

The Salvation Army:Australia Southern Territory:Annual Report 2001-2002

1: Territorial Commander's Review

2: Overview

4: Territorial Executive Council

4: Advisory Board Members

6: Our Fundraising Activities

10: Salvos Community Services

21: State Reviews

27: Future Needs

28: Donor Acknowledgements

29: Major Corporate and Trust Donors

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 for God. Its mission is to preach the gospel of Jesus Christ and meet human needs in His name without discrimination.

Territorial Commander's Review

Established in Australia in 1880, The Salvation Army has played a significant role in our society for more than 120 years.

The Salvation Army was founded in England in 1865 to address three areas of social concern: the poverty of a significant section of society, the continuing challenge of employment and income generation for the poor, and homelessness.

Since then, despite many sophisticated world developments, poverty, under-employment and homelessness have remained issues for our movement. In establishing our future direction, it is difficult to envisage a time when they will not be issues. Indeed, research into the effects of globalisation and international monetary policies indicate an increasing gap between haves and have-nots in countries such as Australia.

We anticipate the Army will continue to work with those who, through misfortune, poor parenting, mismanagement or the effects of external influences, are unable to make a success of their lives.

However, in addition to our rescue work, we are increasingly entering the arena of what might be called preventative social work.

We operate 168 centres across our Territory, offering the opportunity to support our work through membership. These centres are dedicated to teaching success principles to people of all ages. Programmes such as Positive Lifestyle are making a significant difference among people appearing in district courts and on the verge of imprisonment. Several intervention programmes run by The Salvation Army with families having children in school showing early symptoms of anti-social behaviour are showing promise.

Jesus Christ of the Bible's New Testament is quoted as observing that the poor will always be with us. We believe this to be true today and dedicate ourselves unreservedly to investing time and resources into lifting people to new levels of self-sufficiency.

However, while it will remain necessary for us to meet basic needs, our continuing development of prevention programmes will prove beneficial in the long run.



Ross Kendrew

Commissioner
Territorial Commander



Overview

This report details the income and expenditure for the Australia Southern Territory, which administers the work of the Salvation Army in Victoria, South Australia, Western Australia, Tasmania and the Northern Territory.

Although the report shows we have balanced the income and expenditure, it does not portray the increasing demand for our services and our struggle to meet them.

While 54% of our income comes from Commonwealth and State and Territory Governments, the remainder is raised from the public, companies, Family Stores and clients. It is only through the ongoing generosity and support of the greater community that we are able to maintain our services and achieve our mission, to:

“Preach the gospel of Jesus Christ and meet human needs in His name, without discrimination.”

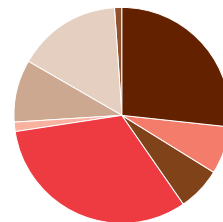
Each year our task seems to be more difficult. More than two million Australians (11.5% of the population) live below the poverty line. This number is increasing and we are experiencing unprecedented pressure on our services. The enormous number of people in crisis or conditions of chronic need has resulted in a reduction in the amount of aid we can give each person who approaches us.

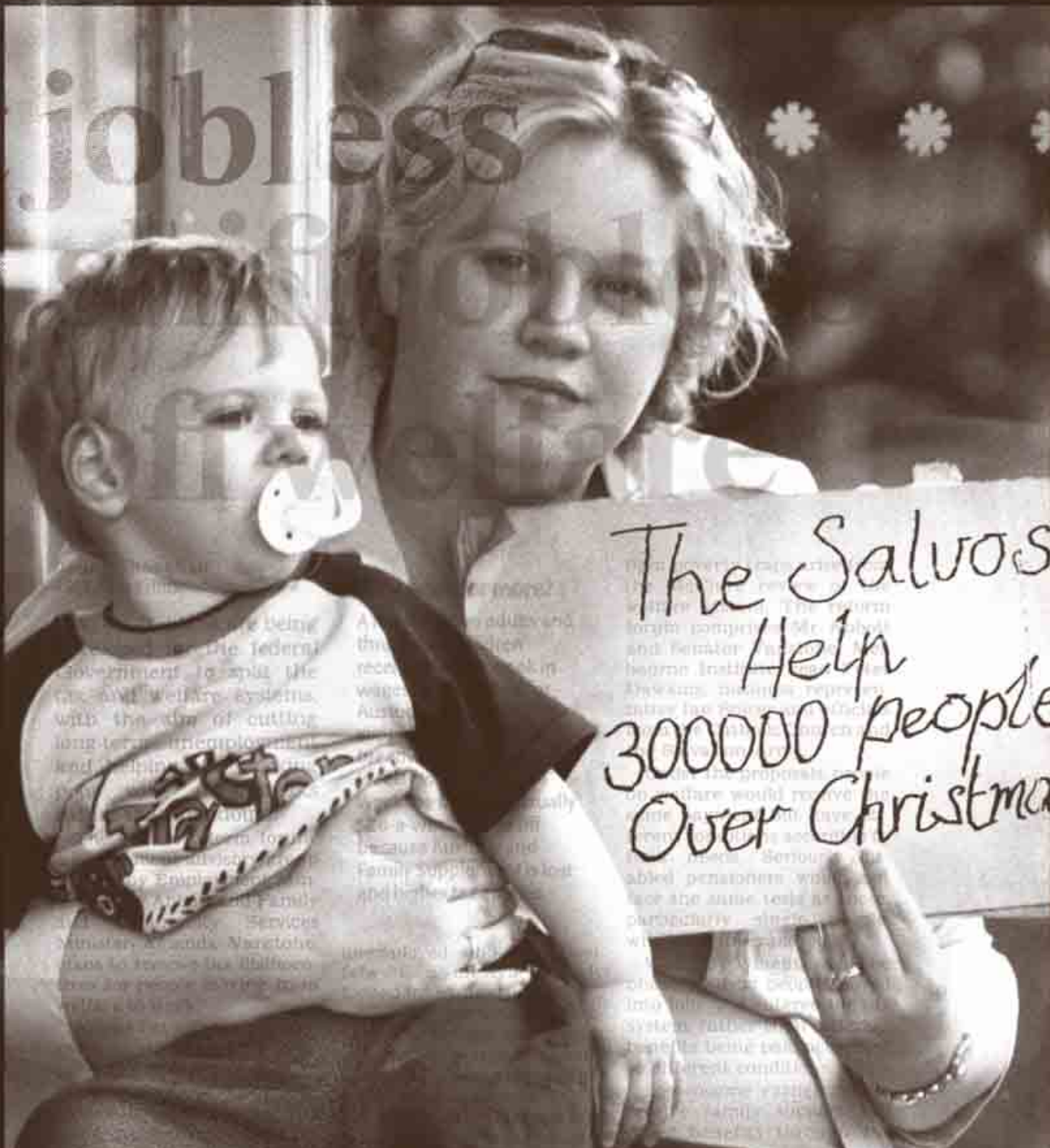
During the year, we issued a report highlighting and quantifying youth homelessness. Next year we will sponsor a special analysis of the 2001 Census, to show that the overall problem of homelessness is increasing.

