

You are the hope people need



The Salvation Army Australia

Impact Report 2026

A big task becomes much more manageable when it is divided into smaller parts and when many people get involved.

When people work together efficiently and faithfully, they can achieve extraordinary results. We can, too.

~ General Lyndon Buckingham,
World Leader of The Salvation Army



The Salvation Army Australia

Impact Report 2026

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To protect the privacy of the people we work with, when requested we have changed identifying details and used stand-ins in photography. We offer our heartfelt gratitude to those who shared their stories with openness and courage. All data, services and contact details were accurate at the time of publishing.

Our mission, vision and values

Mission

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

We share the love of Jesus by:

Caring for people

Being there when people need us most

We offer care and compassion as a sacred encounter with transformative potential

Creating faith pathways

Taking a holistic approach to the human condition that values spirituality

We graciously share the Good News of Jesus and grow in faith together

Building healthy communities

Investing ourselves in relationships that promote mutual flourishing

We find the wholeness God intends for us in community

Working for justice

Tackling the social systems that harm creation and strip away human dignity

We join God's work to build a fairer world where all can thrive

Vision

Wherever there is hardship or injustice, Salvos will live, love and fight, alongside others, to transform Australia one life at a time with the love of Jesus.

Values

Recognising that God is already at work in the world, we value:

Integrity

Being honest and accountable in all we do

Compassion

Hearing and responding to pain with love

Respect

Affirming the worth and capacity of all people

Diversity

Embracing difference as a gift

Collaboration

Creating partnerships in mission

Our commitment to inclusion and reconciliation



The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders, past, present, and future. We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions, and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and well-being of people of all ages, particularly children.

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

Message from our leaders

We have always been – and will always be – people of hope.

Our work is driven by the love of Jesus.

From the earliest days of The Salvation Army, our mission has been spiritual and social transformation – a holistic, integrated expression of God's love. Match factory workers saved from working conditions that destroyed their health. Drunken men helped to become sober and restore their families again. People trapped in terrible situations in the East End of London – and later around the world – who found safety, dignity and a relationship with Jesus. Spiritual and social transformation, hand in hand.

And that is exactly what we are about today. The woman escaping domestic violence, living in a car with her five children, now safely housed and rebuilding her life. The lady in a similar situation who found no help until she met her "two Salvation Army angels", as she calls them, and discovered not only support but also a father in God. Men and women trapped in addiction who now walk in freedom. Families forced to choose between

paying rent, medical costs or food, now finding a way forward.

These stories of hope come about through our work with people experiencing homelessness, addictions, domestic violence, natural disasters, family breakdown, discrimination and hardship.

This is who we are – unashamedly putting Jesus at the centre.

Throughout this report you'll see how your generosity enabled vital services, emergency assistance, accommodation, recovery programs and community connections that helped thousands of Australians move from crisis toward stability, safety and hope.

Thank you to everyone who helps make this possible. Without your empathy, concern and assistance – financial, practical and advisory – we could not do what we do. Your commitment to caring for the people of Australia has impacts deeper than you will ever know.

The needs are next level right now. And so are you. Thank you, hope givers and hope bringers. What partnerships! What hope! God bless you all.



Commissioner Miriam Gluyas
Territorial Commander,
Chair of the Board
The Salvation Army Australia



Colonel John Chamness
Chief Secretary
The Salvation Army Australia

Meet our new leaders



Colonels John and Lani Chamness

The Salvation Army Australia Territory’s new Chief Secretary, Colonel John Chamness, assumed the role on 1 October 2025, succeeding Colonel Winsome Merrett, who retired from active service on 30 September 2025.

Colonel Lani Chamness is serving as the Territorial Secretary for Women’s Ministries and Territorial Secretary for Leader Development (Officers).

Originally from The Salvation Army USA Western Territory, the Chamnesses served in the Canada and Bermuda Territory as Chief Secretary and Territorial Secretary for Spiritual Life Development respectively before being appointed to Australia. Their leadership has been marked by innovation, compassion and a deep commitment to mission.

As Chief Secretary, Colonel John Chamness leads The Salvation Army’s national executive leadership team and is accountable to The Salvation Army Board for implementing board-approved strategies that impact how the Australia Territory operates, develops and grows.

He also leads the Operations Council, which assists and collaborates with the Chief Secretary to make high-level operational decisions to ensure the mission and vision of The Salvation Army is being achieved.

John is excited by the incredible ministries happening across Australia and inspired by stories of transformation and compassion.



» The Salvation Army Kidzone magazine’s mascot Cousin Koala greets Colonels John and Lani Chamness at the Territorial Support Office, Blackburn. One of Lani’s wishes on arriving in Australia was to hug a koala.

The Salvation Army is a force for good, a movement of transformation. We believe that when we stop holding back and lean fully into God’s calling, we can reawaken a passion that changes lives and communities.

Let’s worry less about what doesn’t matter and more about what does, bringing hope, healing and salvation to the world.

~ Colonel John Chamness



» Colonels John and Lani Chamness with The Salvation Army’s mascot Shiedy during the Red Shield Appeal weekend 2026.

Beyond their professional roles, John and Lani are passionate about life and ministry. John is an outdoor enthusiast who enjoys running, hiking, sailing, kayaking and woodworking – especially with reclaimed wood.

Lani is a gifted musician and writer who loves playing guitar, composing music and poetry, and capturing beauty through photography. She also collects ceramic chalices, reminiscent of the Holy Grail.

Together, the Chamnesses bring a rich blend of experience, spiritual depth, and creative energy to the Australia Territory.

Our governance

2025-26 Territory Board

The Board is responsible for providing governance oversight to the Australia Territory in accordance with Australian law, all requirements under International Headquarters' Orders and Regulations, and the principles of theology, mission, integrity and compliance.

The Board is also responsible for strategically positioning the Territory so that it has a sustainable, major influence on Australian society, and to provide advice and assistance to the Trustees.

The Board is chaired by the Territorial Commander and is accountable to the General for its responsibilities.

Board membership for the period 1 July 2025 to 30 June 2026 is as listed:

- Commissioner Miriam Gluyas, Chair
- Major Kevin Lumb, Alternate Chair
- Mr Richard Grellman AM, Lead Independent
- Mr Greg Couttas, Chair, Audit and Risk Committee
- Ms Desley Hargreaves PSM, Chair, Quality and Safety Committee
- Ms Felicity Natoli, Chair, Professional Standards Committee
- Mr Adrian Appo OAM
- Dr Ian Brown
- Colonel Winsome Merrett (ceased 1 October 2025)
- Colonel John Chamness (commenced 1 October 2025)
- Captain Colin Reynolds
- Captain Leisa Humbley (ceased 1 February 2026)
- Major Manikya Mera (commenced 1 February 2026)
- Auxiliary-Lieutenant Rosy Keane



Commissioner Miriam Gluyas
(Chair)



Major Kevin Lumb
(Alternate Chair)



Mr Richard Grellman AM
(Lead Independent)



Mr Greg Couttas
(Chair, Audit and Risk Committee)



Ms Desley Hargreaves PSM
(Chair, Quality and Safety Committee)



Ms Felicity Natoli
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Mr Adrian Appo OAM



Dr Ian Brown



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Captain Colin Reynolds



Captain Leisa Humbley
(ceased 1 February 2026)



Major Manikya Mera
(commenced 1 February 2026)



Auxiliary-Lieutenant Rosy Keane

Board visits

In August 2025, the Board visited Alice Springs (NT), and attended a number of social mission and ministry visits, including proposed family and domestic violence housing, a men's homelessness program, an open house program, and the Waterhole at Alice Springs Corps.

In April 2026, the Board visited Kubirri Aged Care in Mossman (Qld), and attended a number of activities, including a cultural immersion night with the congregation at the Cairns Corps.

Board Committees

Audit and Risk Committee

The purpose of this committee is to ensure the integrity of the financial statements, the risk management framework and the system of internal controls, such that these align with The Salvation Army's values and meet its legislative and regulatory obligations.

Nominations Committee

The purpose of this committee is to fairly and objectively identify and nominate suitably qualified candidates for appointment to the Board.

Spiritual Life Committee

The purpose of this committee is to improve the depth and breadth of the spiritual life of The Salvation Army in Australia; and to guide the movement so that it operates in accordance with its God-given mission – "Share the love of Jesus by caring for people, creating faith pathways, building healthy communities and working for justice".

Quality and Safety Committee

The purpose of this committee is to define and promote a culture of continuous quality improvement and consumer safety that aligns with The Salvation Army's values and meets its legislative and regulatory obligations.

Professional Standards Committee

The purpose of this committee is to define and promote within The Salvation Army a world's best-practice response to allegations of abuse and ensure The Salvation Army is actively enhancing child safety within the Australian community.

Remuneration Committee

The purpose of this committee is to assist and advise the Board on matters relating to remuneration for employees in senior roles as described in the Committee's Terms of Reference.

The Under-35 Board Participant Program



Dr Britta Lacey

In April 2021, the Board approved the concept of an Under-35 Board Participant Program. This initiative ensures that the under-35 cohort of Salvationists is able to participate in the governance of The Salvation Army in Australia.

Dr Britta Lacey, a General Practitioner based in Brisbane and a senior soldier at the North Brisbane Corps, was appointed in August 2024 to the Under-35 Board Participant Program.

As a participating observer, the Under-35 Board participant attends all Board meetings with full access to the information being considered at each meeting and any additional communications provided to the Board. This position does not carry a Board vote. However, full participation in all Board discussions is encouraged.



Find out more about The Salvation Army Australia Territory Board at salvationarmy.org.au/about-us/leadership/the-australian-territory-board/



How we measure impact

The Salvation Army's Stronger Communities Outcomes Measurement Initiative

At The Salvation Army (TSA), we focus on supporting Australians experiencing hardship and injustice, with the aim of creating lasting change. Our work is guided by our mission and vision and is reflected in the services we deliver every day.

“Wherever there is hardship or injustice, Salvos will live, love and fight alongside others, to transform Australia one life at a time with the love of Jesus” (TSA Vision)

To ensure we deliver effective support, TSA has developed the Stronger Communities Outcomes Measurement Initiative. This work, led by our Research Team in partnership with frontline services and our client database team, helps us understand how our services contribute to positive changes experienced by individuals and families accessing our programs. Combined with the voices of people with lived experience, their feedback shapes our impact measurement initiatives at every stage, ensuring we capture and act upon evidence-based insights that are meaningful to the people we serve.

Our approach to measuring impact is recognised nationally, with multiple awards from the Social Impact Measurement Network Australia (SIMNA) – a reflection of our commitment to accountability and continuous improvement.

Our Guiding Principles

To ensure our research, evaluation, and measurement approach remains meaningful and respectful, we are guided by four principles:

1. Accessible and meaningful

We design or use measurement tools that are practical, trauma-informed, culturally appropriate for our frontline workers and the people that we support.

2. Participatory and collaborative

We value the insights of frontline teams, people who seek our support, people with lived experience, and community and system partners. Their voices shape our work, ensuring it reflects real needs across diverse communities and stakeholders, including Aboriginal and Torres Strait Islander peoples and peoples from culturally and linguistically diverse backgrounds.

3. Holistic

We recognise that wellbeing is multi-dimensional. Our approach considers physical, emotional, spiritual, and social factors, along with people's connections to family, community, culture, and environment.

4. Ethical

All our work aligns with national ethical standards, ensuring respect, safety, and shared benefit for everyone involved.

The Salvation Army Outcomes Measurement Framework

Our mission

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



CARING FOR PEOPLE



CREATING FAITH PATHWAYS



BUILDING HEALTHY COMMUNITIES



WORKING FOR JUSTICE

This mission informs the outcomes we want to measure.

Our outcome domains

The Salvation Army uses sector-specific frameworks and best practice to promote change across the following outcome domains:



WELLBEING AND SPIRITUALITY



INDIVIDUAL CAPABILITIES



LIFE CIRCUMSTANCES



SOCIAL CONNECTEDNESS

By measuring these outcomes, we determine our impact and the extent to which we are achieving our mission and vision.

Our collective impact

The Salvation Army measures and evaluates the impact of our work in fulfilling our mission and vision and this information is used to improve our services:



PRACTICALLY
(CARING FOR PEOPLE AND
WORKING FOR JUSTICE)



SOCIALLY
(BUILDING HEALTHY
COMMUNITIES)



SPIRITUALLY
(CREATING FAITH
PATHWAYS)

Our outcomes measurement framework enables greater accountability and supports our continuous improvement. It is a significant milestone on our journey towards understanding and appreciating our full impact.

TSA outcome domains: key areas of transformation

TSA measures outcomes across four core domains (see Figure 1) that reflect the different areas of change in people's lives. Together, these domains provide a holistic view of how individuals, families, and communities are supported to move forward.



WELLBEING AND SPIRITUALITY

This domain considers overall quality of life and sense of wellbeing. It includes physical and mental health, spiritual wellbeing, life satisfaction, sense of purpose, and overall feelings of stability and fulfilment.



INDIVIDUAL CAPABILITY

This domain captures the personal skills, attributes, and behaviours that support people to navigate daily life and respond to adversity. It includes areas such as knowledge and skills, coping strategies, resilience, social functioning, self-advocacy, and confidence in managing one's own circumstances.



3. LIFE CIRCUMSTANCES

This domain focuses on the conditions in which people live and how these affect their wellbeing and ability to manage life's challenges. It includes areas such as housing stability, income and financial resources, employment, and education.



4. SOCIAL CONNECTEDNESS

This domain reflects the strength and quality of a person's relationships and their connection to community. It includes relationships with family, friends, and other support networks, as well as access to community services. Strong social connections can provide practical and emotional support, and contribute to greater resilience and wellbeing.

Turning Data Into Better Support

By working with frontline teams and community members who have lived experience, we ensure our measurement tools are effective, practical and relevant. The insights we gather help us:

- Tailor support to individual needs
- Track progress and celebrate achievements
- Improve services and identify gaps
- Strengthen advocacy and inform government submissions
- Ensure services remain relevant, inclusive, accessible, and effective

We are also investing in dashboards and data visualisation tools, making information easier to understand and use in day-to-day decision making. This empowers our teams to deliver evidence based support while keeping the focus on people, not paperwork.

To further reduce administrative burden, where possible, our system securely automates reporting to funding bodies, giving our workers more time to focus on what matters most: supporting individuals and families.

Understanding Impact Across Communities

Our measurement tools capture outcomes across diverse TSA services and align with our four Stronger Communities Outcome Domains (see Figure 1), as well as with government and sector frameworks. This ensures consistency, accountability, and strong alignment with funding requirements.

By combining outcomes data with frontline insights and lived experience, we deepen our understanding of the changes people experience, from improved wellbeing to stronger connections and greater stability, and the systemic barriers and enablers that shape these outcomes.

» Figure 1: The Salvation Army Overarching Outcomes Measurement Framework

Recognition and Awards

In 2025, TSA Research Team received the **Social Impact Network Australia (SIMNA) Awards for Outstanding Collaboration in Social Impact Measurement** for the National Homelessness Outcomes Measurement Pilot.

The project aims to assess the impact of TSA's Homelessness services across Australia. TSA supports adults and families through accommodation, case management, outreach, and financial assistance, delivering over 100 programs with 700+ staff. A National Homelessness Outcomes Measurement Framework was developed in collaboration with homelessness specialists, frontline staff, lived experience representatives, and TSA's database team. The framework balances standardised national indicators with flexibility for local contexts, using trauma-informed, strengths-based measurement tools that combine established instruments with TSA-specific questions. A 12-month pilot across 23 services was used to refine the tools and framework, enhancing relevance and uptake. By amplifying client voices and informing decision-making, the pilot supports continuous service improvement and provides the foundation for the national outcomes measurement rollout for the homelessness services in 2026.

Overview of judges' feedback

Feedback from the SIMNA judges identified TSA's application as a strong and well-developed submission, distinguished by comprehensive stakeholder engagement and sustained collaboration across multiple groups.

The project demonstrated meaningful integration of lived experience, supported by partnerships with specialists, researchers, and frontline staff, and provided clear evidence of translating findings into practice, service improvement, and advocacy. Key strengths included a trauma-informed approach, thoughtful use of demographic and outcomes data, and clear, accessible, and culturally appropriate reporting back to participants.

The application also highlighted structured feedback loops and a strong focus on capacity building, with staff reporting increased confidence



in using data to inform decisions and clients seeing their priorities reflected in the Framework.

Overall, the judges said TSA presented a consistent and structured approach to social impact measurement within a complex service and policy context, supported by ongoing responsiveness and continuous improvement.

Other Awards

Over the years, TSA has received multiple SIMNA Awards, including:

- The **2018 Changemaker SIMNA Award** for Moneycare Financial Counselling Outcomes Measurement
- **Runner-Up for Excellence in Social Impact in 2022 and 2023** for the national Doorways Emergency Relief Outcomes Measurement and the national Youth Services Outcomes Measurement respectively
- The **2024 SIMNA Award for Innovative Design in Social Impact Measurement** for the project *"Flexibility in evaluation with culturally diverse victim-survivors of family violence"*



Initiative Update

The Moneycare financial counselling services, Doorways Emergency Relief and Casework, Alcohol and Other Drugs, and Youth streams have embedded outcomes measurement into their day-to-day operations. Through this work, they have identified clear benefits, including the use of outcomes data and client feedback to improve service delivery, support continuous improvement, strengthen organisational learning, inform funding opportunities, and enhance advocacy work. These insights provide practical evidence of the impact of TSA services on the lives of the people they support.

