salvation Army services.



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universities to provide hands-on training for the new generation of allied health professionals. This is a long-term investment expected to deliver a more informed and skilled workforce for the future. Our acceptance this year as a member of the National Aged Care Alliance further strengthens our position as a key provider in the aged care industry.

Delivering new and improved centres

We have the utmost respect for Australia's ageing population and maintaining a high standard of accommodation for our residents is a key part of the service we provide. This year we officially opened Elizabeth Jenkins Place Aged Care Plus Centre on Sydney's northern beaches, a facility that incorporates the very best of aged care design and comfort.



1. "It's important for our residents to be as physically healthy as possible because this triggers wellness in mind as well," – The Salvation Army Aged Care Plus deputy chief executive officer, Maryann Curry.

Technology supports care

At a time when other aged care providers are putting expensive building projects on hold due to the uncertainty around industry reforms, The Salvation Army Aged Care Plus is continuing its investment and going above and beyond when it comes to design and technology.

Gone are the long corridors lined with handrails that conjure up images of hospitals and create an institutionalised feel. Instead, centres like Elizabeth Jenkins Place Aged Care Plus Centre and The Cairns Aged Care Plus Centre in Chapel Hill, Queensland, have "stop and rest" points throughout their short walkways and hallways – comfortable couches, window seat sitting areas and the like. Internal research shows that this innovative design feature is reducing falls because it encourages residents to stop when they are tired, which results in less accidents.

To further reduce the risk of falls, The Salvation Army Aged Care Plus is using motion-sensor technology – from floor mats to sensor beams in the doorways – which can be switched on or off depending on the clinical needs of each resident. For our frailer residents, this technology allows

carers to know when they are on the move so that they can check to see if they need assistance.

The Salvation Army Aged Care Plus is also equipping staff with the most up-to-date technology such as electronic medication management systems and Vocera wireless communication system that allows staff to be in constant contact with each other, eliminating the need for noisy PA announcements.

Many of our dementia-specific units have been designed in consultation with Alzheimer's Australia and incorporate the most up-to-date technology and design features for delivering care in this specialised area. We know through research that fewer bed numbers and a person-centred model of care that allows for one-on-one care, instills a sense of security and greatly increases wellbeing amongst those affected with dementia and Alzheimer's. That's why bed numbers in many of our dementia houses are lower than the Australian average, reflecting a commitment by The Salvation Army Aged Care Plus to deliver high-quality personalised care.

Freedom Communities

Migrating to Australia and seeking asylum 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.



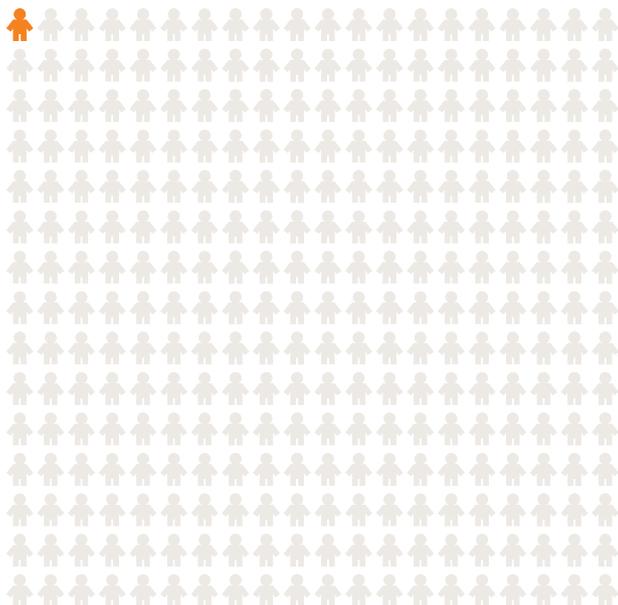
100%

of The Salvation Army's work on Nauru and Manus Island is funded by the Australian Government.



0.3%

Australia hosts just 0.3 percent of the world's refugees.



Offshore assistance

In 2012, The Salvation Army entered into an agreement with the Federal Government to provide humanitarian support services for asylum seekers in Nauru and Manus Island Regional Processing Centres. Under the agreement, The Salvation Army Humanitarian Mission Services provides humanitarian support, pastoral care, recreational activities and other programs aimed at supporting the wellbeing of those in their care while their claims for protection and asylum are being processed. The program is 100 per cent funded by the Australian Government.