This report provides a snapshot of what has occurred and a brief glimpse of how we aim to meet our society's increasing needs.

Overview

■ Employment, education and training	26.6%
■ Children and young people at risk	7.1%
■ Addictions and substance abuse	6.5%
■ Aged care	32.1%
■ Disability support	1.4%
■ Individual and family support	9.3%
■ Homelessness and domestic violence	15.5%
■ Administration & research	1.1%





More than two million Australians (11.5% of the population) live below the poverty line.

Territorial Executive Council and Advisory Board Members

Territorial Executive:

1 Commissioner Ross Kendrew 2 Commissioner June Kendrew 3 Colonel Les Strong 4 Colonel Coral Strong
5 Lieut-Colonel Peter Callander 6 Lieut-Colonel John Staite 7 Lieut-Colonel John Jeffrey 8 Major Craig Campbell

Advisory Board Members:

1 Commissioner Ross Kendrew 3 Colonel Les Strong 6 Lieut-Colonel John Staite 7 Lieut-Colonel John Jeffrey 8 Major Craig Campbell
9 Ms Elizabeth Alexander (Chairperson) 10 Mr Terry A. Campbell 11 Mr Peter Mahon 12 Mr Cliff Breeze 13 Ms Angie Dickschen
14 Ms Elizabeth O'Keeffe 15 Ms Jane Perry 16 Mr Michael Coomer 17 Lieut-Colonel Ian Hamilton 18 Major Wayne Pittaway
19 Her Honour Judge Harbison (not pictured) 20 Mr Graeme Samuel AO (not pictured)



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Our Fundraising Activities

Overview

Last year, nationally, The Salvation Army assisted 1,100,000 people. Our officers, soldiers, workers and volunteers contributed selflessly and without prejudice to those in crisis and chronic need.

To maintain these services, The Salvation Army raises funds from a range of sources, including our annual Red Shield Appeal. In 2001/2002 the Australia Southern Territory (comprising the Northern Territory, South Australia, Tasmania, Victoria and Western Australia) received \$42.5 million in donations from:

Red Shield Appeal - \$20.6 million

Wills and bequests - \$20.3 million

Non-capital donations – \$1.6 million

The costs incurred in raising these funds were 11 cents in the dollar.

Red Shield Appeal

Nationally, the 2001/2002 Red Shield Appeal raised \$49.3 million towards the cost of running our services including Family Support Services, Aged Care, Counselling and Chaplaincy, Children and Young People At Risk, Crisis and Domestic Violence Accommodation, Addictions and Substance Abuse programmes, Employment programmes, Education and Training, and administration.

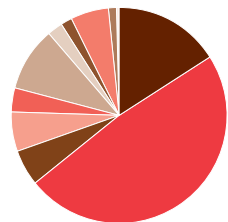
The annual appeal started in 1968 and has been embraced by the Australian community, which gives generously through donations and volunteer services.

The Red Shield Appeal is our major fundraising activity and is the most recognised charity in the country (with 98% recognition by community members in surveys). The Neighbourhood Appeal is held on the last weekend in May and recruits more than 100,000 volunteers Australia-wide.

The \$20.6 million raised by the Australia Southern Territory was 42% of the national total. The fundraising cost for the Red Shield Appeal in 2001/2002 was 17.5 cents in the dollar.

2002 Marketing Results

■ Doorknock	15.9%	■ Special Events	1.7%
■ General Mail	48.3%	■ Trusts, Government	5.7%
■ Pledge Programmes	5.4%	■ Interest	1.2%
■ Major Gifts by individuals	5.9%	■ Legacies	.4%
■ Specified gifts by business	3.6%		
■ Business Direct Mail	9.6%		
■ Cause Related Marketing	2.3%		



Red Shield Partners

The Red Shield Friends and Partners programme encompasses more than 3,000 loyal and committed supporters, who contribute \$1.1 million annually towards helping rebuild peoples' lives.

Our Friends and Partners range from those on a fixed income who manage to find a little extra to give to those they consider more needy than themselves, through to those in a comfortable financial position who want to give something back to the community.

Our Friends and Partners help make an extraordinary difference to people's lives. They give to the Salvos because, as one Partner put it, "The Salvos help many people in need, without prejudice". Another woman has supported us over many years due to her father's experience with the Salvos during the war. He came back from the front and told her: "Never pass a Salvation Army officer without giving something to support their good work".

Some leave the programme for a time, due to changed circumstances, but an encouraging number rejoin once they find their circumstances have improved.

This regular income to programmes helps us plan and use resources wisely and effectively.

Wills and Bequests

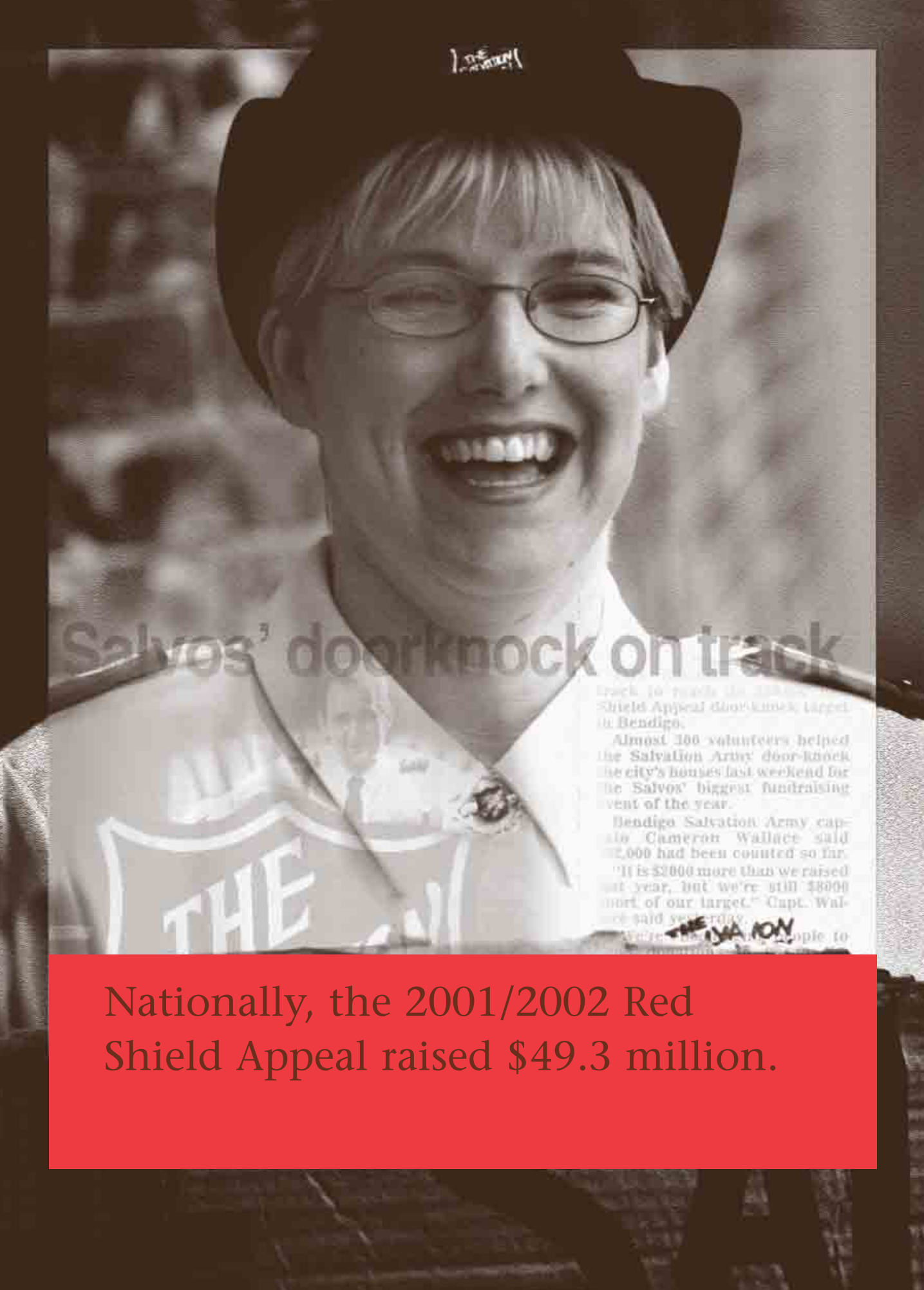
2002 continued the involvement of Australian tennis legend, Evonne Goolagong Cawley, as the face of the Southern Territory's Wills and Bequests Programme.