As the streams are becoming more mature in their outcomes measurement practice, the Research Team is working with the streams to develop monitoring, evaluation, and learning (MEL) frameworks to strengthen the integration of evidence into day-to-day service delivery, enabling timely adjustments and improved client outcomes.

Homelessness Stream

Over the past year, TSA Research Team has progressed the National Outcomes Measurement Framework for the Homelessness Stream following the successful completion of the national pilot in the 2024-25 financial year. Based on pilot findings and feedback from practitioners and clients, the measurement tools and processes were strengthened to improve accessibility, support trauma-informed practice, and assist practitioners to collect high-quality outcomes data. National implementation commenced in early 2026 and staff across more than 80 homelessness services are now collecting outcomes measurement data nationally.

The pilot provided early evidence that TSA Homelessness services are supporting clients to make progress towards intended outcomes and that clients experience these services positively. The largest gains were observed in housing satisfaction, safety, standard of living, life satisfaction and personal wellbeing. Client feedback also highlighted that, when outcomes measurement is implemented in a respectful and supportive way, it can add meaningful value to the client experience and enhance the support provided.

TSA Research Team will continue to monitor outcomes over time, helping to strengthen the evidence base for TSA Homelessness services and support ongoing learning and improvement. In the coming year, the team will also develop an outcomes measurement approach for brief support services, so that shorter-term and episodic support can be better understood through meaningful evidence.

Family Violence and Modern Slavery Stream

This year represents a major milestone for the Family Violence and Modern Slavery (FVMS) outcomes measurement project, reflecting five years of sustained effort, learning, and stakeholder consultation. In partnership with the Centre for Social Impact at the University of Western Australia, TSA's Research and FVMS teams have refined and published a national Outcomes Measurement Framework. This includes the rollout of one of Australia's first purpose-designed and validated Family Violence outcomes tools, The Salvation Army Wellbeing and Recovery Indicator. »



» As of March 2026, the framework has been embedded as part of day-to-day operation across TSA's national Family Violence services, representing a significant achievement in operationalising outcomes measurement at scale.

This progress is both organisation-defining and sector-leading. Nationally and internationally, the Family Violence sector has long faced challenges in evidencing impact and enabling robust, evidence-based decision-making due to the inherent complexity and sensitivity of the client cohort. TSA's framework directly addresses this long-standing challenge, establishing a rigorous and practical foundation for consistently measuring service effectiveness, informing continuous improvement, and strengthening outcomes for victim-survivors.

A light-touch evaluation conducted by the Centre for Social Impact further demonstrates that services are successfully delivering against key design aims, validating both the integrity of the framework and its real-world application. These outcomes include increased client safety from violence, improved wellbeing, and ongoing access to FV services and connection to supports.

Through the publication of both the framework and TSA's Wellbeing and Recovery Indicator, TSA is actively shaping sector practice and advancing outcomes measurement across the Family Violence and broader community services sectors. This work not only strengthens TSA's leadership position but also returns critical knowledge to the project's Advisory Network, comprising government and peak body representatives, lived experience experts, and

academic partners, whose contributions have been instrumental in ensuring the framework reflects the needs and expectations of victim survivors, funders, and the sector.

Collectively, this positions TSA at the forefront of evidence-informed and outcome-driven service delivery in the Family Violence space.

Knowledge Exchange and Strategic Partnerships

TSA Research Team shares outcomes measurement findings, practice and learning within TSA and across government, community services, and evaluation sectors. This exchange supports improved service delivery, strengthens advocacy, and contributes to continuous improvement in both practice and outcomes measurement.

Strategic Engagement and Knowledge Exchange Activities in 2025:

- The Salvation Army Family Violence Outcomes Measurement Advisory Network (academics, practitioners, governments representatives, victim-survivors, and peak bodies)
- Government partners across Commonwealth, state, and territory levels
- Participation in the Anti-Slavery Commissioner's Office Strategic Plan consultation
- Participation in the Data Catalyst Network
- Conference and sector presentations, including Victoria Homelessness Conference, Australasian Evaluation Society International Conference,

Network of Alcohol and other Drugs Conference, QCOSS Domestic, Family and Sexual Violence webinar, and SIMNA webinar

- Engagement with community partners and donors, including Moneycare outcomes measurement presentation to a donor

For further information on outcomes and learnings from individual streams, or to request a digital copy of TSA's Family Violence pilot report and Family Violence Wellbeing and Recovery Indicator, please contact TSA Research Team at research@salvationarmy.org.au

Conclusions

Outcomes measurement is central to how TSA delivers on its mission and vision to support Australians experiencing hardship and injustice. By embedding evidence into day-to-day practice and combining data with frontline insights and lived experience, we ensure our services remain relevant, effective, and responsive.

This approach strengthens accountability and continuous improvement, enabling better decision-making, stronger outcomes for individuals and families, and meaningful contribution to sector-wide learning.

As we continue to refine and expand this work, TSA remains committed to delivering evidence-informed, person-centred services that contribute to stronger communities and lasting change across Australia.

Spotlight on Doorways Emergency Relief services

The Salvation Army's Doorways Emergency Relief (ER), which includes casework, wraparound services and referrals, is a critical part of delivering the holistic care, compassion and hope that The Salvation Army – one of Australia's largest providers of emergency assistance – is known for.

In addition to Doorways' role in providing financial and material support to the community, the service also delivers the social and emotional care that helps give people the strength, dignity and encouragement they need to work through life's challenges and rebuild their lives. This is provided through casework.

"We're not just providing a professional casework service, emergency relief cards or material aid – there's something so much more significant, a bigger picture, that's driving that," explains Ben Brewer, Doorways State Manager, Queensland.

"We have a unique opportunity because we're the Salvos, that's our DNA, driven by the love of Jesus. So, I love the fact that we get to take the mission, vision and values, the new national strategy, integrated mission, goals, and genuine love and concern for those we're assisting, to invest in people and see lives transformed.

"Salvation Army mission is woven throughout everything we do. That's why we exist."

There have always been thousands of people in the community struggling with or at risk of poverty. Anyone can find themselves in need of support and, as Doorways caseworkers say regularly, each of us is only one event away from finding ourselves in a similar situation.

Caseworkers across the country shared that they are seeing many community members who are accessing their services for the first time, including individuals and families who do have employment but a low income and are not entitled to Centrelink or concessions.

Doorways ER assistance is available to all people in the community who are experiencing hardship and require support.

Community members can access Doorways ER by either calling the Doorways national Phone Assessment Lines (PAL) or visiting one of Doorways' Financial Assessment Sites (FAS) across the country.

Dignity always

Asking for help isn't easy. For many who walk through the doors of a Salvation Army centre or pick up the phone, it takes immense courage to admit they're struggling – whether with addiction, financial hardship or simply trying to get through the day.

Many people may have difficulty discussing their situation. Feelings of embarrassment or shame are common due to the ongoing stigma around asking for help in Australian culture.

That's why Doorways exists: to offer emergency relief and holistic case management with dignity, compassion and respect.

Anna Higgins, Doorways caseworker in the Derwent Valley, Tasmania, added that "many people find it easier to ask for help with a bill than food support, because 'everyone struggles with bills'. The shame comes when asking for food support.

"When people do ask, we use this opportunity to find out what other possible underlying issues they might be facing, so we can help with those as well."



When a person contacts Doorways, whether by phone or in person, they are met with professionalism and kindness while their situation and needs are gently and respectfully explored, ensuring dignity and compassion through every step of the process.

Once engaged with Doorways, the person will be assessed by one of the service's ER assessors to determine what relief can be provided.

The emergency relief that community member can receive varies but largely involves financial and/or material support. Financial relief is now largely provided in the form of universal gift cards

that can be used anywhere EFTPOS is accepted (except for cigarettes, alcohol and gambling). Material relief is provided in the form of food, blankets, furniture and other personal items, often donated by the community.

Referrals

People connecting with Doorways are often desperate to improve their own and their family's situations but struggle to see a path forward. Many also experience a level of complexity in their lives that perpetuates their hardship. Stories of family violence, unemployment, substance abuse, or poor physical or mental health are common. »



» As a growing number of community members find themselves in dire need of assistance, Leigh-Anne Ford, Regional Manager Tasmania, Community Services Doorways, says that “the complexity of cases that we’re seeing is increasing; it’s not just one presenting issue.”

“These cases often include generational and situational poverty, mental illness, domestic and family violence, addiction and a level of struggle where people are skipping meals to feed their children, not taking prescribed medication to save money, or sleeping in their cars when finding affordable housing or paying rent is out of reach.”

Doorways caseworkers and Salvos financial counsellors work with community members to address their needs, achieve their personal goals and build their capacity to manage current and future hardships.

They provide essential guidance and advocacy for the community member during times of hardship by working closely with other local organisations to ensure that every opportunity for care and support is provided.

This includes referrals to either internal or external support services, such as Doorways Case Management, No-Interest Loans (NILS), Moneycare financial counselling, and housing support services.

That’s why Doorways exists: to offer emergency relief and holistic case management with dignity, compassion and respect.

The Doorways teams also work with local Salvos corps (churches) who provide community activities that may be relevant to community members’ needs. These include the Positive Lifestyle Program, support groups, community meals, and a wide range of activities for children and youth.

Providing holistic support, including spiritual support, emotional care and social opportunities when needed or requested, is also an important goal for Doorways. Salvos corps officers (pastors) or chaplains are often co-located at Doorways sites to offer spiritual support and also work with volunteers to distribute food and other items. In this way, Doorways exemplifies the love of Christ by caring for those in need.

Research and evaluation have shown that, when corps and Doorways teams collaborate effectively, the impact is transformative. People feel less alone, more confident and better equipped to face the future.

National Doorways Model

Doorways has been servicing the Australian community for many years via various sites across the nation. With the changing landscape of the Australian communities, including growing multiculturalism and financial pressures, a new National Doorways Model was launched in 2022.

This model redefined or established streamlined organisational structures, practice and procedure policies, positions of employment, data collection and storage processes, phone line and face-to-face assessment sites, marketing, and outcome measurements – while retaining the heart of Doorways as a person- and mission-centred local response service.

Many financial assessment sites reported that the new model provides them with more structure and enables them to complete more assessments, and the people working at the Doorways face-to-face sites reported a strong alliance between themselves, Salvos officers and other local service providers.

Danielle Hokin, a caseworker in Bundaberg, Queensland, says that the Doorways framework is critical in that “We are present, have conversations and care for people, but the clear frameworks that we work within enable us to help bring purpose and hope in a structured way and work with the community members and assist them to achieve their goals. And, at the end of the day, that’s what we all want.”

Doorways into the future

The transformation of Doorways continues, with a phase of refining and strengthening the program currently underway.

As part of this ongoing refinement, The Salvation Army Research Team continues to measure Doorways outcomes and evaluate the implementation of the new model. This research will help Doorways ER and Case Management to better understand how to help those in need across Australia.

As demand for support services in the community increases at an unprecedented rate, the challenge for Doorways ER is to meet this demand without increased resources. Many Doorways sites rely heavily on volunteers, which in some areas can



Through Doorways Emergency Relief services:



91,500+ people assisted



166,000+ sessions of care provided

Nearly 78,200 people provided financial assistance
(i.e. cash, gift card, vouchers, bill paid etc)



\$11.8M+ in financial assistance provided

**Figures are sourced from FY25/26*

be difficult to recruit. More funding is urgently needed to address the growing need for financial and material assistance, especially with the current rental crisis, inflation and increased cost of living.

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

Statistics

In FY25/26, Doorways supported more than 91,500 individuals and families. Most people accessing the service were:

- Women (65 per cent)
- Australian citizens or permanent residents (96 per cent)
- Those aged between 25–54 (74 per cent)
- People who lived in private housing (38 per cent)
- Those who received government benefits (84 per cent)

Groups with high access rates of ER assistance compared to the Australian population included:

- Women (65 per cent compared to 51 per cent)
- Aboriginal and Torres Strait Islander people (25 per cent / 4 per cent)
- People living with a disability (35 per cent / 18 per cent)

This may indicate that these groups face more structural barriers to economic stability, and that policy intervention may be required to achieve socioeconomic equity.

Reasons for access

Many people accessing Doorways were seeking support for some form of financial strain. Most recipients needed help because of issues with:

- Money management (58 per cent)
- Insufficient or lack of income (11 per cent)
- Health (6 per cent)
- Homelessness (6 per cent)
- Housing costs (3 per cent)

Some people may report multiple issues that contribute to financial hardship.

Doorways support and impact

Doorways provides a significant amount of support to the community. In FY25/26, Doorways emergency relief services facilitated more than 166,000 sessions of care to people in need. More than 78,200 people were provided with financial assistance with more than \$11.8 million distributed, including gift cards, vouchers and bill assistance.

Research results

The Salvation Army Research Team regularly analyses and reports the outcomes of all services, including Doorways ER and Case Management.

Typically, this research is based on service data that workers routinely capture as part of their daily duties, as well as surveys sent to service recipients. The data collected is then statistically analysed to provide insights and inform continuous learning for frontline services.

Since 2020, national outcomes measurement for Doorways ER has been managed by The Salvation Army Research Team. Throughout each financial year, a random sample of ER recipients is invited via SMS to complete a brief survey.

In our most recent survey, 1,140 participants reported that receiving Doorways assistance helped them to:

- provide food for themselves and their families (95 per cent)
- Manage debts (41 per cent)
- Pay utilities, like electricity, gas, water, or phone bills (40 per cent)
- Pay transport costs, like vehicle registration, petrol or public transport fares (38 per cent)
- Pay health or medical expenses (32 per cent)
- Pay family costs, like baby products, childcare, school uniforms or school fees (28 per cent)
- Pay rent or mortgage (27 per cent)
- Avoid eviction from home (26 per cent)

Barriers to engagement

Unfortunately, some community members reported barriers to engaging with referred services, such as a lack of money and/or transportation, health conditions, or not knowing how to connect.

Language and cultural differences may also affect a community member's capacity to engage. People experiencing these challenges may benefit from referral to Doorways Case Management for additional support.

Doorways aims to provide a welcoming, safe, and respectful space for all community members. Outcomes measurement suggests that Doorways ER is on track with this aim.

Eight out of 10 participants felt welcomed, respected, that their issues were understood, and were satisfied with the service received. This sentiment was similar whether the service was provided over the phone or at the centre.

In FY25/26:



At 65%, women were the biggest group who accessed Doorways ER services



38% of people who lived in private housing had accessed Doorways ER services



58% people who accessed Doorways were seeking support because of money management issues

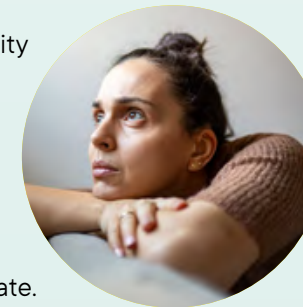


95% of people surveyed by TSA reported that receiving Doorways assistance helped them provide food for themselves and their families

Case studies

Jesse's story

Jesse lived in community housing with their two children and sought support from the local Doorways case worker. Jesse had rental arrears and received multiple notices to vacate. They were due to appear in court where eviction was likely unless arrears were addressed in full.



The Doorways case worker brainstormed options with Jesse, including doing a budget to see if they had the capability to pay the arrears before the court appearance. There it was identified that Jesse was paying a large amount each fortnight to an electricity provider. The case worker suggested calling the provider to stop the fortnightly payments so Jesse could temporarily put this money towards rental arrears. A call to the provider identified an electricity credit, which was transferred to their account.

Despite significant advocacy by the Doorways case worker, Jesse still needed to attend court proceedings.

They were linked in with the tenancy union for representation for the court proceedings. Jesse attending the proceedings and the matter was adjourned for two weeks to allow them to pay the arrears. Arrears

were settled using credit from the electricity provider and a small contribution from Jesse.

The Salvation Army Phone Assessment Line (SPAL) supported Jesse through emergency relief to put towards basic expenses so Jesse could use their Centrelink payment to cover the difference.

Jesse managed to maintain their tenancy and avoid eviction. They are now linked in with specialised services such as a financial counsellor to continue working on improving their situation.

John's story

John was facing intense mental and life pressures and found hope and stability through the support of Doorways in Alice Springs. With Nakala walking alongside him helping navigate services, secure safe housing, and rebuild confidence, he begins a journey of healing and purpose, ultimately giving back by volunteering and rediscovering his sense of worth.



Click or scan to view John's story



Key social and community service focus areas

The Salvation Army is committed to assisting individuals and families who are experiencing or at risk of experiencing social disadvantage.