Help at home

The Salvation Army is at the front line, assisting new arrivals with everything from English classes, driving schools, and budgeting skills to providing food, clothes and furnishings for asylum seekers and migrants who often arrive here with very little.

Our Freedom Communities program provides supported housing to people awaiting the determination of their immigration status. Asylum seekers involved in this government-funded program are appointed a caseworker who visits them on a regular basis to help familiarise them with Australian society and provide social and emotional support.

Fighting against injustice

The Salvation Army operates Australia's only safe house for people who have experienced human trafficking, slavery or slavery-like practices. In 2013, Fortescue Metals chairman Andrew Forrest and his wife Nicola pledged \$1 million through their Minderoo Foundation to The Salvation Army. The money will be spent developing new initiatives in a partnership between The Salvation Army and Walk Free, a philanthropic initiative of the Forrests that describes itself as "a movement of people everywhere, fighting to end one of the world's greatest evils: modern slavery".

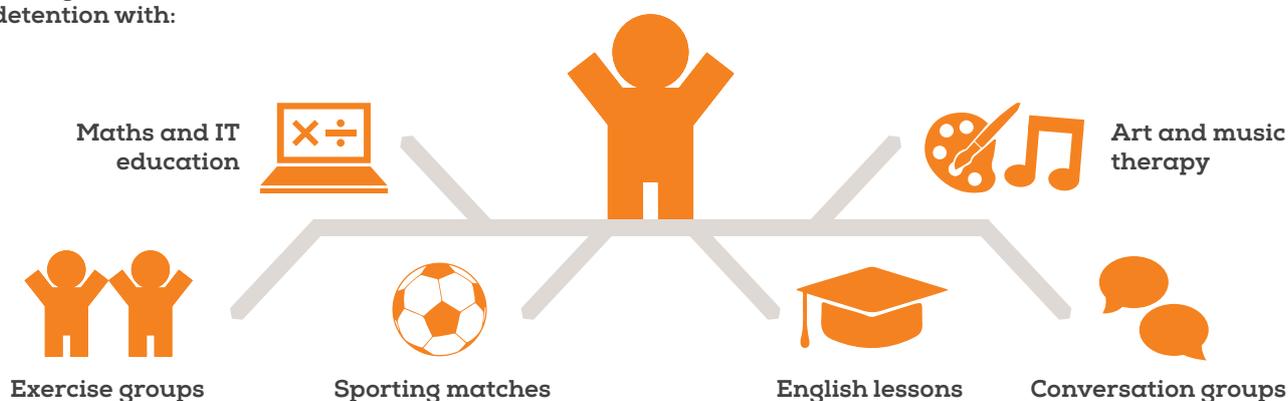
Jenny Stanger, supervisor of the safe house and The Salvation Army's representative on trafficking and slavery, was invited to present three workshops at a regional conference in Fiji convened by the United Nations Office on Drugs and Crime (UNODC). Police, prosecutors, immigration officials and non-government representatives from the Pacific region attended and have since formed an information sharing network facilitated by UNODC. Jenny says that "although our safe house is located in Sydney, our work is international in nature. It is critical that we engage transnationally in our response and do whatever we can to build capacity in the region. We can't end slavery in Australia if we don't end it everywhere."



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Assisting asylum seekers
in detention with:



Janice finds Freedom from slavery

***"I worked seven days a week from seven in the morning until 10 at night, I had no breaks ... They used to threaten me and swear at me ..."* – Janice, Salvation Army trafficking safe house client.**

Janice came to Australia to work as a housekeeper for a wealthy family she had previously been employed by in her home country.

The family organised Janice's visa and plane ticket and promised to help her get permanent residency. They also told her she would be paid for her work and that she could eventually bring her children to Australia.

"I trusted them," says Janice. "They told me to do all the housework and I started doing this work the day after I arrived. After two weeks they took my passport. They said they needed it to apply for my residency, so I gave it to them."

Janice was required to do all the housework and gardening, and also took care of the family's dogs and the swimming pool. During this time, her "employers" became increasingly abusive and neglectful.

"I had severe headaches and bloody noses but was not taken to a doctor," she says.

"I had a broken tooth that was never seen by a dentist. Sometimes I think I might have died in that house."

For three years, Janice worked without pay. She felt frightened, isolated and feared for her family. She finally managed to escape her desperate situation, fleeing the family that had treated her so badly.