This is the fifth year involving Evonne and champion swimming legend, Dawn Fraser, as Salvo bequestors and spokespeople in support of the Army's work. Last year saw an overwhelming 55% increase in bequests received. These funds of \$20.3 million will support new building projects.

Attending an official lunch held to celebrate the Army's work, Evonne described her visit to the Brunswick Disability Programme and said she was proud to include the Salvos in her Will. She was featured on Channel 10's Good Morning Australia With Bert Newton, and visited South Australia as a part of her support for the Wills and Bequests Programme.

Our Honoured Friends Programme recognises and honours those who have advised us of The Salvation Army's inclusion in their Will. Friends receive a certificate and badge, and are invited to functions and tours organised by the Salvos.

A US Honoured Friend writes that, while on leave in Melbourne during World War II the troops would indulge in heavy drinking and, as a result, find themselves getting a bed at The Salvation Army. "What surprised us was that for the rest of the night there were many commotions when the workers brought in passed-out warriors they had picked up on the sidewalks or even in gutters and loaded them into their trucks, vomit and all...The Salvation Army operation took the prize for real down-and-dirty sacrifice. It is an experience I have never been able to forget."



Salvos' doorknock on track

track to reach its \$100,000 Red Shield Appeal doorknock target in Bendigo.

Almost 100 volunteers helped the Salvation Army door-knock the city's houses last weekend for the Salvos' biggest fundraising event of the year.

Bendigo Salvation Army captain Cameron Wallace said \$2,000 had been counted so far.

"It is \$2,000 more than we raised last year, but we're still \$8,000 short of our target," Capt. Wallace said yesterday.

THE SALVATION ARMY

Nationally, the 2001/2002 Red Shield Appeal raised \$49.3 million.

The Salvos At Christmas

Last Christmas 300,000 people came to The Salvation Army for assistance. We distributed 250,000 toys and 150,000 food parcels or food vouchers. Our aim was to help people in need to make Christmas a time to celebrate what they have with friends and family.

In our crisis centres, special efforts were made to have parties and gifts for everyone and, on Christmas Day, there was traditional Christmas fare for all to share.

The Salvos fortunately receive a wonderful outpouring of help from donors at Christmas, which is a time when many feel isolated and separated. Most of the toys we distribute are donated by people through our various "Wishing Tree" appeals in retail stores and offices. We also receive food and financial donations from our regular donors, business supporters and the public, giving generously in response to our advertisements and our bands playing in shopping centres.

We see this as the light of hope, that so many anonymous donors give so much.

Communicating with our Community

In 2001/2002 we launched an email service to send news releases and updates to our supporters, provided an online donation facility, added electronic magazine articles, created a student information website and made available electronic copies of our reports.

One of the greatest challenges we addressed was integrating Salvation Army websites across the Territory. Our goal was to make it easy to access information about local Salvation Army services. A web portal environment was created to bring dozens of independent websites together onto a single host, with the ability for each organisation to maintain its content, and an index and search engine to help people find desired information. The web portal at www.salvationarmy.org.au now hosts 130 websites maintained by 48 volunteer webmasters.

As a result of these efforts, traffic to the Territory web portal has grown ten-fold to 9000 unique visitors per week, and hundreds of copies of Salvation Army reports are downloaded daily.



Aged care services (see page 14 for more details on our Aged Care Programme)

Anger management

Child and adolescent services

Childcare

Community care

Community support programmes

Counselling services

Court and prison services

Crisis accommodation centres

Crisis contact services

Crisis counselling (including grief counselling)

Crisis telephone services

Critical incident counselling

Detoxification service

Disability services

Disaster relief

Domestic violence services (see page 20 for more details on our Refuge for the Abused Programme)

Drug and alcohol programmes (see page 17 for more details on our Drug and alcohol services)

Emergency services

Employment training programmes

Family counselling (see page 11 for more details on our Family Support Services Programme)

Family housing programmes

Family tracing

Family welfare services

Gambling counselling services

Health information exchange

Home and school support

Homeless shelters (see page 12 for more details on our Homelessness Programme)

Intellectual disability services

Intellectually disabled/ handicapped

Centres for women (see page 20 for more details on our Refuge for the Abused Programme)

Marriage enrichment

Migrant services

Recreation programmes

Safe housing for victims of violence (see page 20 for more details on our Refuge for the Abused Programme)

Survivors of suicide groups

Women's refuges (see page 20 for more details on our Refuge for the Abused Programme)

Worship centres and activities

Youth crisis centres

Youth drop-in centres

Youth support programmes

Family Support Services

The combined effects of de-institutionalisation of mental health services, computerisation and a reduced reliance on unskilled labour mean an increasing number of people have no opportunity to provide for themselves and their families. Our Family Support Services are the first point of contact for those caught in this dilemma.

Last year more than 500 Salvation Army centres throughout Australia assisted 1.1 million people, 98% of whom were unemployed. We provided food and food vouchers, clothing and furniture, and assistance with school expenses for their children. At Christmas we handed out 250,000 toys. We provided accommodation vouchers and guidance on how to apply for Government financial aid.