Our key social and community service focus areas cover **Homelessness, Family and Domestic Violence, Youth Services, Alcohol and Other Drugs, Salvation Army Emergency Services (SAES), Community Services (material aid, community programs, financial inclusion, financial counselling and poverty alleviation) and Chaplaincy.**

Along with generous donations from individuals and corporate partners, our Mission Enterprises allow The Salvation Army to carry out our mission and meet the needs of those in our community.

The Salvation Army's key social and community service focus areas



Homelessness

The Salvation Army has a long history and strong capacity to respond to the immediate needs of those experiencing or at risk of homelessness. While our services and programs vary in offering and size, they are united by a singular vision: by ending homelessness, we transform lives and communities, restoring hope and dignity wherever there is hardship or injustice.



Family and Domestic Violence (FDV)

The Salvation Army is committed to upholding every person's right to be safe, empowered and free from violence. Through early intervention and prevention services, we support survivors and their children to feel safe, while holding perpetrators to account.



Youth Services

The Salvation Army's network of youth services offers targeted programs that engage youth across Australia as they transition to independence. These programs include youth homelessness services, driver training, educational programs, drug and alcohol addiction support, youth justice programs, mental health programs, counselling, chaplaincy, advocacy support, creative arts and multimedia.



Alcohol and Other Drugs (AOD)

The Salvation Army offers a range of recognised services and programs that enable and support recovery from alcohol, drug and gambling addictions.



Salvation Army Emergency Services

The Salvation Army Emergency Services (SAES) have served Australian communities for more than 40 years. Whether it's a natural disaster or a missing person search, SAES volunteers are among the first to arrive on the ground, providing support to victims and emergency personnel on the frontline. The Salvation Army is committed to staying for as long as it takes for local communities to recover.



Community Services (material aid, community programs, financial inclusion, financial counselling and poverty alleviation)

Every week, 280 Salvation Army community support services and emergency relief centres assist thousands of Australians experiencing disadvantage. For people facing hardship, these services help alleviate poverty by addressing immediate needs, such as food, shelter, clothing and utility assistance. Additionally, these services connect clients with long-term support services to build capacity and resilience through financial counselling and case management.



Chaplaincy

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



Focus area: Homelessness

IMPACT STORY

A place to belong: Ann's remarkable journey

Ann was living in her car with her four children when a support worker suggested she go to the nearest Salvation Army centre for food and other assistance. That centre was the Parramatta Corps in Sydney's west, where Ann found belonging and reconnection with Jesus.

"You feel like a complete failure," says Ann about her experience of homelessness with her children. "It wasn't just going without; it was the physical and mental toll that it took on me to see my children suffering... living in a car with no blankets and no pillows."

"What food I could get, I fed my kids."

Ann was unable to provide her kids with the basic life essentials that millions of Australians take for granted – a shower, a pillow, and a hairbrush to detangle her child's hair before school. After suffering through more than 20 years of domestic violence, the humiliation of homelessness nearly broke her.

"God only gives his hardest battles to his strongest soldiers because he knows they will come through the other side, and that was my belief and what kept me going," she remembers.

When Ann met Major Kylie Collinson and the team at Parramatta Salvos, she received more than material support. "They made me feel loved and appreciated and welcomed into the community."

Parramatta Corps is 'one of the most amazing places I have ever walked into'.



» Ann shared her story at The Salvation Army's Red Shield Appeal media launch in Sydney. Photo: Adam Hollingworth

After receiving initial assistance and finally securing housing, Ann began volunteering at the corps' Market Day on Wednesdays. A fellow volunteer then invited her to church.

"I was a little bit hesitant to walk in," she says, citing some bad experiences she had in church when she was a child. "But what I found was The Salvation Army is completely different from any other church. The community there were so friendly and loving."

She says reconnecting with her faith and seeing her children make their own decision to follow Jesus have been life changing. "I used to find it very difficult to trust people," says Ann.

But I can talk to them about anything. They know my story; they have not judged me. Whether you're covered in tattoos and piercings, whether you have drug or alcohol problems, the Salvos don't judge.

Major Kylie says it's been a privilege for her and the corps community to journey alongside the family.

"This corps is one of the most amazing places I have ever walked into," says Ann. "The people here uplift you. They make you feel wanted and needed. They have changed mine and my children's lives in so many ways."



Nearly 357,000 sessions of care provided

to people who were at risk of or experiencing homelessness



38,000+ people assisted

who were homeless or at risk of homelessness



1.4M+ meals provided

to people who accessed homelessness services



Nearly 3000 people provided with housing

who were experiencing or at risk homelessness



Nearly 702,900 crises' beds provided

to people who experienced homelessness

*Figures are sourced from FY24/25



Focus areas:
**Homelessness/
Youth Services**

SERVICES/PROGRAMS HIGHLIGHT



Beyond the Wire

Beyond the Wire is a holistic case management program that supports men and women in pre- and post-release incarceration.

The program journeys with people in real and honest ways and provides a safe and permanent address for people to call home.

“The true underlying purpose of the program is to change lives. Helping people reconnect with society, acknowledging them as human beings with the right to walk the street and have a happy life, the same as everyone else.”

~ John Stuble, State Development Manager, Salvation Army Homelessness Tasmania

Click or scan to view the video about Beyond the Wire program in Tasmania.



Youth housing project officially opens in Maidstone

A transformative multi-million-dollar Salvos youth housing project has been officially unveiled, in Maidstone, heralding a bold and visionary step toward addressing Victoria's escalating housing crisis and reflecting a long-term commitment to real and positive change in the lives of young people.

Entirely funded by generous philanthropic donations, driven by Youth Services Manager Ralph Salera and other Salvos programs, the project offers secure and supportive housing for young people with the goal to foster a small, supportive community built around growth, stability and opportunity as the youths pursue training, employment and long-term success.



» At the official opening of the Salvos youth housing project in Maidstone were (from left) Venice, who is associated with Salvos youth programs, Colonel Rodney Walters (Secretary for Communications), Colonel Kelvin Merrett (Vic. Divisional Commander) and Chelsea, also connected with Salvos youth programs.



» Two key drivers of the youth housing project, Loren Munro (Project Co-ordinator) and Tuyet-Anh Le (Program Delivery Manager) received flowers at the official opening.

New Youth Services team bringing hope amid homelessness in the NT

The Salvation Army launched its first-ever Youth Services team in the Northern Territory, with the uplift of a Street to Home program set to deliver culturally responsive, targeted assistance to young people.

At the helm is State Manager Felicity Pearson, who began in her role in November 2025. The team of five is beginning to engage clients between the ages of 14 and 24 who are already homeless or at risk of homelessness.

“The Salvation Army shows great heart and courage in the youth space,” Felicity said.

Our Street to Home program supports young people at-risk of, or experiencing, rough sleeping, within a young person-centred, trauma-informed case management approach. We're filling a critical service gap that existed by providing immediate crisis support and intervention.

We work closely alongside schools and communities, to keep young people safe and ensure their voices are heard.

~ Felicity Pearson, State Manager

The team is offering early intervention for those relying on couch surfing, or whose family dynamics meant unstable housing was likely.

Felicity said while their engagement with a client was short-term, the goal was also to refer them onto other providers aligned with their health, educational, or housing needs, highlighting the importance of local partnerships.

“We think of it [as] getting them back up on their feet, getting all the other wraparound supports in place and walking with the young person for a time until they are confident to keep going on their journey toward independence,” she said.



2000+ young people assisted
due to homelessness



59,500+ bed nights provided
to young people at risk of, or experienced homelessness

*Figures are sourced from FY24/25



» Felicity Pearson with Jess and Adeola at the Darwin Evacuation Centre, giving the corps staff a well-deserved break. Photo: Supplied.



» Freya Kinden and CJ, who are part of the Alice Springs-based team. Photo: Supplied.



Focus area: Alcohol and Other Drugs

IMPACT STORY

A light in the distance: finding hope

"If you look into the distance, there's a house upon the hill, guiding like a lighthouse..." Danielle says these words from a song, *Leave a Light On* by Tom Walker, capture what she felt when she found hope at The Salvation Army's Brisbane Recovery Services, also known as Moonyah.

Danielle grew up in Queensland in a home marked by instability, neglect and addiction. God was not part of her childhood. From a young age, she experienced severe trauma, living without safety, care or protection.

By her mid-teens, the cumulative weight of loss had already taken a devastating toll on her family. When she was 15, her older sister died after battling addiction, trying to cope with the same trauma Danielle had experienced.

Her sister had given her some sense of protection, and Danielle says, "When that happened, everything fell apart. I lost my way."

She was soon out of home, disconnected from school and surrounded by older people who offered little protection and much manipulation. Looking for comfort, Danielle turned to drugs, sparking an addiction that would take hold of her life for almost a decade.

At 19, Danielle entered a relationship with an older man, seeking protection and security. Instead, she says, "Domestic violence, abuse and torture are the only ways I can describe that relationship." Ten years ago, Danielle – now a domestic violence victim-survivor – nearly died after being stabbed.



Click or scan to view
Danielle's story

By then, drugs consumed her life every day. She worked hard, but only to support her addiction. There were drug-related crimes, court appearances and probation orders. Survival, not hope, shaped her decisions.

"This part of my life was incredibly lonely," she says.

Eventually, desperation drove Danielle to beg a drug addiction support charity for help. It was there she first heard about The Salvation Army Moonyah, a word in Bundjalung language meaning 'a safe place'.

It would become exactly that for Danielle – but not immediately. She detoxed, entered the long-term program and left after just three days. Fear of recovery, confronting trauma and being in a faith-based service sent her running. She returned in 2016, detoxed, stayed for a short time and relapsed.

Yet something had shifted.

During one of those attempts, someone suggested



» Danielle sharing her story at Salvos GSA church with friend and mentor Bill Hunter.

she visit God's Sports Arena (GSA), a unique church that supports many people battling addiction, homelessness, isolation or recovery. It was the first time she had ever been to church.

"This was where I came to Christ," she says. Only weeks sober and overwhelmed, Danielle stepped forward to be prayed for. "I was changed forever. I believed."

That faith did not instantly end her addiction. She relapsed again and was asked to leave the program. However, even outside the program, she was not forgotten. Salvo Bill Hunter, founder of GSA, continued checking in, even when Danielle was too ashamed to reply.

By late 2018, Danielle was again exhausted, frightened

and broken. She feared she would die if nothing changed and felt God urging her to return to GSA. A friend drove her there. She cried with Bill, asked for help and prayed. The following week, Moonyah called her back with a place in detox and rehab.

It was her fourth attempt and this time, she stayed.

Danielle completed detox and entered the longer-term recovery program, remaining for seven months. There were hurdles, many of them, but she held tightly to her faith.

In 2019, she graduated from Moonyah. Through residential recovery support, community connection and ongoing care, Danielle was able to remain engaged in recovery and begin rebuilding her life.

Today, supporting and caring for others has become a passion for Danielle. As a victim-survivor of domestic violence, she has used the pain from her own life to encourage others, regularly sharing her story of transformation and faith at Salvation Army events, recovery gatherings and in one-on-one conversations, particularly with women who are early in recovery or leaving family and domestic violence.

She says her calling is simple – "To let people know there is hope."

Because
of you:



11,700+ people assisted
with AOD, gambling addiction and rehabilitation services



172,002+ bed nights provided
to people in residential programs



344,000+ meals provided
to people staying in AOD residential facilities

*Figures are sourced from FY24/25



Focus area: Alcohol and Other Drugs

SERVICES/PROGRAMS HIGHLIGHT

Lighthouse Café a ‘truly life-changing’ partnership for Footscray locals

The Salvation Army has launched a new social service café in the Melbourne suburb of Footscray, in partnership with the Western Bulldogs Community Foundation.

The project, which has been backed by the Victorian Labor Government, accommodates about 40 people inside, and serves as a place to find a free meal and a pathway to homelessness services, alcohol and other drugs programs and mental health support.

The centre, officially opened on 20 May 2026, has been developed by Project 614 in Bourke Street in collaboration with the Western Bulldogs AFL team.

“The Lighthouse Café will help improve food security, lack of connection and lack of access to services.

~ Major Brendan Nottle,
Project 614 Corps Officer



» Major Brendan Nottle and Katie Hall MP in front of the artwork by Western Bulldogs star Cody Weightman. Photo: Project 614.



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» Manager Major Emma McIntyre (right) and the team from the AOD Services Morisset, NSW.

Salvos expand Alcohol and Other Drugs treatment services in NSW

The Salvation Army has announced the opening of three new AOD treatment services on the NSW Central Coast, relocating operations from its former Doralong Transformation Centre site.

AOD Services say the relocation to Berkeley Vale and Morisset creates new opportunities to deliver the organisation's highly successful, accredited and Deakin University-evaluated rehabilitation program in more accessible, community-integrated settings.

It has also begun operating a new community-based service at The Salvation Army Gosford, providing additional flexible options for people seeking support to overcome drug and alcohol challenges.

“We are excited about what this relocation means for participants, families, the community and the extraordinary impact to people's lives, that's to come.

This expansion reinforces our long-term commitment to delivering the highest quality care and ensuring people in our community can access the help they need, when they need it.

~ Andy Biddle,
NSW/ACT State Manager – AOD



» Michael Kheirallah (right), Manager of the Salvos' Alcohol and Other Drugs (AOD) Gambling Support Service, says this year alone, the service team has reached thousands of young people across schools, universities and community groups.

Salvos shining spotlight on teen gambling crisis

Michael Kheirallah, Manager of The Salvation Army's Alcohol and Other Drugs (AOD) Gambling Support Service, is shining the spotlight on the teen gambling crisis in Australia.

The new generation of gamblers is being targeted earlier than ever, with devastating effects on their studies, wellbeing, relationships and future lives.

Michael's team has embarked on a life-changing mission: to educate youth groups, community, schools, universities and other places where young people congregate about the real and hidden dangers of gambling harm and how to minimise its impact.

And they have achieved great success.

This year alone, the Gambling Support Service has reached thousands of young people across schools, universities and community groups, including Aboriginal and Torres Strait Islander, LGBTQIA+, and multicultural communities. The team also visits schools and speaks to large student audiences.

“We give them the opportunity to ask questions and learn about gambling harm,” Michael said. “We play a proactive role. Instead of waiting for them to come to us, we go out and reach them – and we'll keep doing that.”



Focus areas: Family and Domestic Violence

IMPACT STORY

Leanne's incredible journey from incarceration to inspiration

Two decades ago, Leanne was in jail. She was serving a seven-year sentence and described herself as a “troublesome prisoner”. At one point, she spent nine months in isolation.

Throughout this period, she only received one visitor – Major Heather Merrick from The Salvation Army, who was the prison chaplain.

“She was [like] this ‘glowing light’,” Leanne recalls. “She said, ‘God is with you,’ and I got to know her, and everything changed.”

After enduring decades of domestic violence that led to serious injuries, homelessness, and incarceration, discovering and experiencing the love of Jesus was overwhelming for Leanne. She says inviting Jesus into her heart turned her life around and, over time, gave her the strength and passion to use her life experiences to support others.

“God kept me alive so that I could help others,” she says. “I truly believe that.”

Leanne started attending Raymond Terrace Salvos (NSW) after she was released from jail because she said they were the only ones who “spoke to me like a normal person” and didn’t judge her.

“The people were so nice to me... I just wanted to give back, and that’s how I started to volunteer,” she says.



» Leanne at the Rotary 2025 Most Inspirational Women's Awards event at Parliament House in Sydney.



» Leanne with Rotary 9675 District Governor Renga Rajan at the Rotary 2025 Most Inspirational Women's Awards event at Parliament House in Sydney.

Eight years later, Leanne has become a senior soldier of The Salvation Army and is a regular volunteer at SAL Connect, packing and distributing food hampers and coming alongside people in need.

“[I love] working with homeless and traumatised people and [people impacted by] DV,” she said.

Leanne is also a member of her local Rotary Club, volunteers with the prison ministry program ‘Kairos’, and has developed wellbeing programs for women in prison. Recently, she started her own podcast, called ‘Hoodwink’, which supports female ex-prisoners in integrating back into society.

Leanne was nominated and named as a finalist in the 2025 Rotary ‘Most Inspirational Women’s Awards’ during a ceremony at Parliament House in Sydney.

She said that being recognised among so many “unbelievable women out there doing amazing things” was an honour and a testament to the way God has transformed her life.



» Leanne (left) volunteering with The Salvation Army Emergency Services.

“The Lord has definitely set me up for this,” Leanne said about her unique ministry to care for women who have experienced incarceration and trauma.

“This is a calling from the Lord, no doubt. He wants me to do things that other people can’t do.”

Because
of you:



**Nearly 116,500
sessions of care
provided**
to people experiencing
family and domestic
violence



**12,600+
people
supported**
who experienced
family violence



**125,200+ nights
provided for refuge
or emergency
accommodation**
due to family and
domestic violence

*Figures are sourced from FY24/25



Focus area: Family and Domestic Violence

SERVICES/PROGRAMS HIGHLIGHT

Donations support women in crisis

A new partnership in Mackay, North Queensland, is helping strengthen support for The Salvation Army's Samaritan House, which provides safe accommodation and critical services for women and children escaping family and domestic violence (FDV).