"That was the day I met The Salvation Army," she says. "My whole life has changed in ways I never imagined."

Janice stayed at The Salvation Army's human trafficking safe house where she received comprehensive assistance and support. She is now a "Freedom Advocate", volunteering to support others who have been caught up in the trafficking industry.

"I think there are people in Australia who are in dangerous situations like I was," she says. "I hope that by being a Freedom Advocate, I can help other people find the freedom that I have today."

Hope for Life

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

Hope for Life, NSW, ACT and Queensland:



1,188

people trained face-to-face in bereavement support



1,550

people trained online in bereavement support



238

people trained face-to-face in suicide prevention



1,561

people trained online in suicide prevention

Leader in postvention

For the third year in a row, The Salvation Army has led the way in the suicide postvention field by hosting the Australian National Postvention Conference at the University of Sydney.

The conference brought together 250 delegates including international experts, key Australian professionals working in the mental health field, as well as people bereaved by suicide.

Raising awareness

In 2012, five Lifekeeper Memory Quilts – two representing NSW and one each for the states of Victoria, South Australia and Queensland – each bearing the faces of 30 Australians who have taken their own lives, were unveiled.

For every suicide, there are about eight other people who are deeply impacted by the tragedy. The quilts are part of an initiative of The Salvation Army's Hope for Life program and are taken on tour across Australia to create awareness about suicide and provide a way for families to remember and honour their loved ones.

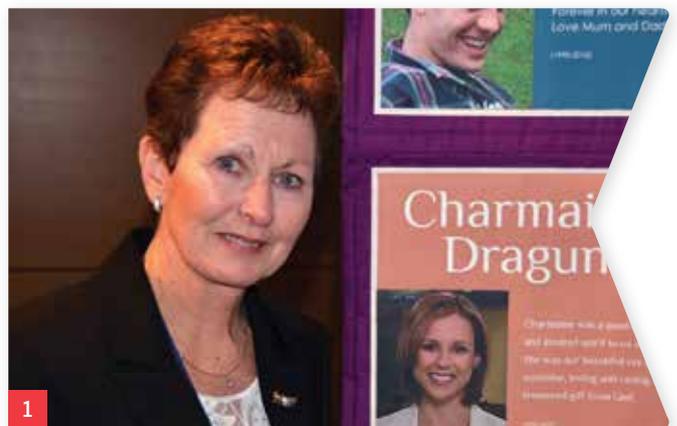
"I would like to thank The Salvation Army for their generosity and support in giving us this unique and special means of honouring our loved son and brother."

Susan Beck

Training ambassadors

The Hope for Life Champions initiative now includes 45 members. Champions are encouraged and supported to raise awareness within their local communities about suicide prevention and suicide bereavement issues. Hope for Life provides resources and supports Champions who want to facilitate community events. These might include healing and remembrance services and specific awareness-raising events particularly around Suicide Prevention Day.

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1. "The journey is a tough one and a day does not go by without reliving some of the tragedy," – Estelle Dragun who spoke at the Australian Postvention Conference about how she processes the grief of losing her daughter, Charmaine, to suicide.

The Numbers:

- Almost **1 million** people die by suicide every year internationally (World Health Organisation, 2013).



- In 2011, suicide **ranked 15th** in the overall causes of death in Australia (ABS)

Training and Employment

The impact of unemployment goes far beyond the financial. It can cause people to lose their self-confidence and sense of self-worth. Unemployment impacts on individuals and entire families. It can cause lives to spiral out of control.

The Salvation Army works with people from all walks of life, from those recently unemployed to highly disadvantaged individuals who face multiple hurdles such as homelessness, substance abuse, literacy and language barriers.

The Salvation Army Employment Plus - NSW, ACT and Queensland in 2012-13:



11,000
people matched to work at The Salvation Army Employment Plus



31,000
people assisted into employment at The Salvation Army Employment Plus

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 work with individuals to match them to an employment opportunity that fits their skills and aspirations.

No matter the person's situation, The Salvation Army Employment Plus is there to support and assist them on their journey to find employment.

With 106 offices nationwide, in all Australian states and the ACT, our personnel are there to help businesses find staff and match people to jobs - free of charge.



Hospitality on the menu

The Salvation Army is engaged in several vocational and life skills training ventures, many of them centred on an operational cafe.

At-risk young people who experience difficulty in accessing traditional learning, are able to take part in an accredited training program and receive a certificate in hospitality.