National unemployment figures hide the fact that many on disability pensions are really in need of employment. The real unemployment statistics in Australia are not 6.5% but nearer 13%. This means that 1.2 million people are in need of employment.

We are concerned at the high proportion of those seeking assistance suffering from a mental or physical disadvantage. Such people require special services, such as counselling, employment and recreational activities and people trained to relate to them. Governments do not provide these services despite the significant savings made through the closure of mental institutions.



Youth Homelessness

In August 2001 the Salvos conducted a youth homelessness census, which showed youth homelessness was up more than 8% compared with the last census conducted seven years ago.

The study, conducted by Chris Chamberlain and David MacKenzie of RMIT University, found more than 26,000 youth aged 12-18 were homeless, an increase of 8.4% nationally.

The rate of youth homelessness varied between states, with NSW and Victoria averaging 10 homeless per 1000, ACT 12.5, Queensland 18, South Australia 17, Western Australia 18, Tasmania 21 and the Northern Territory 69, for a national average of 14 per 1000.

Of those without homes, 55% are girls and 45% are boys. Only 41% remained within the education system. When homeless youth drop out of the education system, many become unemployed and entrenched in long-term homelessness.

Last year the Salvos housed more than 1500 homeless youth.

As a result of the census, the Salvos developed recommendations including:

- Utilising the value of schools as significant sites for early intervention into youth homelessness and other life issues for young people. We must ensure that community youth support workers are integrated into pastoral care and student welfare programs.
- Schools and community-based youth agencies need access to timely and appropriate specialist support for young people who have a mental illness, drug and alcohol issues, or have been physically or sexually abused.
- All young people and their families should have access to a system of career and transitional supports, through and beyond school.
- Resources need to be allocated to provide 'student only' housing for those young people who are homeless or at risk of homelessness.
- Many young people struggle to remain in school systems that seem unable to respond to the complex needs of such 'at risk' young people. The Salvation Army calls on Commonwealth and State education departments to respond to the needs of these young people and provide additional resources for alternative community-based learning models.
- Young people who are, or have been, in the care of the state are over-represented amongst young people who are chronically homeless. Governments and non-government organisations need to develop effective programs to care for these marginalised young people.

Next year, we will conduct a wider census of all homeless people to highlight this increasing problem.

homeless on streets

ing had directed away from school.

"The thing is many of them don't know where they're going to be next week," he said.

He said more school-based welfare officers were needed to help young people on the brink of homelessness work through their problems and stay with their families.

He said supported housing schemes in schools would make up for a lack of public housing and keep homeless people connected with their schools community.

Carer's Progress Association president, Bob DeWitt, agreed that students in care are more at risk of homelessness.

"Young people can just be so tough and their parents go down the drain and that person will be a draft on any social security fund," he said.

Mr Bratley said schools needed more help to deal with homelessness.

"If the community welfare workers to take on that additional burden, there needs to be a plan and it needs to be resourced," he said.

Govt Kidney and care services were also needed to deal specifically with young people who had been physically or sexually abused because they make up the largest percentage of chronically homeless youth.

"The cost of keeping a young person in hospital

just to and the cost of dealing with hepatitis C or even HIV, which can be transmitted with anti-social behaviour on the streets, is enormous," he said.

"Prevention is really important."

Mr Hart, spokesman for the Housing and Communities Secretary, Mr Peter Brown, said the Government had increased resources to homeless people by 20 per cent through the Supported Accommodation Assistance Programme.

He said the Government had committed funding to help fund housing for homeless people, which was a better place to live than a shelter.

Last year the Salvos housed more than 1500 homeless youth.

Aged Care

The Salvation Army representatives from across the Territory prepared an Aged Care Strategic Plan that included more than 50 recommendations concerning aged residents, media, government policy and legislation, the labor market, finance, technology, cultural ramifications, Salvation Army governance, economic issues, competition and demographics.

A Territorial Redevelopment Programme was planned, at a total estimated capital cost of \$70 million.

More than 70% of the 1400 people who have independent living units in our centres do not pay an incoming capital contribution.

To help meet the needs of our ageing population, we obtained extra bed licenses for our centres and sought extra Aged Care Packages to assist others to stay in their own home. This will help us to meet the growing demands of our Aged Care Programme and stretch available resources further.

We also appointed state coordinators in Victoria and South Australia to implement quality programmes for our aged care services.

CASE STUDIES:

Client and volunteer:

Nigel's story

Nigel, 60, is an alcoholic and has been rescued three times from death. He has been a volunteer for 12 months and keeps the building spotless and in good repair. His involvement in the Assistance with Care and Housing for the Aged Programme in Hobart, Tasmania, has meant he has a place to stay for the first time in 11 years. He's the happiest he's ever been. He still has binges but he's got a home, a place to go and work responsibilities.

Client:

*Annie's story

*Annie, 82, is in residential care at a Salvos hostel in Tasmania. Raised in a strict Catholic family, she was cast out when she became pregnant. She never saw her baby, as it was offered up for adoption as soon as it was born. She started living in Salvation Army hostels and has remained there since. Ten years ago, her son came looking for her. They now have a close and loving relationship and visit each other often.

*Not her real name.

Family Stores

The 130 Salvation Army Family Stores generated \$11.2 million profit in the 2000/2001 financial year (2001/2002 figures were not available at the time of printing this report), a 23.5% increase on the previous year.

Turnover increased 10.5%, primarily due to the opening of 26 stores, and much of the increase in profits was attributed to cost-cutting in existing stores.

Due to the efforts of more than 1000 staff and volunteers, Family Stores has become the largest retailer of recycled goods in Australia, with more than 250,000 people shopping at our stores each month.

A 2001 customer survey showed 97% approval for our service and 85% agreement that customers received value for each dollar spent. A new point-of-sale system was installed in our stores to better manage stock levels and provide accurate, up-to-date sales data.

"Neighbours" TV star, Dan Paris, launched the Recycled Fashion Parade Competition held in all states, our Family Stores Recycle Month encouraged people to donate quality clothing and furniture, and we teamed up with Guests Furniture to create the Comfortable Exchange Program (where Guests customers can donate their pre-loved furniture to Family Stores after they buy a new item from Guests).



Parents warned on binge-drinking teens

By [Name],
youth affairs reporter

THE average age at which teenagers start drinking alcohol is now under 14, a frightening new study has found.

The Alcohol and Drug Foundation says the new study shows that teenagers are drinking younger, but not drinking more.

The study, by the University of Queensland, found that the average age of first drinking has fallen from 16.5 to 13.5 over the last 10 years.

The study also found that the average weekly alcohol consumption among teenagers aged 14-24 has doubled in the past 10 years.

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community
acceptance of

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Drug and Alcohol Services

The Salvation Army Drug and Alcohol Services include short-term sobering up facilities, detoxification facilities, rehabilitation programmes and outpatient counselling, where we witness the terrible effects of drug and alcohol abuse on people of all ages. Last year we administered to 30,000 people who were trying to give up alcohol and drugs.