Dalrymple Bay Coal donated 10 mobile phones to Samaritan House, ensuring victim-survivors have access to safe, secure communication. These phones will play a vital role in helping women stay connected with support services, family and friends, while maintaining privacy and security.

Growing men's resilience, transforming lives: Gippsland Family Violence Team

The Men's Behaviour Change Program (MBCP), delivered by The Salvation Army Family Violence Team in Gippsland, Victoria, is a program supporting men who have used violence in their intimate-partner relationships. As the only program of its kind run by The Salvation Army in Australia, it plays a critical role in addressing the root causes of family violence by fostering accountability and promoting respectful behaviours.

The primary aim of the MBCP is to promote the safety and wellbeing of victim-survivors by addressing the use of family violence through risk assessments and safety planning. The program works with men who have used violence in their



» Jules Kakono, Samaritan House Manager (left), Kara, specialist FDV practitioner (centre) and Sharon Johnston, Senior Specialist Public Relations, with the donated phones and accessories.

Samaritan House Manager, Jules Kakono, said the donation will have a lasting impact.

"Having access to a safe phone can be life-changing for the women we support. It means they can reach out for help, stay in contact with loved ones and move forward with more independence. We are incredibly grateful to Dalrymple Bay Coal for recognising this need and stepping in to provide such practical assistance," she said.

"Supporting Samaritan House aligns with our values of care and community," a spokesperson for Dalrymple Bay Coal said. "We are proud to contribute in a way that directly helps women and children at a very difficult time in their lives."

relationships; providing them with support, and encouraging accountability and education around family violence, exploring respectful behaviours, gender roles and discussion of power and control in relationships.



» The Men's Behaviour Change Program (MBCP) provides a structured environment where men can process and work through violent behaviours. Photo: Getty Images

Alexis program spearheading transformational change

The Inner Gippsland Area (IGA) is consistently recording some of the highest family and domestic violence (FDV) rates in the state when adjusted for population. Yet transformational change is happening – powered by the award-winning Salvos Alexis program (a partnership between The Salvation Army and Victoria Police in response to the need for a more coordinated, timely and specialist response to family violence between police and social services, particularly in instances of high risk and recidivism).

The specialist family violence response, embedded directly within Victoria Police Family Violence Investigation Units, is closing a critical service gap and ensuring those most at risk don't fall through the cracks.

"We work to ensure clients are as safe as possible in whatever current circumstances they are in,"



» The Salvation Army's Senior Manager of Integrated Men's Services, Lauren Chisholm (right), celebrates the Alexis FVRM Award with (from left) Peta Young, Officer in Charge Detective Snr Sgt of Prahran Family Violence Unit, Louise Rodgers, Detective Snr Constable of the Prahran Family Violence Unit and Lani Kahn, Practice Lead with the Alexis Program.

Lani Kahn, Practice Lead with the Alexis Program explained. "We prioritise engagement before change, safety within context, and stabilisation before long-term planning – that's particularly important in regional areas where options are limited, and risk escalates quickly."

Yarning circle strengthens community in Wagga Wagga

The Salvation Army's Recovery Hub in Wagga Wagga, south-west NSW, recently celebrated its first birthday with the launch of an outdoor Yarning Circle. The Salvation Army's Wagga Wagga Recovery Hub is a one-stop-shop Alcohol and Other Drugs service that also provides family and domestic violence support, peer support, Aboriginal and Torres Strait Islander support and referrals to other services.

Hub Partnerships & Program Manager, Jacob Walker, said in just one year of being open, the Hub has had remarkable success in coming alongside people in need and partnering with the local community to bring hope to families and individuals impacted by alcohol and other drugs and the complex issues they can contribute to.



» Wagga Wagga Corps Officer Auxiliary-Lieutenant David Hopewell with Aboriginal elder Dion and the landscaper of the Yarning Circle, Andrew Baker, at the anniversary of TSA's Recovery Hub.



Click or scan to discover more stories from The Salvation Army's services and programs on Salvos Online





Focus area:
Salvation Army
Emergency
Services

SERVICES HIGHLIGHT

Victorian bushfires

In Victoria, where temperatures reached almost 49 degrees in parts, fire crews battled to contain a series of blazes in the Otway Ranges in the state's south-west, as well as multiple other fires in January.

The Victorian Salvation Army Emergency Services (SAES) were deployed to a relief centre receiving evacuees from the regions near the Gellibrand, Carlisle River and Beech Forest fires.

Colac Corps also assisted in the fire response in the nearby Otway region. Corps Leader Josiah Van Niekerk said his team had opened the corps building to community members for showers, laundry and cool-room storage, and acquired donations of water, food and other essentials to distribute. They delivered cooked meals to fire crews until 2am and were back serving breakfast from 6.30am.

Surf Coast floods, Victoria

With flash flooding submerging campsites on the Great Ocean Road in Victoria in January 2026, SAES teams rushed to offer assistance to those left stranded. Following a week of bushfire response efforts across Victoria, some teams who were assisting those impacted by fire were relocated to Lorne and Apollo Bay in the Surf Coast region to offer meals, snacks, drinks and bedding to those displaced by floods.



>> Captain Lauren Kirkham with representatives from Greater Shepparton City Council.

In the state's north-east, SAES teams were in Seymour, close to the Longwood fire when the State Government had upgraded most of the state to 'Catastrophic' fire risk. Seymour Corps Officer Captain Lauren Kirkham's strong local knowledge and established relationships added to a seamless, timely and compassionate emergency response.

Additionally, SAES supplied bedding for over 200 evacuees at a centre in Wodonga, near a blaze that spread from Mt Lawson State Park, the Longwood fire and other fire hotspots in the region.

Across 11 fire emergencies, SAES response teams provided 8802 meals and 1502 beds, totalling 1500 volunteer hours, to support affected communities. In recovery, \$224,900 in financial assistance was distributed to impacted people. 14 SAES volunteers were located in six recovery hubs and supported 230 people.

The sudden deluge hit at night, with many holidaymakers having lost cars, caravans, tents and possessions, many of which were cast out to sea in a matter of minutes.

The Salvation Army's General Manager for Emergency, Aid and Development, Daryl Crowden, spoke to one man and his wife who had been at the Wye River Caravan Park with their daughter and grandchildren, staying in a campervan with an annexe. Within half an hour of the downpour, they noticed the previously low creek was overflowing, so they escaped and got to higher ground. From their vantage point, they watched the water take their caravan and supplies out to sea.

"I'm just really proud of the team," said Daryl, adding that 82 bedding sets were distributed and 546 meals were served.

>> SAES on the job in the Great Ocean Road region of Victoria.



>> An SAES crew in WA preparing meals for firefighters at the Jane Brook bushfire west of Perth on 22 December.

West Australian bushfires

SAES teams in WA were called out to several fires in the state's south-west from 1 December, followed by other fires throughout January.

SAES crews were mobilised in several locations before Christmas, including areas such as Kenwick, Bullsbrook and Jane Brook. Over Christmas and the New Year period, crews were once again called out to fires at Boddington, Warnbro, Kalamunda, Boya and Cowalla (100km north of Perth).

SAES teams supported communities and first responders impacted by the Ravensthorpe fire in Fitzgerald River National Park, about five hours south of Perth, as well as those impacted by the Boddington Fired, several hours north of Ravensthorpe. Across the two sites, SAES served more than 500 people at each mealtime.

The Salvation Army's State External Communications Manager, Warren Palmer, said that SAES does not take a break from Christmas and New Year. "In fact, it can be one of the busiest times of the year," he said.

SAES teams served 6,502 meals across 65 volunteer hours during the Ravensthorpe Bushfire and 560 meals across 102 volunteer hours during the Bullsbrook Bushfire.

Bundaberg, Queensland floods

Significant flooding occurred in northern parts of Queensland after prolonged and intense rainfall across the Burnett River catchment in March, with about 200 residents evacuated as homes and businesses were inundated. Local corps and SAES response volunteers assisted the community and first responders with food and refreshments.

As the flooding subsided, SAES volunteers were present at a recovery hub in Bundaberg. \$18,600 in financial assistance was distributed to 21 people impacted by the floods.

Floods and Tropical Cyclone Narelle, Northern Territory

The SAES were active in four evacuation centres across the Northern Territory in March, supporting hundreds of people daily. The need was so great that volunteers from Queensland, New South Wales and Western Australian SAES teams were deployed to the Top End to assist. Meals, emotional care and practical assistance helped communities navigate the critical first days following Cyclone Narelle.

While serving, 250 evacuees brought to Darwin from Daly Waters at one evacuation centre, 250 from Palumpa at another evacuation centre and 500 evacuees from Numbulwar, with numbers peaking at 1,000 over one weekend during Cyclone Narelle. Darwin Corps Officer Major Kim Hawke said that she was deeply grateful for the efforts of local personnel across all Salvation Army mission expressions.

"Many people rallied together including those from Moneycare, the Towards Independence Transitional Housing Program, Youth Outreach, the Family Domestic Violence team, Sunrise Alcohol and Other Drugs team, House 49 and Red Shield Defence teams. Our local team valued the strong spirit of collaboration that enabled us to serve the community effectively," Kim said.

In Darwin and Katherine, approximately 25,000 meals were served and 2,000 volunteer hours were worked. A volunteer commented, "It was tough but also such a beautiful time to see the community come together and support each other."

Deep Creek bushfire, South Australia

Bushfires burned for over a week near Yankalilla on the Fleurieu Peninsula in February 2026. The SAES team – with assistance from local groups – fed hundreds of first responders, with numbers at times reaching 440. A total of 8,166 meals were provided by 23 volunteers over 2,000 volunteer hours.

>> Colette Albino with fellow volunteers at the Yankalilla fire response. Photo: Facebook.





Focus area:
**Salvation Army
Emergency
Services**



DONOR INTERVIEW

Interview with Ted

Relationship Manager Chelsea recently connected with Ted, a dedicated supporter of The Salvation Army for over eight years. Ted shared the heartbreaking news that he and his wife were severely affected by the January bushfires in Victoria.

Ted explained, “We won’t be able to donate for a while. Our home, farm shed, machinery, hay, fencing, and pastures were all destroyed. Thankfully, most of our cattle survived, though many had to be sold due to lack of feed and fencing. We secured agistment for some and are grateful for that.”

Ted went on to explain that it was at a cattle sale where a woman noticed his struggle and helped him register for aid at the service hub, as he was too embarrassed to seek help himself. This led to The Salvation Army providing emergency funding, a gesture that left Ted deeply humbled and grateful.

Ted expressed deep gratitude for the support they received from various organisations, including emergency funding from The Salvation Army. “I never thought I’d be on the receiving end of Salvos support,” he admitted.

Following up with a wellbeing call, Chelsea learned that while Ted was devastated by the loss of their home and livelihood, what moved him most was the overwhelming support from neighbours and the community. Ted described moments of

I appreciate all the Salvos are doing for people – helping people in trouble, sometimes even if they did it to themselves. The Salvos don’t judge.

emotional collapse where he felt helpless, yet strangers stepped in to assist.

Ted and his wife remain safe, are looking to rebuild their home soon and celebrate the return of their cows they had to place in agistments as well as the 16 calves born from these cows.

Chelsea assured Ted of The Salvation Army’s ongoing support whenever needed.

Who were the people in your life who influenced you the most?

Mum and Dad – they had strong values and morals they taught me

What led to your career choices and successes?

I was an accountant for tax and small business but when I retired I became a farmer for 20 years. I work the farm with my wife and my son.

What led you to becoming involved with The Salvation Army?

I have a soft spot for the Salvos because they were there for my dad when he needed help.

Dad didn’t speak much about World War II but he was a radio operator in the Air Force and was in Papua New Guinea. When he returned to Australia, he landed in Queensland but couldn’t get a flight back to Melbourne to return to his family. He was found by The Salvation Army sleeping on a park bench in Anzac Park – he had no place to go and no food, but the Salvos gave him a meal and breakfast and looked after him until he could get a flight back home.

Dad also told me that he witnessed a young indigenous woman who had been beaten and sexually assaulted, covered in blood, tears and snot being given a hug by a Salvation Army officer. This broke my dad as he watched how extraordinarily kind and comforting she was – to help this young girl and just hug her.

What aspects of our work interest you the most?

I appreciate all the Salvos are doing for people – helping people in trouble, sometimes even if they did it to themselves. The Salvos don’t judge.

Any one of us can find ourselves in trouble and it’s wonderful to see people helping those in need.

Who do you hope your gifts are helping?

Whoever needs it. I appreciate that I don’t have to make a choice, which is the best part. The Salvos know where the help is needed most – homelessness, addiction, families with children etc.

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

Helping children in some way is so beautiful.

Children have no control of their situation and often feel the full impact of their environment.

How would you describe The Salvation Army and our mission to another potential donor?

Honest – unconditional support for people who need assistance. No judgement! No discrimination!

What would you say to others who are thinking of donating to or working alongside the Salvos?

Do it! It’s a great organisation and helps so many people.

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

Be wary of fads in all aspects of life. Someone’s winning and it most likely won’t be you.



SAES has conducted 650+ response activities to emergencies

such as fires, floods or power outages



13,500+ households/families supported who were impacted by disaster



More than \$5.8M distributed to households/families impacted by disaster



1,100+ psychological first aid sessions provided to people impacted by disaster



4,500+ SAES volunteers who had donated more than 31,700 volunteer hours

Nearly 113,000 meals and refreshments were provided

through emergency responses (feeding first responders and impacted community members)



**Figures are sourced from FY24/25*



Focus area: Salvation Army Emergency Services

CORPORATE HIGHLIGHT

Woolworths and the Salvos: ready when it matters most

When disaster strikes, The Salvation Army Emergency Services (SAES) are among the first on the ground – and behind every deployment is a partnership that makes it possible. For over 15 years, Woolworths has been a committed supporter of SAES, helping fund the trucks, equipment, meals and resources that allow our volunteers to respond swiftly and compassionately wherever Australians need them most.

Over the last year, SAES teams were deployed across Australia in response to bushfires, severe storms, devastating floods, and single-incident emergencies.

Across these responses, SAES teams served 87,049 meals and 25,357 refreshments across 561 emergency catering operations. Our Recovery teams supported 1,987 people in need, distributing \$1,206,717 in emergency assistance across six states. These aren't just statistics – they represent families fed, communities supported, and hope restored at the darkest times.

Woolworths' support is felt across every one of these moments – from the firefighters fed at 4am during the Warnbro bushfire in Western Australia, to families in South Australia receiving hot meals during uncontrolled fire events, to Queenslanders and Northern Territory residents affected by floods receiving emergency grants after losing their homes. These emergency grants helped households meet immediate needs while beginning the recovery process. We couldn't do it without our partner.

In November 2025, SAES launched 'Allira' in Victoria (pictured on right) – our first emergency response truck to feature Aboriginal art, named in honour of Allira Fry, The Salvation Army's Aboriginal and Torres Strait Islander engagement worker in Swan Hill. The truck, adorned with artwork by local Yemurraki Art artist Nikita Morre, will serve the Mallee Region and its many Aboriginal communities both during emergencies and as a broader community presence year-round. This is partnership in action – bridging communities, honouring culture, and ensuring no one faces crisis alone.

When disaster strikes anywhere in Australia, Woolworths ensures we're ready. That's partnership that saves lives.

These trucks are a tangible but very real representation of our long partnership with Woolworths, but more importantly our partnership with the Australian community. At what is often the worst time of their life, the Salvos can be alongside them with food, support and care because Woolworths have provided the funds to build these trucks.

~ Daryl Crowden,
National General Manager, SAES



» The Salvation Army's Daryl Crowden (left) with Woolworths representatives at the launch of the new 'Allira' catering truck.





Focus area:
**Community
Services**

IMPACT STORY

Josie finds a 'lifeline'

Josie faced a series of setbacks and blows to her housing and financial stability over several months, during which, with no family or friends close by and no other support networks, she reached out to The Salvation Army for help.

"The Salvation Army has been a lifeline for me," Josie said. "They have provided consistent support at every step of my journey."

When Josie first moved into a new property in a new suburb, she did so without essential household items such as a fridge and washing machine. Staff at The Salvation Army corps nearby introduced her to a No Interest Loans Scheme (NILS) worker, who was able to process a priority application, which helped her purchase the items she needed urgently.

But Josie's challenges weren't over. A few months later, she was referred to the Moneycare team as her housemate left unexpectedly after not contributing adequately to their shared expenses, and Josie was left to pay a large bill. Josie was able to be supported to call her utility provider and arrange a manageable payment plan. Moneycare staff also helped Josie organise payments for her water bills and car registration, enabling her to gain greater control of her finances.

Sadly, however, Josie was unable to find another housemate, and was forced to live in her car, alongside her service dog, who provided vital emotional support. As Josie lives with PTSD, anxiety and depression, homelessness compounded her symptoms and her life circumstances impacted heavily on her mental and physical health.

But, she was determined to stay positive. Josie kept regularly attending her local Salvation Army church and participating in the Celebrate Recovery program. Eventually, she was offered a community housing property.