These cafes not only provide much-needed vocational training, but they also assist participants with personal issues, professional development opportunities and life skills training. In addition to providing accredited training, Salvation Army staff often offer personal support throughout the program and job-seeking assistance.

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1. A \$100,000 donation to The Salvation Army's Cafe Horizons from Sargents Pies will allow it to continue to train and support some of western Sydney's most marginalised young people.

Training for hospitality at:

 TQ Cafe, Bundaberg, Queensland

 Room19 Cafe, Brisbane, Queensland

 Connections Cafe, Tweed Heads, NSW

 Olive Branch Cafe, Newcastle, NSW

 Sal's by the Lake, Speers Point, NSW

 Nourish Cafe, Bolton Point, NSW

 Cafe Horizons, western Sydney, NSW

 Cafe Essay, Wollongong, NSW

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.



8

RSDS locations across Australia



Care that is "always there"

The ministry of the Red Shield Defence Services began in the Boer War in 1899. During World War I our chaplains and Red Shield Defence Service personnel tended to the physical and spiritual needs of Diggers wherever they were. As World War II commenced, The Salvation Army went to work, offering home comforts, advice, support and spiritual assistance. The famous Salvation Army "Hop In" tents and canteens were set up in training camps in Australia, in the deserts of North Africa and in the jungles of New Guinea. Since then, wherever an Australian soldier, sailor or airman has served, The Salvation Army has endeavoured to be there too.

Caring in the field

Salvation Army Red Shield Defence Service personnel spent hundreds of hours in the field over the past year, supporting Australian Army, Navy and Air Force members during training exercises. During these often gruelling exercises, the "Sallyman", as they are affectionately known, was always there with a hot cuppa or a cool drink and a listening ear to offer care and support.

"The only reason I would agree to go and see someone was basically because they were the Sallies."

Soldier Peter* (named changed) who accessed The Salvation Army's Moneycare financial counselling service.

Caring back on base

The Salvation Army continued to increase its presence on military bases this year, with personnel playing an integral role in Soldier Recovery Centres. These centres offer assistance and support to soldiers suffering in any way as a result of training or deployment. A cooking class has started at one centre and is proving to be a great way to connect. Other Salvation Army services, such as Moneycare, are being offered at many bases and we are able to link Defence Force personnel with various support programs and Salvation Army community events.

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Freedom Story

It took around 10 years for proud professional soldier Peter* to realise he had post traumatic stress disorder. He just thought he was “very angry and upset and out of place”.

“One thing they didn’t train you for was [seeing] the devastation that humans can do to another human,” says Peter who was one of the first Australians into a conflict zone in the late 1990s.

Ten years later, and already in extreme emotional crisis, Peter, who could no longer work, says the financial pressures on his family kept growing until finally his wife Suzie* ended up in hospital. It was her care team that suggested Peter make an appointment to see a Salvos Moneycare financial counsellor.

“The only reason I would agree to go and see someone was basically because they were the Sallies,” says Peter who explains that he had great respect for the “Sallymen” from his deployment.

In the three years that followed, Salvation Army Moneycare financial counsellor Kate Johnstone helped Peter and Suzie through a lengthy and complex process to access a range

of superannuation entitlements and insurance policies tied to those.

Peter says that much more than simply help financially, the support he received enabled him to hold onto the family home and most importantly, his family.

He says the best thing Kate did was organise for debtors to deal directly with her. This gave the family breathing space to heal and think without additional pressures.

“That gave me the freedom to edge forward and write statements and also put Suzie’s mind at ease that somebody was helping us,” says Peter. “It was a glimmer of hope.”

Despite finding it hard to leave his home – Peter says he still sweats profusely at the thought of having to go somewhere – just before Christmas last year he went out and presented The Salvation Army at Townsville with a generous cheque. The money, he says, was to enable The Salvation Army to help others.

Peter still has significant struggles, but is so grateful for the support he received from Moneycare. “What Kate did was invaluable,” he says.

*Names changed

Salvos Stores

The Salvation Army in Australia has a long 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.

Salvos Stores, NSW, ACT and Queensland:



4.4 million
sales transactions



355
staff



1,530
volunteers



\$800,000
of Salvos Stores proceeds allocated towards The Salvation Army's welfare services

Continuous upgrades

Salvos Stores continued to renovate its stores this year to provide customers with a high-quality shopping experience at an affordable price.