The Salvation Army-sponsored Alcohol Awareness Week Survey showed that the current young generation of drinkers started younger, drank more and indulged in binge drinking to a greater extent than any previous generation.

The research study into the drinking habits of Australians aged 14-24 showed average weekly alcohol consumption had doubled in the past 10 years. In 1992, 14% said they consumed six drinks or more. In 2002 this figure had doubled to 28%.

The age at which children start to drink was found to be less than 14 on average. There was a dramatic change in the introduction of young people aged 14-19 to alcohol: 63% had their first drink by age 14, and 14% had their first drink at age 11. This compares with 9% of people now over 65 who had their first drink by the age of 14.

This massive change in the drinking habits of young people is more worrying than illegal drugs as it affects so many more people but is generally more accepted by the community. Concerned Commonwealth and State Governments have instituted educational campaigns to highlight the problem and reach young people and parents.

CASE STUDY:

Mark's story

Mark, 40, first came to the Bridge Centre in St Kilda for drug and alcohol counselling in 1998. He had started drinking at 14 after experiencing what he described as a 'dysfunctional childhood.' He suffered periodic violence at the hands of his father, while his mother battled with extreme alcoholism. Mark watched as their relationship crumbled, and in 1987 they divorced. By this time, Mark was already drinking regularly and had developed a significant cocaine and amphetamine habit. Eleven years later, at a routine check up, he was jolted into reality when his doctor told him if his behaviour didn't change, he would almost surely die. This served as a major turning point in his life. He has remained abstinent from drugs and alcohol for almost four years. He continues to undergo intensive counselling, and sees this as vital despite all of his achievements. Today he runs his own highly successful catering business and upholds his strong Jewish faith, embracing many aspects of his culture as a fundamental part of his recovery.

Mark says of his journey: "I am in a place where I can never relax about my addiction but it no longer dominates my thoughts. To me this is the symbol of being well."



Employment Plus

Within a competitive environment, Employment Plus successfully maintained its position as the largest provider of employment services to long-term unemployed people.

Employment Plus operates from 89 locations throughout six states, employing more than 1000 dedicated consultants who work closely with long-term unemployed people to help them find ongoing work.

Our motto is "We never give up" and, since we started in 1998, we have placed more than 125,000 people in work and have assisted more than 500,000 job candidates.

We try to identify the barriers that prevent people finding work and help them triumph through retraining, assistance with job applications and interviews, access to computers and internet, help with grooming and presentation and assistance with telephone access, transport and any other personal needs.

Employment Plus works closely with employers to determine their employee needs. We use this information and research to help job seekers prepare for available opportunities.

Right Track – our special ingredient

Our Right Track initiative was designed to assist candidates to discover their passion and achieve their career goals, and to offer employers candidates with the right attitude.

Through vocational courses, job search training and personal development, Right Track helps people develop:

- the self-confidence and skills needed to find their dream job
- an understanding of the business culture
- the skills to use a career development approach to job searching.

We believe no one is unemployable and everybody has something of worth and value to offer.

Mission Project Partnering

Mission Project Partnering encouraged other Salvos centres and Corps to develop projects with Employment Plus, to assist Intensive Assistance job candidates.

Many Corps embraced this concept, enabling Employment Plus to support some of the projects designed to provide a more integrated approach to meeting the needs of unemployed people. Last year 43 such projects operated around Australia, with more in development. Projects concepts included Internet Cafes, play groups, meal programmes, lifestyle and crisis counselling and drop in centres.

Community Work Programme

As a Community Work Coordinator and as part of the Commonwealth Government's Work for the Dole program, Employment Plus managed work experience opportunities for more than 4200 job seekers nationally.

Linking with local community groups, including Salvation Army Corps/Centres, a team of 12 Employment Plus Community Work Coordinators developed a range of placement opportunities under the Community Work Programme, including:

- Multi-media
- Permaculture
- Office administration
- Building renovation, restoration and maintenance

Employment Plus was awarded a new Government contract to provide a further 5200 placements under the programme.

CASE STUDIES:

Client:

"Before joining The Salvation Army Employment Plus Right Track, I had a reasonably high self esteem but lacked the practice and confidence in high pressure interview situations.

"During the four weeks of extremely methodical, non-aggressive, respectful and non-intrusive investigation into my shortcomings, I found many different ways of finding work that I did not realise existed.

"A series of journals which isolate each aspect of job-searching helps not only with finding all the options open to you but also helps to investigate your own insecurities when it comes to re-inventing yourself in view of the constantly changing job market.

"As I write this letter I think I have a job in an area I did not even realise existed, wish me luck!"

An Employment Plus Consultant tells the story of Steven:

Steven came to our office more than 12 months ago but would not attend interviews or stay in contact. When he eventually turned up to his initial interview, I referred him to the Right Track Career Development Programme.

He consistently missed appointments and was unkempt and dirty. He was late the first two days at Right Track and then did not show up at all. After sending letters, leaving messages at home and on his mobile, he finally contacted me. I said if he did not attend an interview with me, I was obliged to notify Centrelink.

He came in and said he left Right Track because he had nothing to offer. He had an \$80-a-day marijuana habit and was living at home with his abusive father. He agreed to visit a drug and alcohol counsellor and attend the next Right Track.

Steven excelled in Right Track, attending every day, and started looking after himself. He detoxed without any medication.

On his graduation from Right Track, I told him how proud we all were of his effort and the changes he had made. He cried and said no one had ever been proud of him in his life.

Steven was referred to the Horizon Cafe at Cabramatta for training and has been their star pupil. We have been to the Cafe for lunch where he cooked and served us. He was so excited about his achievement. He has now secured an apprenticeship as a chef in the city, is doing volunteer work and is raising money for various charities.



Refuge for the Abused

We work with Government and other non-Government services to provide a coordinated service for women, and women with children, who are victims of domestic violence.

Women are more likely to be the victims of violence and are more often than men forced to leave their family home to ensure their ongoing safety. They are often accompanied by children, less able to access employment/training opportunities and often unable to purchase their own property, as financial institutions are reluctant to loan them money.

Women devastated by domestic violence have specific housing needs including safety, affordability and access to schools and health services. However, they are more likely to be discriminated against in the private rental market and are financially less likely to be able to access this market.

Although a good provider of crisis housing for the homeless, we accommodate three times more men than women.

Programmes designed to assist people with drug and alcohol or mental health issues rarely provide childcare or accommodation for children, effectively excluding women with children from these services.

Head of our Domestic Violence Services, Billi Clarke, is a member of the Victorian Ministerial Advisory Committee on Women's Housing. This membership allows The Salvation Army to make a direct impact at the policy level using our extensive practical knowledge of the needs of women caught in domestic violence. Billi wrote "Trial by Legal Aid", a book examining the plight of women who suffered domestic violence and were unable to obtain legal aid to fight their spouse on financial, custodial and criminal issues in the courts. This book contributed to an improvement in the provision of legal aid but there is still a long way to go before this important justice issue is resolved.