Josie moved in but then faced another challenge: her car began displaying problems. It needed urgent repairs, and Josie was still trying to get back on her feet. To make matters worse, Josie was targeted by a social media loan scam, and her Centrelink pension money was gone.

Josie was referred to The Salvation Army Doorways, where she accessed a food voucher to help her survive the next fortnight. She also received education on how to protect her identity, as well as referrals to additional support services.

Josie was also invited to participate in the Positive Lifestyle Program (PLP), and she agreed. She says this helped her to reflect on the challenges in her life, break them down into manageable parts and develop strategies to address them. She says she now finds she often returns to her workbook for continued resources and support options.

Josie has reflected on her journey with The Salvation Army through a time of personal crisis and says the services haven't just helped her to survive but have enabled her to build a foundation for long-term stability.

"The NILS program helped with practical needs like a fridge and car repairs, while the Positive Lifestyle Program gave me the tools to stay emotionally strong," Josie says. "Doorways helped with essentials like food when I was in crisis, and Moneycare gave me budgeting advice that helped me keep my bills up to date. My local church and Celebrate Recovery have also been a spiritual anchor in my journey and connection to community."

*I have learnt I'm not alone,
and support is always
available when I need it.*



**Because
of you:**

Through Mission and Community services:



**68,000+
people
assisted**



**153,000+
sessions of care
provided**



**Nearly 48,000 people
received food parcels**



**Nearly 27,800 people
received material aid**



**Nearly 24,300 people
provided by financial
assistance**
through ER (i.e. cash, gift
card, vouchers, bill paid etc)



**\$2,630,000+
of financial
assistance provided**

*Figures are sourced from FY24/25



Focus area:
**Community
Services**

SERVICES/PROGRAMS HIGHLIGHT



Hamilton Salvos food program

In the rural Victorian town of Hamilton, The Salvation Army's food program is doing far more than filling empty cupboards; it's restoring dignity, strengthening community and saving lives. Through a collaboration with Western District Food Share, Mark Thomas (Ministry Assistant at Hamilton Salvos) and his volunteers help support around 190 people each week with meals and other Salvation Army services.

**Click or scan to view
the video about
Hamilton Salvos food
program in Victoria.**



Click or scan to discover more stories from The Salvation Army's services and programs on Salvos Online



» Last year, the Salvos' Josiah Van Niekerk was part of distributing \$1.3 million worth of material aid across the Colac region. Photo: the Colac Herald and Clint Gibbs.

Colac Salvos serving families forced to make 'impossible' choices

Demand for material aid is surging at an unprecedented rate at Colac Salvos in Victoria. Food parcels and everyday essentials that once offered short-term relief have become a weekly lifeline for hundreds of struggling families.

"People are making impossible choices every week – between rent, power, fuel and food. For many families, there's simply nothing left at the end," says Josiah Van Niekerk, Corps Leader of Colac Corps.

The numbers tell the story.

Last year alone, the Colac region distributed \$1.3 million worth of material aid – the largest amount in the program's history. More than 210 tonnes of support flowed through the service, reaching around 2,500 people – equating to 900 households – on a recurring basis.

But behind the statistics is a harder truth: for many, this is no longer emergency support. It's survival.



» Morley's Cooking on a Budget class. Photo: Kristen Walker.

Cooking up community spirit in Perth

With Perth rental property prices soaring and the increased cost of living continuing to impact households, The Salvation Army in Western Australia is equipping those struggling to make ends meet with the knowledge and resources to cook affordable, nutritious food.

Leanne Boot and Kristen Walker are part of the Community Engagement Team at Doorways in Balga and Morley, in the northern suburbs of Perth. As part of the broader Doorways Community Engagement program, they run weekly Cooking on a Budget classes for community members who, due to disability or other life circumstances, find themselves needing a group such as this one.

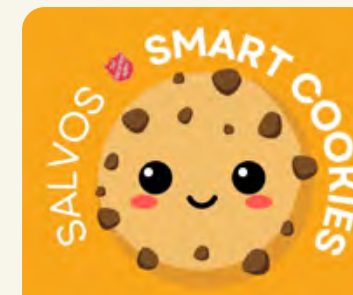
"The aim is to provide life skills around cooking, but also around affordable, healthy meals," Leanne said. "It gives people the opportunity to try things they wouldn't necessarily try at home. We've tried to incorporate quite a lot of vegetables that we get or that we see coming through Oz Harvest, which obviously brings the cost down a lot. Most of our meals we're trialling don't have any meat either.

"There are some community members who don't typically eat daily. The cooking class on a Friday for some is the only balanced meal that they will eat all week," Leanne said.

But it isn't just about food. The Cooking on a Budget program offers a chance to meet others, chat and experience the warmth of community.

Salvos Smart Cookies program 'championing people' in Devonport

Devonport Corps was selected to pilot a new initiative called Pathway of Hope – a program primarily focused on early intervention, that supports families expecting a child or with children from newborn to 12 years.



Its Doorways parenting team provides personalised casework alongside the corps, from setting goals to helping families who require additional support.

"It is very missional and very much about coming together, partnering together and championing our community members to flourish in a holistic way. The potential is huge," says Lieutenant Dave Bruford, Corps Officer at Devonport Corps in Tasmania.

Then came the spark – the launch of Salvos Smart Cookies alongside the Pathway of Hope initiative. Something a little fun and quirky.

Each Smart Cookies session is a vibrant mix of fun, friendship, fellowship and learning. Children move between zones, including Lego, Play-Doh, sensory and colouring. Parents are encouraged to join, creating opportunities for meaningful connection. Casual chats with volunteers allow families to access additional support without pressure, fostering trust and safety.

Salvos Smart Cookies also emphasises shared meals and practical learning. Families enjoy nutritious food together each week, with recipe cards to try at home.

"It's about championing people," says Dave.

"To champion them living their best life, to be the person they are meant to be, to be a flourishing person, a flourishing family, a flourishing community – and just championing them to be."



Focus area: Community Services

DONOR INTERVIEW

Interview with Dick Smith AC

Dick Smith and his wife, Pip, have long lived by the Scout Promise, written by the Scouts' founder, Lord Baden-Powell, which includes a commitment to 'help others'. This is similar to 'Others' – the well-known one-word motto of William Booth – which calls people to serve others and put their needs first.

In the following interview, Dick shares with Salvation Army Officer Emeritus Commissioner James Condon about the influences that have shaped his life and inspired his family's philanthropy.

Who have been the major influences in your life?

Pip, my wife, has been part of everything we have done. I met Pip when I was a Scout and she was a Girl Guide, so we had that in common. We have been married for 56 years.

Tony Balthasar was a great friend who I introduced to Scouting. He later became a Scout leader and often said it was the best thing that ever happened to him. He was a talented anesthetist and found that Scouting gave him another interest in life. He was also the person who lent me the money to help start Dick Smith Electronics.

I also found Reverend Ted Noffs and his work at the Wayside Chapel inspiring. He was ahead of his time.

What influenced you in terms of choice of career?

When I was a kid, I had dyslexia and a speech impediment. I didn't have the support of a speech therapist, so I just had to muddle my own way through school. I finished 45th out of 47 students in Fifth Class at Roseville Public School. Looking back, I believe it shows that school grades aren't the only measure of ability or predictor of future success.

I started studying engineering at university but



» Dick and Pip Smith receiving the Eva Burrows Award from Emeritus Commissioner James Condon at the Sydney Red Shield Appeal launch in 2022.

soon realised it wasn't the right path for me.

I was passionate about two things: the outdoors and radio sets. I spoke with the chief ranger at Ku-ring-gai Chase National Park, who advised me against pursuing a career as a ranger because of the amount of administration involved. Instead, I took a job as a salesman selling two-way radios.

When the company decided to stop servicing the radios it sold, I saw an opportunity. I had \$600, borrowed some money from Pip, and Tony Balthasar backed us with \$4,000 – which was a significant amount at the time. So, at just 23 years of age, I started my own business repairing radios used in Sydney's Manly Cabs.

And what was your first experience of the Salvos?

I've always found it helps to ask for advice. When I set up Dick Smith Electronics, someone told me that a good boss takes the workers to the pub after work. So on a Friday night, my three staff and I would head to the Oaks Hotel at Neutral Bay. I don't drink alcohol, so I'd usually have a soft drink.

Every Friday evening, the Salvos officer would come through selling *The War Cry*, collecting donations and taking the time to have an encouraging word with everyone. That was my first real experience of The Salvation Army.

I remember the Scout Promise to help others less fortunate than yourself. In those days, people like Sir Vincent Fairfax were setting an example

through their philanthropy. I thought that if I were fortunate enough to succeed in business, I would support the Salvos. At the time, I imagined I may one day be able to donate hundreds or perhaps thousands of dollars. I had no idea that it would eventually amount to millions.

What motivates you to stay involved with the Salvos?

I donate now because it makes me feel good. I like helping people, and that also came from my parents. They weren't wealthy, but they gave generously of their time and were always volunteering in the local community and helping others.

I'm proud to say we've supported the Salvos for more than 50 years and recently celebrated almost \$15 million in total giving. We trust The Salvation Army to deliver humanitarian aid in the most effective and efficient way possible.

Through the Dick and Pip Foundation, we've donated more than \$90 million to a wide range of causes and hope to reach \$100 million in our lifetime.

People with great wealth have the capacity to make an extraordinary difference. What may seem like a relatively modest donation to a billionaire can transform lives and strengthen communities.

Is there a particular Salvos program that you are passionate about?

Not one in particular. For Pip and I, it's not so much about what you do, but how you do it. We appreciate the breadth of The Salvation Army's work, and we have enormous respect for the dedication and selflessness of your officers, staff, and volunteers.

We are, however, pleased to support the Doorways program because it provides practical help to people who are less well-off and doing it tough.

We want to help people in our communities, but we also recognise that the Salvos have the experience and expertise to ensure that support reaches those who need it most.

We have also been happy to donate three houses in western New South Wales. It's wonderful to know they're still being used by The Salvation Army to provide accommodation and support for people in need.

How do you describe the Salvos to others?

I describe the Salvos as Australia's leading humanitarian organisation, helping people who are doing it tough and providing practical support wherever it is needed. And I tell them that the Salvos are the main humanitarian cause that Pip and I support, and I encourage others to do the same.

In two years, it will be 60 years since you started in business. Are there still opportunities for people starting out in Australian business?

Absolutely. There is still plenty of opportunity to succeed in business today.

My advice would be:

- Know who to ask for advice.
- Surround yourself with capable people.
- Be honest. You want people to follow your example.
- Be disciplined.
- Work hard.

Australia is a wonderful country. Despite what some people say, I believe we're well led and, in most cases, our leaders are honest.

You are now 82 and have met plenty of interesting people throughout your life. How would you like to be remembered?

Paul Hogan contributed a quote to my autobiography that I'd be very happy for people to remember me by:

"Part Bear Grylls, part Bill Gates, but 100 per cent Aussie larrikin. Dick is a great innovator, philanthropist and adventurer, who in my eyes can do no wrong."

I am happy to be remembered in that way.

I also hope people remember some of the fun things I did – like towing an 'iceberg' into Sydney Harbour for April Fools' Day in 1978 and jumping a double-decker bus over a row of motorcycles at the Sydney Car Show in 1980.

And I hope Pip and I are remembered for helping others and achieving our goal of donating \$100 million during our lifetime.

Thank you for your time today and for sharing your story.

Don't thank me. I thank you, and the Salvos, for everything you do.



Focus area:
Chaplaincy

SERVICES HIGHLIGHT

Tassie rural chaplain ‘changed our world’

When Salvation Army rural chaplain Stephen Schlenk met Michelle and her partner Garry at their rural property in Tasmania, they were living in a two-car tin shed with no running water and a small generator for electricity.

“Our world changed,” said Michelle when she remembers meeting Stephen (pictured). “He was so easy to talk to, and to tell him everything. And he helped us so much.”

Stephen remembers that the first thing he was able to do for the couple was to help them install solar panels on their shed so they could have power 24/7.

“They had been switching on their generator during the day to keep the fridge running but had to turn it off at night to conserve fuel,” he said.

From the small settlement Michelle’s partner received from his previous marriage, Garry had purchased a shed-house to build as their new home on the property. However, after the slab was poured, the local council intervened and issued a ‘stop work’ order on the building, saying that the project required architectural



drawings, engineering reports and a qualified builder to sign off on it. Michelle and Garry were devastated. They simply didn’t have the funds. Michelle truly believed they would be living in the two-car tin shed for the rest of their lives, and her mental health began to deteriorate.

She said Stephen’s prayers kept her going: “When he used to pray, it was just like, I felt so different, and so calm, and it was just wonderful.”

“I contacted an architect friend and an engineer friend who both agreed to do what was needed at no cost,” said Stephen. A builder also helped out. The council signed off on the plans, and Michelle and Garry’s dream was back on track!

Throughout the saga, Stephen not only provided chaplaincy support, prayer and Salvation Army assistance with food and petrol vouchers, but he also used his extensive networks to organise the practical help that Michelle and Garry needed.

Because of you:

Through chaplaincy:



22,650+ people supported



Nearly 3000 Positive Lifestyle Program sessions provided



2,500+ faith connections made

*Figures are sourced from FY24/25

In the face of terror, Salvos stand with the Bondi community

When Sydney Eastern Beaches Corps Officers Lieutenant Keven and Captain Jo Williams woke on Sunday 14 December 2025, it was meant to be another busy day in the lead-up to Christmas. But by nightfall, everything had changed. Their community – and country – had been shattered to its core. Australia’s worst antisemitic terror attack struck Bondi Beach during Hanukkah, a Jewish holiday celebration. Fifteen lives were lost. Forty injured. A nation in shock.

Keven and Jo moved swiftly to stand with their community.

Keven mobilised a support team, and the North Bondi RSL became an emergency services hub for community support. Together with co-chaplain Major Bill Geracia, Divisional Chaplaincy Manager (NSW/ACT), who led the team of chaplains, the team spent nearly a week at Bondi Beach in the aftermath, coordinating with other services daily to ensure efforts were effective and non-repetitive. They listened. They supported. They prayed. They held space for families whose worlds had been torn apart, marking The Salvation Army’s first involvement with a large-scale terror attack on Australian soil.

“The whole thing was overwhelming,” Keven says, recalling his time on the frontline in the aftermath of the tragedy.



» Lieutenant Keven and Captain Jo Williams.



» Commissioner Miriam Gluyas, Territorial Commander, places flowers at the Bondi Pavilion memorial site.

The Salvation Army Emergency Services joined the response alongside corps officers and chaplains, forming a coordinated, compassionate presence, providing pastoral and community support.

Together, they provided a space where people could process fear, shock and grief. Through hundreds of meaningful conversations, Salvation Army personnel offered care and connection, helping community members and first responders feel seen, supported and safe during an overwhelming and deeply distressing time.

And through the ashes of tragedy, a legacy of service stands firm.

There are times I get reminded that The Salvation Army has always been there first. Historically, in wars, The Salvation Army was always in the trenches. And again, we were in the trenches with the community, facing an enemy – but we did it together.

~ Lieutenant Keven Williams, Sydney Eastern Beaches Corps



Good morning Brisbane!

Meet Ron, a Salvation Army soldier and chaplain who has spent over 12 years greeting commuters every Friday morning at Central Station in Brisbane. What began as a daunting task facing crowds of thousands each morning has grown into a source of genuine connection. Through this street ministry, Ron has built rapport with people from all walks of life. He believes he is where the Lord wants him to be.

Click or scan to view Ron’s ministry story from the cover photo.



RAP update

The Salvation Army's Stretch RAP (Reconciliation Action Plan) was launched one year ago during National Reconciliation Week 2025. Since then, Reconciliation Action Plan and Projects Manager Sue Hodges, along with other members of the Mission Portfolio and the Aboriginal and Torres Strait Islander Ministry Team, has rolled out a list of 127 deliverables for teams across The Salvation Army.

"We have seen a genuine desire – especially at the frontline – to engage more deeply, not only with the RAP, but also with the Aboriginal and Torres Strait Islander Cultural Competency and Capability Framework (CCCF). This reflects a growing commitment to First Nations engagement, recruitment and retention, cultural learning and cultural safety," Sue says.

"Stretch RAPs invite organisations to move beyond intention into deeper action and accountability. We are encouraged by the way this is creating space across TSA for more honest conversations, stronger relationships, and a shared commitment to doing the work well.

"Through The Salvation Army's local mission delivery model, we walk alongside different parts of The Salvation Army that are seeking to live out holistic integrated mission – supporting both spiritual and social transformation within communities," Sue explains.

Since 2025, the Mission Portfolio and the Aboriginal and Torres Strait Islander Ministry Team, has rolled out a list of 127 deliverables for teams across The Salvation Army.

These deliverables are categorised according to relationships, respect, opportunities and governance, and are the responsibility of various members of leadership and department heads across the movement.