The following stores have been upgraded:

- Greenhills, Hunter Valley, NSW
- Capalaba, Brisbane, Queensland
- Croydon, Sydney, NSW

New stores have opened in the following locations:

- Eagleby, Brisbane, Queensland
- Springwood, NSW

Industry recognition

Salvos Stores' "Salvonista" campaign promoting a mobile pop-up boutique won two Australian Promotional Marketing Association awards. Salvos Stores collected the gold prize in the Best Shopper Marketing Campaign category and silver in the Best Integrated Communications Campaign under \$1 million.

"I'm really proud to be the Salvonista brand ambassador... the most important thing is being able to bring awareness to the support that Salvos Stores bring to the community,"

Lynette Bolton, a regular fashion commentator on the Seven Network's *Sunrise* and *The Morning Show* programs, is the Salvonista brand ambassador.

Mission minded

All proceeds of Salvos Stores support the work of The Salvation Army to help people in need. Additionally, Salvos Stores staff, volunteers and customers have supported a number of other Salvation Army initiatives including raising:

- \$21,211.90 for a Salvation Army International Development safe drinking water project in north India
- \$30,000 to purchase a community bus for St Marys Salvation Army in Sydney
- \$55,751 towards the Red Shield Appeal

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Mobile boutique takes Salvonista fashion to the streets

Salvos Stores replaced the term “fashionista” with “Salvonista” at the launch of its inaugural Salvonista Mobile Boutique in September 2012 in Sydney.

An eco-friendly van powered by sustainable energy has been transformed into a mobile fashion store that will “pop-up” at various locations in NSW, Queensland and the ACT.

The aim of the Salvonista Mobile Boutique is to encourage fashion-savvy, budget conscious and eco-friendly consumers to shop at their local Salvos Stores.

The term Salvonista defines an individual who has a passion for shopping and a flair for combing both modern and vintage fashion trends. However, Salvos Stores general

manager, Neville Barrett, believes it is more than just about understanding fashion.

“With the name Salvonista, we wanted it to be a catch-cry,” says Mr Barrett. “Essentially, it’s about involving young people in The Salvation Army. We want to reach those people who are yet to know what The Salvation Army does in the community.”

“We know that a Salvonista is someone who’s not only willing to look good on the outside by purchasing some wonderful bargains, but we want them to feel good on the inside as well. They know that all proceeds from every Salvation Army store go towards the wonderful work of The Salvation Army in the wider community.”

Our Leaders

The Salvation Army Australia Eastern Territory Cabinet is made up of seven senior 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 42 years, 19 of which have been spent serving in various Salvation Army churches including three years in the United Kingdom. Other roles have included public relations, church growth consultant, training officer, divisional leadership for six years and then executive leadership in Papua New Guinea, London and Sydney for the past nine years.



Colonel Richard Munn
Chief Secretary

Colonel Richard Munn was born in London, spent his childhood in the Congo and in 1987 was commissioned as a Salvation Army officer in the United States. With his wife, Colonel Janet Munn, he has served as a church leader, divisional leader and as Principal of The Salvation Army's International College for Officers, London, UK. Colonel Munn received a Doctor of Ministry Degree from Gordon Conwell Theological Seminary in 2004. His thesis assesses the egalitarian leadership model of The Salvation Army.



Commissioner Jan Condon
Territorial President of Women's Ministries

Commissioner Jan Condon has been a Salvation Army officer for 42 years and involved with women's ministry for most of that time. She has served in administration roles, and spent 19 years in various Salvation Army 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 nine years.



Colonel Janet Munn
Territorial Secretary for Women's Ministries

Colonel Janet Munn has been an officer in The Salvation Army for 26 years, having served in leadership in local congregations, both urban and suburban. She has given many summers of her life to camping ministry for underprivileged children and youth. In contexts ranging from local, regional and international, Colonel Munn calls people to 24/7 prayer, to corporate prayer and fasting, and to accountability and discipleship in community through small groups. She has earned a B.A. and M.A. and is currently enrolled in a doctoral program in transformational leadership.

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Lieutenant-Colonel Kerry Haggar
Secretary for Business Administration

Lieut-Colonel Kerry Haggar has 15 years experience working in aged care administrative, business and management roles, including four years spent overseeing The Salvation Army Australia Eastern Territory's aged care centres. She has also held appointments as Territorial Assistant Secretary for Business Administration, and in divisional leadership. Lieut-Colonel Haggar holds an Associate of Theology, Bachelor of Commerce and Master of Administrative Leadership.