Victoria

Western Victoria

Goldsworthy Lodge at 91-95 Goldsworthy Road, Corio, in western Victoria, was purchased to set up The Geelong Bridge during 2001/2002.

Goldsworthy Lodge was well known in the community as an aged care facility for people suffering from dementia. Overcoming strong opposition from some sectors of the community who opposed the redevelopment, the Salvos transformed it into a six-bed facility accepting females and males 18 years and over who are medically and psychiatrically stable but in need of assistance.

We officially launched the Geelong Bridge on 18 February 2002 but we had been accepting clients since 21 January. Since then, there have been 78 clients admitted, 74 of whom have completed withdrawals. Sixty percent undertook alcohol withdrawal, 20% cannabis withdrawal and 20% withdrawal from amphetamines and/or heroin and prescribed opiates.

Highlights for Victoria included the opening of the Geelong Bridge facility, the growth of the inner city Urban heart Community Centre and the expansion of services throughout northern Victoria.

Melbourne Central

Our Urban Heart Community Centre at 69 Bourke Street, Melbourne, struck a chord with inner city residents.

The centre functions as a drop in/referral centre, open 31 hours a week, where people can read the paper, play card games, have a cuppa and a chat, find information about services, sign up for a computer course run by RMIT at the centre, volunteer some time, make phone calls regarding employment or accommodation or wait for appointments in other areas in the building.

We have found that people who regularly use our facilities become so interested in our work that they become volunteers to help us in the everyday running of the centre and other church activities. One such volunteer is Lyndon*, who has been a regular at Urban Heart for about 12 months and a volunteer for about six months. It has been remarkable to notice the changes in his attitude, his general appearance and his conversation over this time. He is still very much a diamond-in-the-rough but he is improving in little steps each time we see him. Without volunteers like Lyndon we would not be able to achieve all that we do and we're thrilled that by giving him a meaningful role we are able to participate in improving his self-esteem.

*Not his real name.

L to R: Lieut-Colonel Ian Hamilton, Major Howard Davies, Major Frank Daniels and Major Iain Trainor, Divisional Commanders – Victoria



Eastern Victoria

This year the Red Shield Neighbourhood Appeal within the Eastern Victoria Division raised more than \$927,000.

The other appeal of note within the Division was the Self Denial Appeal for overseas aid, an internal appeal to support the work of the Salvation Army in developing nations. This appeal raised more than \$445,000.

We were involved with local communities in many different ways, with a presence at shopping centres, on street corners and at schools, and helping families in need. At Christmas we conducted community carol services and played carols in the streets and at shopping centres. Many businesses and community groups contacted us to donate goods such as toys and food to be distributed to needy families over this time.

Northern Victoria

The Northern Victoria Division is a rural division covering a vast region from Mildura along the Murray River to Wodonga, down the Hume Highway to Broadford, across the centre of Victoria to St. Arnaud and north to Bendigo, where the Divisional Headquarters is located.

Our Advisory Board comprises key community leaders and operates 18 Corps Centres and a wide variety of Social Service Centres in regional towns, offering family support services, food banks, emergency accommodation, alcohol and drug rehabilitation (Bendigo, Kilmore & Swan Hill), court and prison chaplaincy, youth training programmes, thrift stores, Supervised Children's Access and counselling.

Initiatives in 2001/2002 included the:

- Bendigo Fairground, a professionally supervised playground and safe area, where separated and estranged partners gained access to their children in fulfilment of Family Court Access orders. Although this work can be emotionally difficult, the Division is providing an essential service with love and compassion.
- Brayton Youth and Family Services at Shepparton, where a disused tennis centre was refurbished to accommodate homeless youth and young offenders. This is a pilot programme to help teach self-reliance and basic life skills.
- Opening of the Wilka Alcohol and Drug Services to Aboriginal Peoples in Swan Hill.
- Expansion of Mildura Family Support Services, attached to the Mildura Corps.

Western Australia

The Western Australia Division stretches from Albany in the south to Kalgoorlie in the east and as far north as Karratha. It comprises 30 Corps and more than 40 social programmes.

In support for the Year of The Outback, we extended our services through a mobile ministry based in Karratha, which travels to the isolated Pilbara and Kimberleys districts.

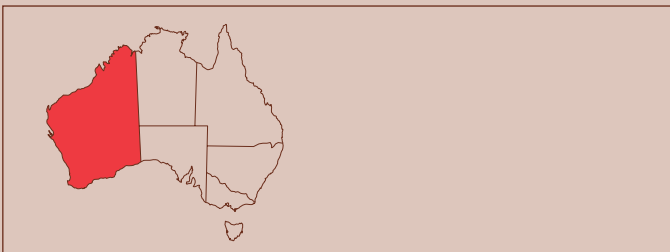
We established an Inner City Youth Ministry that, under the leadership of a Mission Development worker, trains volunteers to work with young homeless men and women. The aim is to eventually establish a youth crisis accommodation centre.

Our Emergency Services facilities were enhanced by the purchase of a mobile catering unit, capable of providing up to 1000 meals a day.

During the year, Perth Family Support Services experienced increased demands, seeing 7000 people and distributing close to \$500,000 in direct food, clothing and financial aid, and assisting in paying clients' accounts. The recently-opened shopfront office in William Street, Northbridge, has improved service delivery.

In Western Australia, a new mobile catering unit boosted the Salvos' emergency response capability and a mobile ministry extended services throughout remote areas.

Lieut-Colonel Graham Durston Divisional Commander



Tasmania

Despite Tasmania's beauty and wealth of natural resources, some members of the community are among the most needy of Australians.

Tasmania has the highest dependency on welfare, the highest unemployment levels, the second highest rate of youth homelessness and the highest suicide rates for men aged 15-24.

We are attempting to alleviate the cycle of poverty for those we see every day by addressing the underlying issues and associated problems.

The relatively small size of the state allows innovative approaches and collaboration between The Salvation Army and other service providers, as well as between different programmes within the Salvation Army. Practical examples include linkages between:

- Hobart Corps and the Bridge Programme
- Moonah Corps and Community Support's Outreach Programme
- Good Beginnings and Community Support in the Northern Suburbs Outreach Programme

The Tasmanian community work programme, Amazing Waste, received a national achievement award and Assistance With Care And Housing For The Aged provided invaluable support for people over 55 in need.

- Community Work Programmes and Corps/Programmes
- Clarence City Corps and Employment Plus

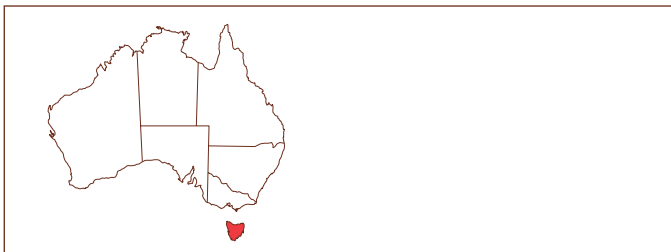
With so many people seeking assistance The Salvation Army in Tasmania is at the forefront in its service delivery. An example is one of our Community Work Programmes, Amazing Waste, having received a national achievement award.