RAP progress

The first RAP deliverable to be completed in September 2025 was the launch of the RAP Applications, which is a place for Salvation Army personnel to register First Nations events, log progress on RAP commitments, capture and share local knowledge and undertake a Cultural Safety Checklist to ensure spaces are culturally safe.

In November, The Salvation Army also launched its Reconciliation Ally Guunung (Circle/Camp). These yarning circles provide a dedicated space for non-Indigenous personnel to continue learning, deepen allyship and actively contribute to the reconciliation journey. This now has 55 members and meets quarterly.

The Salvation Army has also established a RAP Working Group, which consists of 14 members of senior leadership who meet quarterly to discuss the RAP progress according to the Terms of Reference.

Another commitment, which is on track for 100 per cent completion by August 2027, is the reviewing and updating of cultural protocol resources to increase understanding of their purpose and significance, including Acknowledgement of Country and Welcome to Country protocols. This has been led by Shirli Congoo, General Manager of the Aboriginal and Torres Strait Islander Ministry Team, and includes a recently released, updated Acknowledgment of Country.

The RAP includes a broad range of deliverables shared across many roles, functions, and leaders. Within this, our role is to support and enable, offering guidance, resources, and collaboration, while recognising that accountability sits across the organisation.

"In our relationships across The Salvation Army, we contribute through cultural advice, advocacy,

resource development and partnership. This helps strengthen culturally informed practice, deepen relationships, and support thoughtful, respectful decision-making beyond formal frameworks," Shirli says.

"We are guided by cultural principles in how we show up – building trust, honouring First Nations voices and knowledge, and encouraging shared responsibility. This is lived out through topical Yarning Circles (online and face-to-face), On Country Cultural Immersions, National Working Groups, and the development of culturally grounded resources and learning.

"This approach recognises that we do not carry all RAP and CCCF outcomes. Instead, we walk alongside others – supporting capability, encouraging consistency, and helping embed culturally informed ways of working across The Salvation Army.

"The 2026 National Reconciliation Week theme, All In, reflects what we are seeing and what we are committed to: walking together, learning together, and taking shared responsibility for what comes next," Shirli explains.

As part of our Stretch RAP, we're excited to roll out a key initiative: RAP applications.

This new platform will enable us to track actions across Relationships, Partnerships, Communications, and Events, helping us maintain accountability and amplify the progress being made across our movement... From cultural celebrations to quiet moments of connection, every event matters.

~ Lucy Davis,
Reconciliation Action Plan &
Projects Manager



» Left to right: Major Stuart Glover (Assistant Chief Secretary for Business), Major Kim Haworth (Assistant Chief Secretary for Mission), Chris Waixel (Divisional Aboriginal and Torres Strait Islander Engagement Coordinator) and Major Priya Morgan (Mission Coordination and Support) at the Blackburn NRW Chapel Service. Photo: Supplied

Corporate volunteering

Corporate Australia rolls up its sleeves to make a difference

Volunteering is one of the most powerful expressions of community connection, where time, skills and compassion come together to support people experiencing hardship with dignity and care.

Across Australia, corporate volunteers play an important role in strengthening The Salvation Army's ability to support communities. From assisting at community programs and events to preparing meals, supporting emergency responses and sharing professional skills. Every contribution helps extend the reach and impact of our services.

With support from the NAB Foundation for over three years, The Salvation Army has been able to resource and grow its corporate volunteering program, creating meaningful opportunities for Corporate Australia to engage directly with our mission. These experiences enable employees to make a practical difference while building deeper understanding, connection and purpose.

ADCO CONSTRUCTIONS

Harry Hunter Recovery Centre: dining room transformation

The staff and participants at The Salvation Army's Harry Hunter Recovery Centre in Gosnells (WA) are incredibly grateful to ADCO Constructions and all contributing partners for their generous investment of time, expertise, and resources in refurbishing several important communal spaces across the site.

The dining room, a central hub of connection and community within the service, underwent a significant transformation. The project included the installation of new flooring to replace damaged surfaces, repairs to the ceiling, the installation of four new ceiling fans, and restoration of the air-conditioning

Meaningful volunteering is about more than the time given. It's about the connections created and the impact made. Through our support of The Salvation Army's corporate volunteering program, NAB Foundation has enabled thousands of Corporate Australia employees engage in volunteering activities across the nation. Together with other corporate supporters, NAB employees feel a sense of pride as they roll up their sleeves to support people experiencing hardship and homelessness, helping create moments of dignity, hope and belonging within our local communities.

Kate Betts
Head of NAB Foundation

The impact of volunteering extends beyond the hours contributed. It creates moments of human connection, strengthens communities and reminds people that they are not alone. For volunteers, the experience often brings a renewed sense of purpose, the opportunity to learn new skills and the reward of contributing to something greater than themselves. At its heart, volunteering is people choosing to show up for others. Together, these acts of generosity create lasting change and help transform lives.



>> The ADCO team working on the dining room space at Harry Hunter Recovery Centre in Perth.

system. Old and damaged shelving was removed and replaced with custom cabinetry and a beautiful new countertop, improving both functionality and storage capacity within the serving area.

Additional enhancements included fresh paint throughout the space, upgraded electrical works to improve functionality, and the donation of a refrigerator, whiteboard, and digital display screen. Beyond the dining room, wooden bench seating in the communal courtyard was replaced, painting supplies were provided to refresh the main entryway, and several garden areas across the site were weeded, mulched, and revitalised.

The dining room plays a vital role in fostering connection, belonging, and routine for participants on their recovery journey. Our vision has always been to create a warm, welcoming environment where individuals feel safe, valued, and cared for. Through this partnership, ADCO has helped bring that vision to life.

The impact of these improvements has been significant. Participants and staff have shared overwhelmingly positive feedback, describing an increased sense of pride, comfort, and care within the community. It was particularly meaningful to see participants actively involved in preparing for and contributing to the project, strengthening their sense of ownership and connection to the space.

The Harry Hunter Recovery Centre extends its heartfelt thanks to ADCO and everyone involved in making this transformation possible. Their generosity has created an environment that will continue to support healing, connection, and hope for years to come.

Graceville Women's Refuge: playground transformation

The ADCO team brought incredible energy, enthusiasm, and compassion to Graceville Women's Refuge in Perth, approaching every task with professionalism and a genuine commitment to supporting the women and children accessing our service.

The playground upgrade transformed a vital outdoor space used daily by children residing at Graceville. The new turf has created a safer, more welcoming, and functional environment where children can play, explore, and simply enjoy being children.

For many families accessing Graceville Women's Refuge, experiences of family and domestic violence have profoundly disrupted their sense of safety and stability. Providing child-friendly environments where children can play, regulate emotions, build connections, and experience joy is an important part of supporting recovery and wellbeing. The upgraded playground offers opportunities for physical activity, positive experiences, and a sense of normalcy during an incredibly challenging period in their lives.

While the playground was the primary focus of the day, the volunteers also demonstrated remarkable flexibility and compassion when an urgent need arose. During the volunteering event, a mother and her two children required emergency accommodation. The ADCO team immediately stepped in to assemble beds, a dining table, and chairs, ensuring the unit was prepared and ready for the family's arrival that same afternoon.

This practical support had an immediate and profound impact. What may have seemed like a simple task enabled a woman and her children to access safety without delay during a time of crisis. It reflected the team's responsiveness, empathy, and understanding of the importance of timely intervention for families experiencing vulnerability.

We are deeply grateful to ADCO and all contributing partners and suppliers whose generosity, resources, and dedication have made such a meaningful difference. The improvements made will continue to positively impact the women and children who access Graceville by creating safer, more welcoming spaces that foster healing, recovery, and hope.



>> The playground and outdoor space at Graceville Women's Refuge.

Corporate partnership



» The Salvation Army and TechnologyOne team members at the 2026 Queensland Gives event during Philanthropy week.

TechnologyOne recognised for two decades of impact and community leadership

For more than 24 years, TechnologyOne's support has helped marginalised and disadvantaged young people access education, develop life skills and build pathways toward independence.

The Salvation Army is proud to congratulate TechnologyOne on being named the Queensland Gives Corporate Philanthropist of the Year 2026 as part of Philanthropy Week in June.

Nominated by The Salvation Army, this recognition reflects more than two decades of sustained commitment, partnership and leadership in corporate philanthropy through the TechnologyOne Foundation.

The long-standing support of TechnologyOne has enabled programs such as the Drive for Life Program and The Salvation Army Independent School, which provide vulnerable young people with practical pathways to develop confidence, strengthen life skills, and build the foundations for independent and meaningful futures.

Beyond funding support, TechnologyOne has demonstrated a deep and active commitment to community engagement. Through the TechnologyOne Foundation, staff have contributed their time, skills and energy through volunteering initiatives that directly support people experiencing hardship. This hands-on involvement reflects a culture of giving that extends across the organisation and strengthens the impact of every contribution made.

TechnologyOne's partnership with The Salvation Army has also helped support a wide range of community initiatives, including Corporate Volunteering programs, participation in the Red Shield Appeal and Christmas Appeal, involvement in the Salvos Sleepout, and advocacy for people experiencing homelessness, financial hardship and social disadvantage. Each of these contributions reflects a sustained commitment to walking alongside those in need and helping create pathways to positive change.

The impact of this partnership is most clearly seen in the lives of young people who have been given the opportunity to reimagine their future. For many, access to consistent support, education and mentoring has meant increased confidence, improved wellbeing, and the ability to take meaningful steps toward independence and stability. These outcomes are a direct result of a partnership built on trust, shared purpose and long-term commitment.

Importantly, TechnologyOne's leadership in philanthropy also extends beyond its own programs. By embedding a strong culture of giving and employee engagement, the organisation has helped inspire broader participation in community support, demonstrating the role that business can play in strengthening social outcomes across Queensland.

The Salvation Army extends its sincere gratitude to TechnologyOne for choosing to walk alongside us as a partner in this mission. Their generosity, leadership and ongoing commitment have made a lasting difference in the lives of many, and their recognition as Queensland Gives Corporate Philanthropist of the Year 2026 is a well-deserved acknowledgement of that impact.

We are proud to celebrate this achievement with TechnologyOne and look forward to continuing our partnership to support young people and communities to thrive now and into the future.

TechnologyOne has supported Queensland communities for over 24 years, with our long-standing partnership with The Salvation Army being a cornerstone of that commitment. Through the TechnologyOne Foundation, we've contributed more than \$1 million to frontline programs, including The Independent School and the Drive for Life program, helping young people re-engage with education, build confidence and create pathways for their future.

What makes this partnership so meaningful is that it reflects something that has always been true at TechnologyOne, that giving back isn't something we do, it's part of who we are. Our people consistently show up, contributing their time through volunteering, fundraising and participating in Salvation Army initiatives. It's this combination of long-term commitment and everyday action that creates real and lasting impact.

Being recognised as Corporate Foundation of the Year at the Queensland Philanthropy Awards is something we are incredibly proud of. It reflects the strength of our partnerships, particularly with The Salvation Army, and the collective contribution of our people over many years.

More than that, it reinforces what we stand for as an organisation. Through the TechnologyOne Foundation and our commitment to the 1% Pledge, we've built a culture where our people are empowered to give their time, expertise and resources to support the communities around us.

This recognition belongs to our people and our partners. It's a reminder that when we come together with a shared purpose, we can create meaningful and lasting impact in the communities we serve.

Holly Bond
People Experience & Community Manager,
TechnologyOne

Christmas corporate partnerships

KMART

Kmart Wishing Tree

For almost four decades, the Kmart Wishing Tree Appeal has partnered with The Salvation Army to support those in need. Delivering far more than Christmas gifts, the appeal provides hope, dignity and practical assistance to people experiencing hardship throughout the year.

Through the unwavering commitment of Kmart customers, team members and corporate partners, millions of gifts and significant financial contributions have been donated over the life of the appeal.

In the FY26, more than 350,000 toys have been donated across Australia, helping to provide hope and dignity to families in need at Christmas and beyond.

Year after year, Australians continue to embrace the spirit of giving, demonstrating the extraordinary impact that can be achieved when individuals, families and communities unite with a shared purpose.

These gifts and donations enable local corps to respond quickly and compassionately to people facing financial hardship, family violence, housing insecurity and other challenging circumstances.

At Kingston Corps in Victoria, Corps Officer Major Jennifer Cloke has witnessed firsthand the difference the Kmart Wishing Tree Appeal makes. She reflects on the thousands of smiles the appeal brings each year, the relief it provides to families under financial pressure, and the hope it offers to those who might otherwise feel forgotten.

Every gift placed beneath a Kmart Wishing Tree and every donation made through the appeal represents more than practical support. It represents kindness. It represents community. It represents hope.

>> Prime Minister Anthony Albanese launched the appeal at Parliament House in Canberra.



For almost 40 years, the Kmart Wishing Tree Appeal has been a powerful example of what can be achieved through partnership, community and generosity. Together with The Salvation Army, we have helped create lasting impact for millions of people across Australia, providing practical support, hope and dignity to those who need it most.

The cumulative impact of this partnership has been extraordinary. As many individuals and families continue to face increasing pressures, the role of trusted community initiatives like the Kmart Wishing Tree Appeal is more important than ever.

We are incredibly grateful to our customers, team members and corporate supporters for their ongoing generosity, and to The Salvation Army for their unwavering commitment to supporting communities across Australia. Together, we are building on nearly four decades of impact, ensuring more people can access the support they need today while strengthening communities for the future.

Aleksandra Spaseska
Managing Director, Kmart Group

INFINITY GROUP

The Infinity Effect

Infinity Group's Founders, Graeme and Rebecca Holm, have rallied their team and members during Christmas for more than a decade in support of The Salvation Army and the Kmart Wishing Tree Appeal.

We're so honoured to have the support of Infinity Group, whose staff, members, families and friends have been dedicated to supporting families in need at Christmas.

In 2025, Infinity Group raised over \$1 million via the Kmart Wishing Tree Appeal and gifts donated during their staff personal shopping experience in-store at Kmart.

Thank you Infinity Group, for helping us be the hope so many Australians need at Christmas and beyond. Your involvement and generosity is a powerful reminder of how acts of kindness can come full circle, inspiring others to give back and create positive change in their communities.

As a child, I was one of the kids who relied on the generosity of others at Christmas. Growing up in a single-parent household, there were years when gifts under the tree simply wouldn't have been possible without organisations like The Salvation Army and the Kmart Wishing Tree Appeal.

To now stand alongside the Infinity Family and raise more than \$1 million and over 10,000 presents is incredibly humbling. It is a full-circle moment that reminds us why giving back matters.

What makes us most proud isn't the number itself – it's knowing that thousands of children and families will experience hope, dignity and joy at Christmas because an entire community chose to care for people they may never meet. That is the true spirit of the Infinity Family, and we are honoured to play a small part in helping make Christmas brighter for Australian families doing it tough.

Graeme Holm
Founder,
Infinity Group



>> Infinity Group announces their extraordinary fundraising tally during their annual member's Christmas event.

MYER

A season of hope, safety and new beginnings



For 33 years, Myer has been a valued Christmas partner of The Salvation Army, helping to provide hope, safety and support to women and children experiencing family and domestic violence.

Through more than \$10 million in contributions, Myer has helped fund vital programs and services that support individuals and families as they rebuild their lives.

We are grateful for the ongoing success of Myer's Christmas Round-Up campaign and the much-loved Charity Bear range, which last Christmas introduced twins Daisy and Dawson. We also thank Myer for once again hosting Kids Day Out, a special event that brought joy to children and families through games, gifts, food, Santa and his elves.

We are deeply grateful for Myer's longstanding commitment, generosity and shared belief in creating positive change. Together, we have supported thousands of women and children and provided hope when it has been needed most.

As we celebrate 33 years of partnership, we look forward to continuing our shared commitment to creating brighter futures for families across Australia.



Together, Myer and the Myer Community Fund feel privileged to help brighten the lives of some of Australia's most vulnerable children through our charitable work and Christmas campaign.

The 2025 Myer Charity Bear's Dawson and Daisy were filled with meaning, Kids Day Out was a truly special event, bringing a little happiness to vulnerable children and families whilst our Register Round-Up campaign was the most successful to date, highlighting the generosity of our customers.

We are proud to partner with The Salvation Army and grateful for the vital work they do in the community.

Lucy Hobson
Lead, Myer Community Fund



CROWN RESORTS AND CROWN RESORTS FOUNDATION



» Gemma Allman, Chief Government Relations Officer, and Natasha Stipanov, Group Head of Crown Resorts Foundation, present the big cheque to The Salvation Army's representatives, Joanne Bishop, Judi Agnew and Stewart Orchard.

From fine hospitality to Christmas meals that matter



For 20 years, Crown Resorts and Crown Resorts Foundation have been a valued partner of The Salvation Army, helping us provide hope and practical support to people experiencing hardship across the nation.

Through its long-standing commitment, Crown Resorts Foundation has helped fund emergency assistance, provide thousands of meals, and support community Christmas programs that bring comfort, connection and relief to people who might otherwise go without. These services help ensure that Christmas is not defined by hardship, but by moments of care and stability.