Lieutenant-Colonel Laurie Robertson
Secretary for Program

During his officership, Lieut-Colonel Laurie Robertson has served in church and divisional leadership, communications, editorial and territorial positions. Prior to attending The Salvation Army Training College in 1978, he was a journalist in Broken Hill. Lieut-Colonel Robertson has been The Salvation Army National Editor-in-Chief in Australia, Divisional Commander for Central and North Queensland and the Army's International Communications Secretary, Editor-in-Chief and Literary Secretary.



Lieutenant-Colonel David Godkin
Secretary for Personnel

Over the past 25 years in Salvation Army officership, Lieut-Colonel David Godkin has held a number of positions leading and pioneering churches and as Divisional Youth and Divisional Corps (church) Program Secretary. Prior to this appointment, Lieut-Colonel Godkin and his wife, Lieut-Colonel Sandra Godkin, were in divisional leadership.

Personnel

The Salvation Army's workforce is made up of more than 500 officers and over 4000 employees across NSW, ACT and Queensland.



931

Officers (active 531, retired 400)



4,125

Employees



15,500+

Volunteers

Honour

The Salvation Army wouldn't be an army without its people. We value our officers and staff and celebrate life's milestones with them. This year the following people have received external recognition for their outstanding service to the community:

- Major Elwyn Grigg was awarded the New Zealand Defence Service Medal by the New Zealand Government.
- Major David Knight, Captain Keith Atkinson and Major Joy Wilson were received as Paul Harris Fellows.
- Sharon Callister, chief executive officer of Aged Care Plus (at the time of nomination), and Bianca Orsini, Oasis School Liaison, were finalists in the Australian Financial Review and Westpac 100 Women of Influence awards.
- Sharon Callister and Sonya Pell, assistant territorial mission and resource director – social, were finalists in the NSW Telstra Business Woman of the Year awards.
- General Eva Burrows (ret.) was inducted into the Queensland Business Leaders Hall of Fame.

Empower

We invest in our workforce because we believe in our people and want the very best for them in their spiritual, personal and professional development. Hundreds of Salvation Army officers and staff members received further training and education this year through Booth College, The Salvation Army's education and training body. Our School for Officer Training commissioned 24 new Salvation Army officers this year.

Respect

The Salvation Army recognises that working on the front line in ministry and social work is a challenging environment. Various assistance programs are available to support our people and our employees have access to generous salary packaging benefits. Our Aged Care Plus Fellows Program invests in the creativity of our people by awarding scholarships to talented individuals who have made a positive difference to The Salvation Army.

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1. Sharon Callister and Bianca Orsini at the award ceremony of the inaugural Australian Financial Review and Westpac 100 Women of Influence awards.

Our places (NSW, ACT and Queensland)

- 162 Churches
- 21 Outposts/plants/missions
- 271 Social centres/programs
- 185 Community welfare services
- 236 Thrift stores/charity shops



Mark grateful to Salvos for bringing brighter future into view

Mark Wilder's CV ticks all the right boxes. He is working towards an advanced higher degree in social work majoring in bereavement, loss and trauma counselling, and is seeking endorsement as a behavioural psychotherapist. He has also combined his social work studies with the Flinders University Department of Psychiatry's Mental Health Sciences program.

He's a keen worker with relevant voluntary experience, but being born blind meant it has taken him many years to find a regular job where he could use the numerous skills he has acquired.

"I always came second," Mark says. When applying for jobs, not having a driver's licence and no previous full-time experience always set him back.

After gaining employment at The Salvation Army in Wollongong, Mark says his life changed significantly. "Now I can demonstrate my skills, despite my disability."

Mark runs a Smart Recovery group through The Salvation Army's First Floor Program - a centre that offers support to disadvantaged and troubled families. His day can include helping people work through a whole range of scenarios, from behavioural issues to suicide bereavement support.

Working with many different people and being actively involved in the community has given Mark a whole new outlook on life. He says the support he receives from Wollongong Salvation Army has given him meaning and structure in his life, the two things he seeks to help his clients find.

"This job has changed my life, I've re-found my faith," Mark says. "I've learnt to be a leader and furthered my skills more than I imagined possible."

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.