Another is our Assistance with Care and Housing for the Aged (ACHA) programme in Hobart, which supports people 55 years or older who are frail, in need of assistance and/or drug-dependant. Five staff, plus volunteers, support clients referred through district nurses, hospitals, meals on wheels and other service providers.

One of the programme's main aims is to help clients achieve self-respect, respect in their community and a valued role in society. Services provided include rental assistance/housing support, companionship, intervention, cleaning and other assistance.

Generally people stay in the programme for three months, until linked into other services. A few are too isolated or hostile to other services, so we ensure they are in acceptable health and have access to services if needed.

Major John Vale Divisional Commander



Northern Territory

During the year, we developed exciting plans for the growth and development of our work in the Northern Territory. These included a proposed \$19 million expansion over the next five years, including:

- A 90 bed aged care centre incorporating a day care centre and independent living units
- Relocating and expanding the Drug and Alcohol Programme to accommodate couples and women
- Relocating and expanding the Sunrise Centre Homeless Men's Shelter
- Relocating the Mitchell Street Hostel into facilities to meet residents' needs and provide an outreach and day care service
- Relocate and expand Catherine Booth House (crisis women's accommodation) from six to 24 beds
- Securing land for future development at Palmerston, which will include a Drug and Alcohol Outreach Centre and Supported Accommodation

- Renovation of Alice Springs Corps and Community Centre to incorporate a 'one stop shop' for the Aboriginal Programme, Towards Independence Programme, Thrift Shop and Family Support Services.

A new programme launched in Darwin will help clients move from crisis care to independent living. Towards Independence will assist those who want more than crisis care, by offering supported accommodation in units or homes. At the same time they will receive life management skills training. Towards Independence will be supported by the Darwin Corps' Community Care programme, providing workshops on budgeting, cooking, positive lifestyle and life skills. Six units and two houses were acquired to start the programme.

The Palmerston Family Support Services Drop-in Centre was a joint initiative of the Palmerston Corps and Family Support Services. Now, when families and individuals come to the Palmerston Centre to receive assistance they have the opportunity to enjoy morning or afternoon tea and receive support from Palmerston Corps Community Care members.

The launch of a \$19 million, five-year expansion programme will boost Salvos' services in the Northern Territory. The programme will establish a range of new facilities and programmes for people in need throughout the NT.

Major Kevin Merrett Regional Officer



South Australia

During 2001/2002, the Division initiated a number of projects to improve the effectiveness of services in South Australia.

We increased our emphasis on developing properties providing integrated services across a range of Salvation Army fields; our Tea Tree Gully and Arndale properties are outstanding examples.

We worked with the Department of Correctional Services, Magistrates Court and Police Department to develop the Central Violence Intervention Programme for tackling domestic violence and a drug diversion court, which is under trial with good success to date.

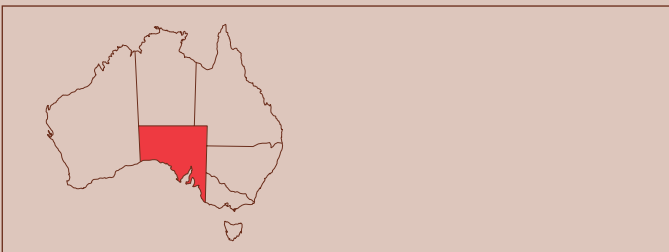
We were invited by the State Government to establish a stabilisation facility for those moving from substance dependencies and homelessness into an environment that will enable them to stabilise their lives. We envisage this facility will make a significant impact on an important group of disadvantaged and marginalised people.

The South Australian Division focused on developing integrated services with other providers, to improve the effectiveness of their community programmes. An outstanding example was the Salvos' work in jointly developing the Central Violence Intervention Programme for tackling domestic violence.

The Public Relations Department, together with Family Stores and The Salvation Army Employment Plus, established an integrated Salvation Army display at the Royal Adelaide Show, attracting around 20,000 visitors.

The Division also improved its occupation health and safety record and gained Level Two in the Safety Achievers Business Scheme. We are now working towards Level Three, the highest level possible for all our sites across South Australia.

Lieut-Colonel Victor Poke Divisional Commander



Future Needs

Operational Requirements

Expenditure by social activity	2001 (\$'000)	Actual 2002 (\$'000)	2003 (\$'000)	2004 (\$'000)	Projected 2005 (\$'000)
Employment, Education and Training	46,260	52,533	57,786	63,565	69,921
Children and young people at risk	11,943	14,071	15,900	17,967	20,303
Addictions and substance abuse	8,756	12,926	14,606	16,505	18,651
Aged care	59,148	63,481	71,734	81,059	91,597
Disability Support	2,702	2,958	3,343	3,777	4,268
Individual and family support	14,538	18,415	20,809	23,514	26,571
Homelessness and domestic violence	27,790	30,747	34,744	39,261	44,365
Administration & Research	1,933	2,310	2,610	2,950	3,333
Total	173,070	197,441	221,532	248,598	279,009

Income Sources for social activities

	2001 (\$'000)	Actual 2002 (\$'000)
Red Shield Appeal	19,710	20,622
Other	153,322	174,356
Total Income	173,032	194,978
Surplus/(Deficit)	(38)	(2,463)

	2003 (\$'000)	2004 (\$'000)	Projected 2005 (\$'000)
Operational funds to be raised	221,532	248,598	279,009

Capital Requirements for Social Activities

Distribution by Activity:	2001 (\$'000)	Actual 2002 (\$'000)	2003 (\$'000)	2004 (\$'000)	Projected 2005 (\$'000)	Total projected capital requirements 2002-2004
Employment, Education and Training	-	-	400	-	-	400
Children and young people at risk	362	379	40	-	-	40
Addictions and substance abuse	1,392	1,070	3,530	-	-	3,530
Aged care	10,361	5,022	40,000	30,000	16,200	86,200
Disability Support	-	-	-	-	-	-
Individual and family support	662	582	4,000	305	-	4,305
Homelessness and domestic violence	1,879	1,335	4,750	3,000	1,500	9,250
Administration & Research	142	4	-	-	-	-
Total	14,798	8,392	15,618	52,720	33,305	103,725

	2003 (\$'000)	2004 (\$'000)	2005 (\$'000)	Total
Current capital reserves available	144,479	11,283	6,427	21,138
Capital funds required to be raised	(128,861)	41,437	26,878	82,587

Note: Other reserves held by the army are either board designated, restrictive, or custodial reserves for non-capital purposes.

Donor Acknowledgements

Individual Donors

The Salvation Army thanks those across the Australia Southern Territory who support our work from year to year.

We thank them for the trust they place in us and for their care and concern for the communities in which we live.