Crown Resorts Foundation has played an important role in helping us respond to those in need and strengthen communities and we are deeply grateful for their ongoing commitment, generosity and shared belief in creating positive change. Together, we have been able to support thousands of individuals and families and provide hope when it has been needed most.

In a world that can sometimes feel divided, the generosity of our guests and team members reminds us of the power of community. Time and again, we see people step forward to help others who are doing it tough, and that spirit of compassion is truly inspiring. Through its unwavering support of vulnerable Australians, The Salvation Army helps turn that generosity into real impact. Crown Resorts Foundation are proud to stand alongside them and grateful to be part of a community that cares so deeply for others.

Natasha Stipanov
Group Head, Crown Resorts Foundation



As we celebrate 20 years of partnership and impact, we look forward to continuing our shared commitment to strengthening communities, transforming lives and creating lasting change for many years to come.

Light the Way – Christmas 2025

Christmas 2025 marked another year of The Salvation Army bringing together Australia's energy sector to support families facing a difficult festive season. Through the Light the Way campaign, AGL Energy, Alinta Energy and Origin Energy each brought something more than financial support – they brought their people. From packing hampers and candle bags to volunteering on the floor of local Salvos centres, they showed up in ways that made a real difference to real people. Now in its fourth year, Light the Way has become a powerful demonstration of what is possible when industry unites around a common purpose. The need was real and growing.

Research released by The Salvation Army in November 2025 found that 21% of Australians were worried their children would miss out on Christmas presents, one in four households would struggle to pay utility bills, and demand for food parcels had increased by 22% compared to the previous Christmas. Together, the energy sector partnership supported 1,846 families across Australia, helping them cover unexpected bills, access emergency accommodation, and put food on the table and gifts under the tree at Christmas.

AGL

AGL's team at Loy Yang in regional Victoria packed Christmas hampers and provided gift cards for local families, while AGL matched staff donations dollar-for-dollar and offered paid volunteer leave – with employees using it to volunteer at Melbourne's Salvos 614 café. AGL also ran toy drives across its offices and sites.

"We're proud to support The Salvation Army's Light the Way campaign again this year, helping those in need – including the local communities in which we operate."

Damien Nicks
Managing Director and CEO, AGL

ALINTA ENERGY

Alinta Energy's Brand team spent an afternoon packing candle bags for The Salvation Army's Carols in the Domain in Sydney, helping fill 8,000 bags with treats and toys – proceeds going directly to frontline homelessness services. Several members of Alinta's Marketing Team also volunteered a full day at Sydney City Salvos in Surry Hills, working alongside staff to support people experiencing homelessness and hardship.

"Our teams love getting out there to lend a hand. The Salvos make such a difference in people's lives, and for us, it's about standing together and helping light the way for those who need it most."

Melissa Galland
First Nations and Community Manager,
Alinta Energy

ORIGIN ENERGY

Origin Energy brought community spirit to life in a different way, partnering with Jindabyne local and Christmas lights enthusiast John McLoughlin to drive donations for Light the Way and spread festive cheer through the community. Origin also matched employee donations dollar-for-dollar through the Origin Foundation and offered paid volunteer leave for staff to support Salvos activities.

"From volunteering to fundraising and matched giving, we're boosting our support for those doing it tough through Light the Way."

Lydia Lobb
Senior Strategic Communications Specialist,
Origin Energy

Carols in the Domain partnership – Dream come true

Carols in the Domain, held in Sydney on 20 December 2025 and televised nationally on the Seven Network, marked the first year The Salvation Army (TSA) was the event's official naming partner.

TSA has partnered with Carols in the Domain since soon after the event began in 1983, initially fundraising by selling candles and lolly bags before becoming the event's official charity partner.

The new partnership represents an exciting opportunity to elevate awareness of TSA and share its story with households across Australia. General Manager for Community Fundraising Andrew Hill described the commitment as a "dream come true", emphasising that it was about more than fundraising or brand awareness. It provides a broader platform to share TSA's message of hope and transformation.

Andrew acknowledged Carols in the Domain founder and Eva Burrows Award recipient Robyn Hobbs OAM, whose vision for a Sydney-wide Christmas celebration included TSA, as well as the many Salvation Army leaders and team members whose support has helped grow the partnership over the years.

Coca-Cola lights up Christmas

At the heart of the 2025 Carols in the Domain was a spectacular inaugural drone show, made possible by TSA's long-standing partner Coca-Cola. Five hundred synchronised illuminated drones rose 150 metres above the Domain, forming the Salvation Army shield in the sky before displaying a scannable QR code – enabling both the crowd and television viewers across Australia to donate to the Christmas Appeal in real time.

It was a moment that perfectly captured the spirit of the partnership: creative, generous, and focused on connecting people with hope.

Through donations from Coca-Cola South Pacific and Coca-Cola Europacific Partners, a dollar-for-dollar beverage sales contribution, a recycling drive at the event, and employee generosity, Coca-Cola helped TSA support 610 families facing hardship over Christmas.

With sincere appreciation, TSA thanks Coca-Cola for their continued generosity and creativity in supporting the Salvos' Christmas Appeal.

» Majors Brendan and Sandra Nottle at The Salvation Army Carols in the Domain in Sydney. Photo: Alexander Mayes



» Andrew Hill with Robyn Hobbs OAM, Carols in the Domain founder.



» The spectacular drone show sponsored by Coca-Cola.

"Carols in the Domain is one of Sydney's most loved Christmas traditions, and Coca-Cola is proud to help the Salvos bring it to life in a new and magical way. Coca-Cola has been synonymous with Christmas for generations, and this year's drone show is a fresh expression of that magic – a moment designed to celebrate the joy of giving and the power of community."

Martyn Ferguson
Senior Director of Marketing,
Coca-Cola Australia & New Zealand

2026 Red Shield Appeal

Across Australia, many people are experiencing crises that most of us can scarcely imagine – homelessness, family and domestic violence, mental illness, addiction, financial hardship and social isolation. As the cost of living continues to rise, increasing numbers of Australians are finding it difficult to meet even their most basic needs.

Over the past year, the cost of essential items including food, transport and utilities continued to climb, while housing prices and rental costs placed additional pressure on already stretched household budgets. For those living on low incomes, government support payments, or managing on a single income, these challenges have become even more acute. Many Australians are being forced to make impossible choices between paying rent, buying food or accessing healthcare, with the financial strain also contributing to heightened stress and anxiety.

In response to this growing need, The Salvation Army launched the 2026 Red Shield Appeal with an ambitious fundraising target of \$41 million. The campaign highlighted the reality faced by thousands of Australians and invited the community to help bring hope to those who believed their circumstances could never improve.

The response from Australians was extraordinary. Thanks to the generosity of individuals, businesses, community groups and volunteers across the nation, the 2026 Red Shield Appeal raised an outstanding \$54.2 million, providing vital funding for frontline services.

Those funds are already helping to provide practical assistance and long-term support through emergency relief, financial assistance, food vouchers, accommodation and housing services, addiction recovery programs, case management, advocacy, referrals and the ongoing care offered through local Salvation Army corps and community centres. Every donation helps

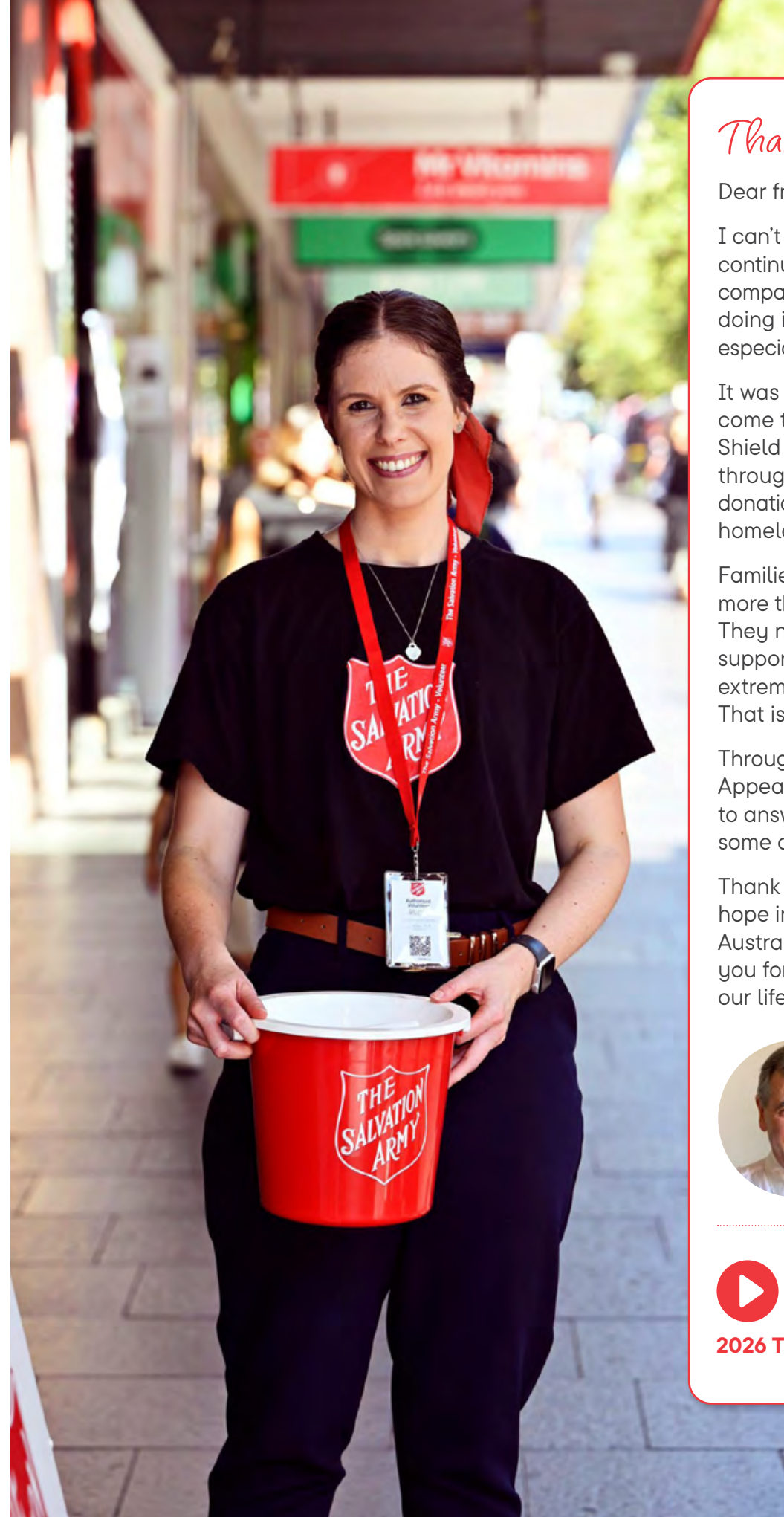
create a place where people who feel forgotten are welcomed into a caring community and given the opportunity to rebuild their lives.

The appeal was launched through a series of events held across Australia, bringing together dignitaries, corporate leaders, philanthropists, community supporters and Salvation Army representatives. These events celebrated the collective impact of the appeal, featured powerful stories of transformation from people whose lives have been changed through Salvation Army support, and recognised exceptional commitment through the presentation of The Salvation Army's Others Award and Eva Burrows Award.

The Red Shield Appeal remains The Salvation Army's largest annual fundraising campaign and is essential to sustaining services that are experiencing unprecedented demand. Every program, from emergency financial assistance to housing and homelessness support, continues to see increasing numbers of people seeking help. The generosity of donors ensures these critical frontline services remain available to individuals and families when they need them most.

At a time when many Australians were facing uncertainty, supporters chose to share what they had to help others. Your compassion provided more than financial assistance – it restored dignity, strengthened communities and brought hope to thousands of people across Australia.

The Salvation Army extends its sincere thanks to every donor, volunteer, corporate partner and community supporter whose generosity made the 2026 Red Shield Appeal such an outstanding success. Together, you have helped ensure that stories of hope, transformation and renewed possibility continue to be written in communities across the nation.



Thank you

Dear friends,

I can't thank you enough for your continuing support, and for the compassion you show towards people doing it tough across Australia, especially in such challenging times.

It was wonderful to see everyone come together during the Red Shield Appeal to provide support through events, volunteering and donations to help people experiencing homelessness and hardship.

Families and individuals needed more than food and accommodation. They needed safety, dignity and support as they worked through extremely difficult circumstances. That is what you provided.

Through your incredible Red Shield Appeal support, we have been able to answer the calls of people during some of their hardest times.

Thank you for choosing to be the hope in a time when thousands of Australians need it most. And thank you for everything you do to make our lifechanging work possible.



*Lieut-Colonel
Paul Hateley*

*Secretary for
Communications,
The Salvation Army*



**Click or scan
to view the Red
Shield Appeal
2026 Thank you video**



RSA HIGHLIGHT

Sydney RSA launch: interview with Robin Khuda

Each year, prominent media personalities and leaders from across Australia generously give their time to promote the work of The Salvation Army and help launch The Salvation Army's Red Shield Appeal. One of this year's supporters was Australian journalist and television presenter Samantha Armytage, who served as master of ceremonies at the Sydney launch event.

During the event, Samantha interviewed Robin Khuda, the founder and CEO of AirTrunk, one of the fastest-growing technology companies in the world. Robin is also a director on the board of the Business Council of Australia. Robin spoke of moving to Australia from Bangladesh as a teenager and knowing economic hardship as well as social disadvantage and discrimination. Having worked hard to pay his way through university, he then started a small IT company, which has continued to grow. Robin spoke of how this initiative reached a point some years ago when they could start giving back, and part of this was his philanthropic support of The Salvation Army.

Samantha asked Robin what drew him to explore The Salvation Army and Robin responded:

I knew about The Salvation Army. It's one of those recognised worldwide organisations. When I first came to Australia in 1997, we didn't have much money, I remember buying clothes from Salvation Army stores. I'd always known they were doing remarkable work.

I got more involved recently. Friends like David Thodey and Andrew Irvine encouraged me to meet a Salvation Army Officer, Emeritus Commissioner James Condon. James came to our office in North Sydney, and what I could see immediately was his focus and passion for The Salvation Army's work. And subsequent to that, I had the opportunity to visit the Sydney Streetlevel Mission and Foster House in Surry Hills.

I met people like Todd, a young guy who got addicted to drugs, he was taking meth and he went to jail. He didn't have support from the people



» Samantha Armytage, TV presenter, interviews Robin Khuda, CEO of AirTrunk at the Sydney RSA launch.

around him, but The Salvation Army changed his life. Today he's reconnecting with his family and getting a job. You can see the impact – giving them dignity, giving them confidence and giving them support.

I also met Carmen. She has the most wonderful smile; despite everything she's been through. She grew up in foster care, experienced sexual abuse, struggled with drugs and was abandoned by her family. The Salvation Army gave her hope. She's rebuilding her pride, her stability and her future.

At Foster House, I saw a group of men sitting together, playing music and laughing. They'd built a community because many of them didn't have anyone else. They'd become each other's family. It was such a beautiful thing to see.

Sometimes people just need someone to talk to – as simple as that.

Robin went on to speak of the intersection of the corporate and community support worlds, and he encouraged those in the room to give generously to the Red Shield Appeal.

Supporting The Salvation Army continues to be one of the most meaningful parts of our firm's community impact. For more than two decades, we have witnessed their unwavering commitment to providing hope and support to people facing hardship across Queensland, and beyond. Their work is a powerful reminder of what compassion in action truly looks like.

As principal sponsor of the Red Shield Appeal Launch, HopgoodGanim Lawyers is proud to stand alongside an organisation that consistently shows up for those in need. Each year, we are moved by the stories of lives changed through the Salvos' programs, and in 2026 that sense of purpose feels stronger than ever.

At HopgoodGanim, giving back is central to who we are. We are committed to supporting organisations that create real and lasting impact, and the Salvos exemplify that impact every day. We are honoured to continue a partnership that helps strengthen the communities we serve.

Luke Mountford
Managing Partner,
HopgoodGanim Lawyers

Electel Resources is a proud long-term supporter of The Salvation Army. We particularly value their life-changing work at the grassroots level that delivers positive change and provides hope to the most vulnerable members of our community.

Mark Gevers
Managing Director,
Electel Resources Pty Ltd

Matched giving

The generosity of our matched-giving supporters was once again instrumental in the success of this year's Red Shield Appeal. By committing to match donations throughout the campaign, you inspired even greater generosity across the Australian community, amplifying the impact of every contribution.

Together, our matched-giving partners and donors helped raise **more than \$3 million**, providing vital support to Australians experiencing financial hardship, homelessness, family violence, addiction, and other significant challenges.

To each of our matched-giving supporters, thank you. Your generosity is creating hope, strengthening communities, and helping transform lives across Australia.



RSA STORIES

Across the country, Salvos stepped up their support for this year's Red Shield Appeal, with teams and volunteers actively engaging communities throughout May. Alongside traditional fundraising activities, many locations embraced new and creative initiatives to encourage donations and broaden community involvement.