NSW, ACT and Queensland:



15,500+
Volunteers

The Salvation Army values its 15,500+ volunteers across NSW, ACT and Queensland who work alongside officers and staff members to make a difference in people's lives through the services we provide. Every week, volunteers save The Salvation Army \$2 million dollars in expenditure, but their worth is much greater than a monetary value.

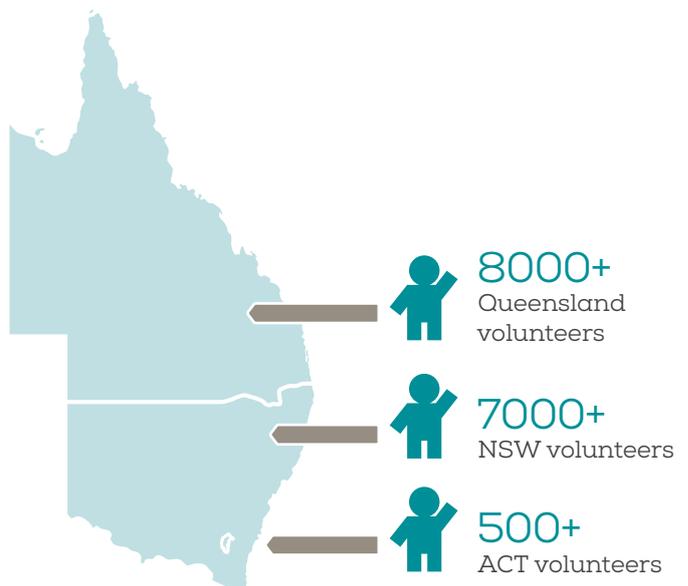
"With my deepest gratitude I would like to thank our volunteers for once again working hard to ensure that our Red Shield Appeal has been successful,"

Salvation Army spokesperson Major Bruce Harmer

Our volunteers are often at the front line of our services, giving food to people affected by disasters, offering support to people in need at our stores and answering phones to distressed Salvo Care Line callers.

In addition, tens of thousands of volunteers give their time to help with the Red Shield Appeal Doorknock each year.

We celebrate our volunteers and the contribution they make to our mission with regular thank-you services around important dates such as International Volunteer Day and Volunteer Week Australia.



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“The volunteers work really hard on our garden maintenance and renovations and aren’t afraid to get their hands dirty. It really makes a difference to the look and feel of the place.”

Major Gary Masters praising the work of Optus volunteers at Maybanke Aged Care Plus Centre.



1-2. A group of volunteers from Optus donated their time at Maybanke Aged Care Plus Centre in 2012. They weeded gardens, built retaining walls and undertook a variety of other outdoor jobs.

Helping people see clearly

John, 71, has been volunteering at The Salvation Army’s telephone counselling service, Salvo Care Line, for 20 years. One of its longest-serving volunteers, John has helped callers through difficult issues including marital problems, suicidal thoughts and economic crises. His calm voice on the other end of the phone gives stressed callers a sense of clarity to work through their issues. And his compassion comes from a real sense of knowing what it’s like when your whole world is turned upside down. When John was 21, a horrific car accident left him blind.

Volunteering for Salvo Care Line is just one of the challenges John takes on with gusto. He makes a four-hour return journey on public transport just to fulfill his five-hour telephone shift, his trusty guide dog by his side.

Married with two children, John also volunteers at his local church and for the past 25 years has undertaken bicycle rides (riding tandem) for charity.

“I like a challenge and this is a way that maybe I can be of some use to people,” John says of Salvo Care Line. “And there’s no barrier to this – it’s just my voice people hear so they don’t know I’m blind.

“I feel that I can relate to people and I have enough life experience to be able to empathise with them.”



Supporters

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.



NSW, ACT and Queensland:

\$42,148,127

raised from the 2013 Red Shield Appeal

Partnerships that count

Over the past year, countless Australians have given generously and sacrificially, standing with us as we seek to help those most in need in our community. Without this support from individuals, corporate and government partners, we would not be able to deliver the services that make a difference in the lives of over one million Australians. This year we would especially like to thank:

Community partners

- BMA-BHP Billiton Mitsubishi Alliance
- Brazil Family Foundation
- Bundaberg Brewed Drinks
- Circuit Investments
- Count Financial Limited
- De Groot Industries
- Dick and Pip Foundation
- E J Hart Group
- Gloria McKerrow Foundation
- Haggarty Foundation
- Janssen Cilag Pty Ltd
- Jones Lang LaSalle
- King and Wood Mallesons
- K-Mart Australia Pty Ltd
- Macquarie Group Foundation
- McDonalds
- Minderoo Foundation
- Myer Community Fund
- Philip Usher Constructions
- Profield Foundation Pty Ltd
- Property Industry Foundation
- PwC
- Roger Massy-Greene
- Sargents Charitable Foundation Ltd
- Stan and Maureen Duke Foundation
- Sony Foundation Australia
- The Alan Elder Trust
- The Caledonian Foundation

- The Dunn Family Trust
- The Ernest Heine Family Foundation
- The Lady Proud Foundation
- Twin Towns Services Club and Community Foundation
- Victor Plummer
- Viertel Charitable Foundation
- Westpac
- Woolworths Limited
- Xstrata Coal NSW Pty Ltd

Government partners

Federal 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
- Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education – PatCE –

ACT

- Department of Disability Housing and Community Services

NSW

- 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
 - Office of Communities
- Fair Trading
- NSW State Treasury

Queensland

- Brisbane City Council
- Department of Employment, Economic Development and Innovation
- Department of Communities, Child Safety and Disability Services
- Department of Education, Training and Employment
- Department of Justice and Attorney-General
 - Community Benefit Funds Unit
- Department of the Premier and Cabinet
- Queensland Health

* The Information is based on Tech1 and Government Funding Natural Accounts. The above list may be incomplete, as names of some funding bodies have changed.

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1. Singer Stan Walker was the 2013 Red Shield Appeal ambassador, with his hit single, *Take It Easy*, the theme song for the campaign.

2. "At Westpac our purpose is to help our communities to prosper and grow. We work in partnership with a variety of community groups, but with the Salvos we enjoy a special and unique relationship that has stood the test of time on the basis of mutual goodwill. We share a long history dating back to the early days of The Salvation Army in Australia, and we've been part of the iconic Red Shield Appeal for four decades. More recently, we have been standing side by side supporting communities affected by natural disasters. We value the opportunity to work with the Salvos and we know that together we are making a difference," Samantha Brown, head of community engagement, corporate affairs and sustainability, Westpac.



3. "I have always admired The Salvation Army. They are sincere. They don't judge people. If somebody's starving, they give them food. If they need emotional advice, they give them that," Dennis Wyndham, a Salvation Army supporter and volunteer at The Salvation Army's Pacific Lodge Aged Care Plus Centre, who has pledged to leave a bequest to The Salvation Army in his will.



Contacts

The Salvation Army Australia Eastern Territory

William Booth – Founder
André Cox – General
James Condon – Commissioner

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Sydney NSW 2000
PO Box A435
Sydney South NSW 1235

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 7114
Silverwater NSW 1811

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

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

The Salvation Army (Australia) Self Denial Fund for Overseas Aid audited financial statements for 2012/13 are available at salvos.org.au/said

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.

Freedom Partners

I would like to make a donation

My gift details

My gift for the Red Shield Appeal is \$ _____

My gift is Personal Business

I would like to become a Salvos Freedom Partner and make a regular monthly gift.

Please deduct the amount of \$ _____ (\$20 minimum)
from my credit card or bank account on the _____
day of each month (e.g. 1st/16th)

My contact details

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

Given Name _____

Surname _____

Address _____

Suburb _____

State _____

Postcode _____

Phone Home () _____

Work () _____

Mobile _____

Email _____

Payment Details

My one-off cheque/money order is enclosed (payable to The Salvation Army)

Please charge my credit card Visa Mastercard Diners Amex

Card number _____ - _____ - _____ - _____ Expiry _____ / _____

Name on card _____ Signature _____

Please arrange for my/our regular monthly gift to be debited from my/our nominated account:

Name of financial institution (eg Westpac/NAB/Teachers Credit Union): _____

BSB: _____ Account number: _____

Account Holder(s) name(s): _____ Signature(s): _____

See salvos.org.au for Terms & Conditions

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

Please send me more information about

- Workplace giving
- Salvos Freedom Partners
- Endowment
- Wills and bequests to The Salvation Army
- Salvation Army church activities

Please return this page, together with your request to:

The Salvation Army, GPO Box 9888, Your Capital City

Corporate partnerships

The Salvation Army continued expanding its Corporate Partnership Program during 2013.

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



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**The Salvation Army
Australia Eastern Territory**

Annual Report 2012/13

Produced by The Salvation Army Australia Eastern Territory
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.