Without the ongoing support of our large base of key donors we would not be able to continue providing many of the services outlined in this report.

Many of our donors choose not to receive any public acknowledgment of their gifts. However, this does not in any way diminish our gratitude for their kindness.

While they may say, "thank God for the Salvos" we say "thank God for our donors".

Business Donors

Partnerships between the private sector and not-for-profit organisations (such as The Salvation Army) are increasingly common.

From a Salvation Army perspective, a Business partnership usually comprises a combination of:

- A cash gift or donation
- Cause-related marketing activities
- Staff fundraising
- Payroll deductions and gift matching
- Staff volunteering (e.g. for Doorknock in May)
- Gifts in kind
- Pro bono services.

In particular, we wish to acknowledge the support of:

The Coles Myer Limited Group, our largest corporate supporter, through the:

- Coles/Salvation Army Christmas Appeal - raising more than \$740,000, through donated food, food vouchers and supplier support
- Myer Grace Bros Community Fund – raising more than \$400,000 through sales of the popular "Spirit of Christmas" CD

- KMart Wishing Tree – enabling more than 190,000 toys to be donated and collected for distribution to charities.

AXA Australia, which sponsored our Red Shield Business Launch. In April 2002, more than 150 major business leaders gathered in the Melbourne Hyatt for a breakfast with the Commonwealth Treasurer, The Hon. Peter Costello MP.

Melbourne Airport, for their ongoing support of our Jacana and Sunbury transitional housing programme and our "Winter Heater Appeal".

Ford Australia, for support through their workplace-giving programme.

CGU Insurances, for sponsorship of a number of our Emergency Services vehicles.

Flaming Rhino Design, a small business that supports us through a donation of a percentage of the wholesale price of their range Christmas cards and fine stationery.

Hewlett-Packard Australia Ltd, provided computer equipment worth more than \$900,000 to be used in Salvation Army programmes.

Our other key supporters are acknowledged inside the back cover of this report.

Trusts and Government

Without the support of many philanthropic trusts and foundations our ability to provide innovative programs to meet the needs of communities across the Australia Southern Territory would be limited.

We acknowledge major support provided by:

- Collier Charitable Fund
- The Sidney Myer Fund
- William Angliss Victorian Charitable Trust
- JB Were & Son Charitable Fund
- John T Reid Charitable Trusts

To effectively provide our social services we depend on the cooperation of Government. We acknowledge the support provided by the Commonwealth and each of the State Governments.

Australia Southern Territory Major Corporate and Trust Donors

A A Petroleum Pty Ltd	Guardian Resource N L	Simplot Australia Pty Ltd
Advertising Federation Australia (SA)	Hardi Spray Equipment S A	Sires Clothing Company
Advertising Federation of Australia (WA)	Hartley Poynton Foundation	Smith & Smith Cabinet Makers
Allport Estate	Herbert Geer & Rundle	Smith & Smith Manufacturing
Arrowcrest Group Pty Ltd	Hewlett-Packard Australia Ltd	SPC Ltd
Australian Cricket Board	J B Were & Son Charitable Fund	Spicers Paper Limited
AXA Australia	Joe White Bequest	Stafford Group
Bank of Western Australia Limited	Joseph Herman Trust	State Government of South Australia
Bell Charitable Trust	La Famaglia Fine Foods	State Government of Tasmania
Bulleen Village Pharmacy	Life FM SA	State Government of Victoria
Burswood International Resort	Linfox Aust Pty Ltd	State Government of Western Australia
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CGU Insurance	Manassen Food Aust Pty Ltd	Swan Plumbing Plus
Chamber of Commerce & Industry WA	Marian & E H Flack Trust	Swan Transit Operations P/L
Channel 7 Adelaide	Melbourne Airport - Management	Tetley Aust Pty Ltd
City of Port Lincoln	Miller Foundation Limited	The Dagda Trust
Clelands Cold stores (Aust) Pty Ltd	Minter Ellison Lawyers	The Frank & Hilda Perry Trust
Coles Myer Ltd (Coles Supermarkets)	Mrs Crocket's Kitchen	The Jack & Robert Smorgon
Colin Bisdee Trust Allocation	Murray Goulburn Cooperative Co. Ltd	Families Foundation
Collier Charitable Fund	Myer Grace Bros Community Fund	The Law Society of Western Australia
Collingham Pty Ltd	Namarrgon International Pty Ltd	The Mercury Newspaper
Connect Credit Union	Nestle Ice Cream	The Sidney Myer Fund
Consolidated Chemical Company	Nigel Craddock Foundation	The Stan Perron Charitable Trust
CRT Group	Norman Percy Cole Foundation (Public Trustee of SA)	The Wearne Charitable Trust
Davambros Pty Ltd	Orica Australia Ltd	Tower Trust
Dibbs & Massie Foundation	P W C Properties Pty Ltd	Treloar Australia
Drakensberg Trust	Paper Agencies (Aust & NZ) Pty Ltd	Trevor K Davidson
Dunlop Sport	Perth City Council	V Corporation Pty Ltd
DWS Advanced Business Solutions	Pheta Industries	Va-Vite Pty Ltd
Esso Australia Ltd (Esso/Mobil)	Pierce Armstrong Foundation	Victoria Relief Committee
Examiner Newspaper Pty Ltd	Pilsbury Australia Pty Ltd (General Mills)	Vita Pacific Limited
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Florsheim Australia Ltd	Quattro Bakehouse & Fine Foods	Westpac Banking Corporation (Bank of Melbourne)
Franklins Supermarkets	R E Ross Trust	Wild About Fruit Co Pty Ltd
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George W Vowell Foundation Ltd	Runic Pty Ltd	Wonteco Pty Ltd
Goodman Fielder Ltd	Saba Clothing Stores	Worley ABB Joint Venture
Grand Tasman Hotel	Sanitarium Health Food Co	Wythenshaw Pty Ltd
Great Southern Pie Co	Sedgies Charity Day	
Grundy Television Pty Limited		

Australia Southern Territory

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Divisional Headquarters				
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Melbourne Central	The Salvation Army	69 Bourke Street Melbourne 3001	Telephone 03 9653 3213	Facsimile 03 9650 1407
Northern Victoria	The Salvation Army	65-71 Mundy Street Bendigo 3550	Telephone 03 5443 4288	Facsimile 03 5441 6079
Western Victoria	The Salvation Army	209a Dana Street Ballarat 3350	Telephone 03 5331 3088	Facsimile 03 5332 2929
South Australia	The Salvation Army	39 Florence Street Fullarton 5063	Telephone 08 8379 9388	Facsimile 08 8338 3361
Tasmania	The Salvation Army	Maylands 27 Pirie Street Newtown 7008	Telephone 03 6278 7184	Facsimile 03 6278 7193
Western Australia	The Salvation Army	333 William Street Northbridge 6003	Telephone 08 9227 7010	Facsimile 08 9227 7134
Regional Office				
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