Today, the Doorknock extends well beyond door-to-door fundraising. Volunteers connected with the public in a variety of settings, including shopping centres, sporting venues, train stations, Bunnings stores, town centres and other locations across the country, making it easier than ever for Australians to support the appeal.



» Shieldy meets The Hutchins School mascot at a student run-a-thon to raise money for the Red Shield Appeal.

Schools involvement boosts 2026 Red Shield Appeal

General Manager of Community Fundraising Andrew Hill said this year he was blown away by the number of schools across Australia that partnered with the Salvos to get involved in the Red Shield Appeal.

One of those schools was in Hobart, Tasmania, where Year 12 students from The Hutchins School challenged themselves to run (or walk) continuously for 12 hours to raise money for Hobart Corps' Red Shield Appeal. They completed over 23,000 laps around their school auditorium, covering 3000km.

The school said students chose to support The Salvation Army because "it's an organisation that shows up when people have nowhere else to run, whether it's a meal, a safe place, or someone who simply listens."



» Sydney Salvationist Brooke Sellars has been Red Shield Appeal collecting since she was a baby, and has been collecting with her children since they were babies.

From generation to generation

Salvation Army soldier (member) Brooke Sellars has been collecting for the Red Shield Appeal every year since she was a baby. She reflected this year that now her children have been collecting for the appeal every year since they were babies.

"I think it's important to show them that by sacrificing just a couple of hours of our time, we can make such a difference in somebody's life," she said. "Whether that difference comes from the money we raise collecting, or whether it is just by having a conversation with somebody who is walking past our bucket who is struggling with the heaviness of life. Showing kindness and being selfless can honestly change somebody's life, no matter how old or young you are."



» The Salvation Army's mascot, 'Shieldy', with one of the teams that participated in the annual Red Shield Appeal Corporate Golf Day in Sydney.

Red Shield Appeal golf fundraiser turns in a \$1 million scorecard

The 10th annual Red Shield Appeal Corporate Golf Day in Sydney celebrated a significant milestone this year, surpassing \$1 million raised over the past decade in support of Australians in need.

Held at St Michael's Golf Club on Sydney's eastern beaches on 5 June for the sixth consecutive year, the event brought together a record 28 teams, reflecting its growing popularity and strong support from corporate partners, sponsors and long-time participants.

Hosted through a close collaboration between The Salvation Army's Property and Fundraising teams, the golf day has evolved over the past decade into a flagship initiative on the Red Shield Appeal calendar. What began as a modest corporate event has steadily expanded into a significant contributor to the organisation's national fundraising efforts.

The milestone result was highlighted on the day, with The Salvation Army team acknowledging

the collective effort of those supporting the golf day behind reaching more than \$1 million in total funds raised.

Beyond the course, the day featured networking opportunities and a lunch hosted by former Channel 7 sports presenter Mark Beretta, with a Q&A session led by Andrew Hill, TSA General Manager Community Fundraising.

With ideal weather and a full field of players, the event not only delivered a successful day of golf but also reinforced the enduring generosity and collaboration of The Salvation Army's supporters and internal teams.

"As the Red Shield Appeal continues to provide critical assistance to vulnerable Australians, the achievement of more than \$1 million raised stands as a powerful testament to what can be accomplished through long-term partnership, shared purpose, and strong collaboration," said Georgie Barker, The Salvation Army's Executive General Manager for Property.

Awards

2026 Eva Burrows Award

The Eva Burrows Award is a prestigious award that recognises an individual's outstanding contributions and extraordinary service to The Salvation Army in the Australian community.



The Award is given in the name of General Eva Burrows AC OF* 1929-2015.

Eva Burrows was only the second Australian to be elected as General of The Salvation Army, a position she held from 1986 to 1993. She was also the second woman to serve in this role, after the Founder's daughter Evangeline Booth.

During her seven years as the leader of The Salvation Army, she proved highly effective, directing operations in some 90 countries and reawakening the Army's founding spirit of evangelism in Australia and throughout the world.

Eva was a strong and effective administrator, but it was her warmth, wit and passion while in office and in her retirement that earned her the popular title of "The People's General".

Eva was a capable and wise human being, whose life has made a genuine difference to the lives of people across the world. This award is given in her name, honouring individuals who make a genuine difference to the lives of Australians.

*AC – Companion of the Order of Australia,
OF – Order of the Founder (highest honour of
The Salvation Army)

The award has been presented to the following:



>> Award accepted by Kathryn Greiner AO, presented by Commissioner Miriam Gluyas, TSA Territorial Commander.

Kathryn Greiner AO (NSW)

For more than five decades, Kathryn has faithfully supported the mission of The Salvation Army, beginning in the early 1980s when she and her young family first joined the Red Shield Appeal doorknocking effort. From those early days, her commitment only deepened.

As Red Shield Appeal Chair for the Sydney Central Division, and later as a long-serving member of the Sydney Advisory Board, Kathryn offered wisdom, strategic insight, and steadfast leadership. She helped guide key decisions, strengthened community partnerships, and championed the Army's work during times of both opportunity and challenge.

Kathryn's renewed leadership in 2023 – stepping forward to help raise \$137 million through The Arise Capital Campaign – once again demonstrated her generosity of spirit. As Chair of the Arise Leadership Circle, she has inspired others to give, opened doors to new philanthropic partners, and helped secure transformative funding for services supporting Sydney's most vulnerable.

Dr David Morgan Williams AM (NSW)

For over 30 years, David has supported the work of The Salvation Army, utilising his strong skills in leadership, in governance and in community commitment as the chair of the Advisory Council as well as the Appeal Chairman for the Illawarra region.

In this time, David has led the way, recruiting and mentoring fellow supporters, advocating for support and funding within business and philanthropic communities and providing valuable knowledge and expertise.

Thomas Cameron (VIC)

For over 45 years, Thomas has supported the work of The Salvation Army as a generous donor and as Chair of The George W Vowell Foundation.

Tom also served as Chairman of the former Salvation Army Corporate and Philanthropic Committee since 2012. In this time, he led the way, recruiting and mentoring new advisory group members, advocating for support and funding within the business and philanthropic communities and provided valuable knowledge and expertise in philanthropy, finance and strategic planning.

Tom has hosted a table at The Salvation Army

Warren Ebert (QLD)

For at least two decades, Warren's support has reflected both conviction and action. From his early involvement in the Red Shield Appeal in suburban Brisbane, to his enduring leadership today, Warren has demonstrated a deep and personal alignment with the values of The Salvation Army.

Through Sentinel Property Group and the Ebert Family Charitable Fund, David has provided consistent and generous support, ensuring The Salvation Army remains a central part of his corporate culture and community engagement. He has been a committed supporter of the Brisbane Red Shield Appeal and has faithfully served as a table host for many years.

David's initiative in hosting major fundraising events in support of Queensland Rural Chaplaincy has provided vital encouragement to chaplains serving in isolated and remote communities,



>> Dr David Morgan Williams AM (right) pictured with Major Robyn Black, TSA Divisional Commander (NSW/ACT) and Bill Dowson OAM.

Through his leadership and support, many millions of dollars have been raised, and thousands of people have been supported during times of crisis and trauma in the Illawarra region.



>> Award accepted by Thomas Cameron, presented by Commissioner Miriam Gluyas, TSA Territorial Commander.

Red Shield Appeal launch events since 2012, in turn introducing many colleagues and business contacts to The Salvation Army.



>> Award accepted by Warren Ebert, presented by Commissioner Miriam Gluyas, TSA Territorial Commander.

extending practical care and hope to those facing hardship, drought and personal crisis.

Through your influence, leadership and example, lives have been impacted, communities strengthened and The Salvation Army's mission advanced across Queensland.

2026 Others Award

The Others Award recognises an organisation, trust, or foundation's remarkable dedication to serving 'others' and their exceptional support of The Salvation Army's work in the Australian community. This year, the award has been presented to the following:

Mingara Recreation Club (NSW)

Since 2003, Mingara Recreation Club has shown steadfast support for The Salvation Army on the NSW Central Coast, demonstrating an exceptional commitment to community wellbeing. Their partnership with the Salvos is both practical and deeply meaningful. For over two decades, Mingara has sponsored and hosted the Red Shield Appeal Launch Luncheon, allowing every dollar raised to go directly toward programs that support local individuals and families in crisis.

Beyond financial support, their team – including the CEO, Board members, and staff – have served on Salvation Army committees and events, showing personal dedication. They have generously offered free use of meeting rooms and were pioneers in

Crowne Plaza Surfers Paradise (QLD)

It is with great appreciation that we recognise Crowne Plaza Surfers Paradise for its long-standing partnership with The Salvation Army and the Gold Coast Red Shield Appeal Breakfast.

Over many years, the hotel has demonstrated extraordinary generosity by absorbing all event-related costs associated with the annual breakfast, including catering, staffing and operational expenses. This significant contribution has ensured that funds raised are directed straight to frontline mission services supporting vulnerable individuals and families.

Across the life of this partnership, Crowne Plaza Surfers Paradise has provided substantial in-kind support, helping the breakfast raise significant funds to assist thousands of people in need.

Beyond the Red Shield Appeal, the hotel has also hosted Salvation Army Thank You Events and Officer



» Award accepted by Ian Robilliard OAM, Chair Mingara Recreation Club, presented by Lieut-Colonel Paul Hateley, TSA Secretary for Communications.

community wellbeing, becoming the first Registered Club to employ a Salvation Army chaplain, with all employment costs covered by the club.

They have also directed proceeds from community events like 'Christmas Under the Stars' to The Salvation Army, increasing both visibility and impact.

The cumulative value of their contributions now exceeds \$1 million. Their long-standing partnership continues to amplify the mission of The Salvation Army and make a real difference in the lives of countless people across the Central Coast.



» Jason Farnworth, General Manager Crowne Plaza, with the Others Award.

Fellowship Conferences over an extended period, providing a welcoming environment where officers can connect and strategically plan their mission work.

Now under the ownership of Oscars Group, their on-going commitment continues to make a meaningful contribution to the Gold Coast community.

AA Holdings Pty Ltd (VIC)

For more than four decades, AA Holdings Pty Ltd has stood alongside The Salvation Army, supporting people and families experiencing hardship through ongoing donations and community fundraising.

In recognition of its longstanding commitment to helping others, AA Holdings was honoured with The Salvation Army's 'Others' Award this year.

Andreas Andrianopoulos, founder of the company, arrived in Australia from Greece in 1955 and worked tirelessly to build a successful business that is now proudly operated by his four sons. Reflecting on his commitment to giving back, Andreas shares, "This beautiful country has given me so much, and I want to give something back. I see the incredible work The Salvation Army does in our community, and I want to support that through my donation each year."

Aurora Energy Pty Ltd (TAS)

Aurora Energy has demonstrated outstanding and enduring support for The Salvation Army – its partnership spans many years and continues to make a profound difference to the lives of Tasmanians experiencing hardship.

Aurora Energy has played a major and highly active role in supporting the Street to Home program, contributing not only financial resources but genuine, sustained engagement. This involvement has directly supported some of Tasmania's most vulnerable community members, helping them find hope, stability, and connection.

The Aurora team has consistently participated in the Salvos Sleepout, raising significant funds and showing personal dedication well beyond what is typically expected from corporate partners. Its strong workplace giving culture further amplifies this impact, providing ongoing, dependable support to frontline services across the state.

A particularly significant contribution has been Aurora Energy's long-term funding of the Energy Support Worker (Financial Counsellor) position. This role has provided essential, often



» Award accepted by George Andrianopoulos, son of the founder of AA Holdings Pty Ltd (Andreas), presented by Commissioner Miriam Gluyas, TSA Territorial Commander.

Thank you to Andreas, the Andrianopoulos family, and the team at AA Holdings for your enduring generosity and valued partnership. Your ongoing support continues to make a meaningful difference in the lives of those we serve, and we look forward to working together for many years to come.



» Left to right: Commissioner Miriam Gluyas, Danita Bond and Leigh-Anne Ford from TSA, with Aurora Energy COO Ian Hermanis, who accepted the award on Aurora's behalf.

life-changing assistance to individuals and families experiencing financial hardship.

Beyond financial support, Aurora Energy staff generously volunteer across a range of The Salvation Army initiatives, including the Christmas Warehouse, the Launceston Breakfast Program, and at the Glenorchy and Hobart Corps. Their presence at The Salvation Army events strengthens community connection, while additional donations through the Red Shield Appeal allow urgent needs to be met quickly and compassionately.

Wills and Bequests

HONOURED FRIEND STORY

Practical care on the frontline

For Wendy, generosity is not a single decision but a way of life – shaped by faith, family and the example of her mother, Noel. A long-time supporter of The Salvation Army, Wendy has taken the important step of including a gift in her Will – a decision that was shaped early by Noel.

Known for her hospitality and quiet generosity, Noel looked out for neighbours, supported charities, sewed clothes for people doing it tough, and welcomed visitors with tea and homemade treats. She supported The Salvation Army whenever she could, drawn to its practical response to people facing hardship and crisis.

Widowed at 55, Noel rebuilt her life independently, returning to work and eventually achieving her dream of owning her own home, while continuing to care deeply for others.

Affectionately known as 'Bammie', she remained active well into later life, moving to Western Australia to be closer to Wendy and continuing to volunteer and attend church.

When Noel passed away in 2014 at 97, Wendy reflected on the values her mother lived by – generosity, hospitality and care for others. Including The Salvation Army in her Will became a meaningful way to carry those values forward.

After selling her mother's villa, Wendy also chose to respond to a practical need. Learning that The Salvation Army Emergency Services (SAES) volunteers lacked a small bus to transport teams to disaster zones, she funded a minibus – now affectionately known as 'Bammie's Bus'.

Today, 'Bammie's Bus' supports volunteers across Western Australia as they travel to provide food, refreshments and care to first responders and communities affected by bushfires and other emergencies.

For Wendy, leaving a gift in Will is not an end point, but part of a broader commitment to sharing what she has and helping others stand on their feet. Through both her legacy gift and her everyday generosity, Wendy continues a legacy rooted in faith, kindness and practical care.

"I try to live simply, serve God and serve the people he puts around me," Wendy says.



» Wendy (pictured left), funded a minibus, affectionately known as 'Bammie's Bus', for SAES in WA.

DONOR INTERVIEW

Merrill's compassion at work

A life guided by kindness and care.

Merrill's connection with The Salvation Army began long before she ever became a donor. It was woven into her childhood memories, shaped by family stories, the sounds of the Salvos brass band playing on the street, and the steady presence of compassion in everyday life.

Growing up in Port Melbourne, Merrill shared her home with her grandmother, who held a deep admiration for the Salvos and the work they did. That admiration was echoed by Merrill's grandfather, who spoke of seeing Salvation Army officers enter hotels during wartime, connecting with people where they were, and offering practical support in difficult moments.

As a child, Merrill remembers racing into the street with her neighbours whenever The Salvation Army band arrived at Christmas time to join in with the carols.

Throughout her life, Merrill has quietly lived out those early lessons of generosity and kindness. A lifelong supporter of charitable causes, she has given her time and resources to helping people, animals and the environment. She donates regularly to The Salvation Army and is deeply involved in community-based charitable work. And for decades, Merrill has participated in local knitting groups, producing garments for people in need.

Merrill's story is one of quiet resilience and enduring empathy. She speaks candidly about how deeply affected she is by homelessness, domestic violence and the suffering of others.

It is this awareness that led Merrill to include a gift to The Salvation Army in her Will. This was a



» Photo: Getty Images.

decision she made thoughtfully and purposely. She believes the Salvos are aware of what's needed at the right time as they are embedded in the community.

There are many ways people need help, and it might only be once in their life, but that can be enough to get them back on their feet. Ordinary people looking after ordinary people. That's what matters.

At 88 years young, Merrill continues to live with humour, humility and grace.

Through her legacy gift, Merrill hopes to ensure that kindness continues long after she's gone – that it offers warmth, dignity and practical help to those who need it most.

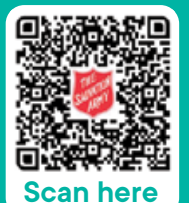
It's a kind generosity, rooted in memory, compassion and a lifelong belief in helping others, simply because it's the right thing to do.

"I've always felt that if I can help, then I should," she says simply. "Give where it's really needed."

Contact our Gift in Wills Team today to find out more about leaving a gift in your Will to The Salvation Army.

Call 1800 337 082 or email bequest@salvationarmy.org.au

www.salvationarmy.org.au/gift-in-will



Scan here

Key donors

Thank you so much to every individual, family, company, organisation, community group, charitable trust and foundation that has helped us meet great human need in the Australian community. So many suffering people have experienced the transformation and new hope that has been made possible by your kindness and generosity.

We would also like to acknowledge and give thanks to all those donors who have given anonymously or made the powerful decisions to invest for generations to come via a gift in their Will. We can't honour you with a mention here, but we do extend our heartfelt thanks for your contribution and its impact.

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“And do not forget
to do good and to
share with others, for
with such sacrifices
God is pleased.”

~ Hebrews 13:16

Impact Report 2026



**BELIEVE
IN GOOD**

The Salvation Army
Australia
Communications
Department
salvationarmy.org.au