

Your *Hope* in *Action*



YOUR REPORT FROM THE SALVOS AND THE PEOPLE YOU HELP

Winter 2026



INSIDE: How you...

...gave Lucy hope
for the future.

...are helping people
break free from
homelessness for good.

...are helping entire
communities get back
on their feet.



Dear Friend,

It is an honour to be introducing your July *Hope in Action* report.

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 work 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 young people like Ava and families like Emily's and Suzi's.

I'm honoured to share with you the impact of your inspiring generosity.

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 life-changing work possible.

Lieutenant-Colonel Paul Hateley
The Salvation Army

Lucy is helping others...

Thanks
to you

Today, Lucy acts as a pillar of support to those experiencing homelessness. But not long ago, she was in their shoes... pushed to the brink by the severe rental crisis, praying she would find somewhere to go and someone to help her. Thankfully, because of you, that's exactly what she found.

When Lucy had to relocate to another state for specialist treatment, she was shocked to find herself suddenly facing homelessness. In the middle of a severe rental crisis, Lucy's options were limited and living in hotels quickly drained her bank account. She tried staying with friends on their couches, but it wasn't a long-term option and eventually, she had to move out with nowhere to go and little money to survive. But luckily, your life-changing support arrived just in time.

Salvos Case Workers offered Lucy the steady, helping hand she needed to find a safe home. And hope to carry on. As Lucy told us...

“ They honestly saved me! I still get emotional when I think about the Salvos, because without them, I would have ended up on the street. ”

**“ I am so grateful for
the life I have and
it's all thanks to
the Salvos. ”**

– Lucy



Your support gave Lucy safety, community and purpose

She was immediately welcomed into the warm embrace of a supportive community and given the wraparound support she needed to turn everything around.

As Lucy shared, *“Being a part of a community helped me get through the dreadful feeling of ‘how did I end up homeless,’ and also helped me realise I love helping other people.”*

A passion for helping others

Lucy now volunteers for The Salvation Army’s street outreach and housing programs, the very one that found her a home when she needed it most. She understands what it is like to go through it, the impact of your support and how it feels to come through the other side.

As Lucy said, *“I love supporting other people who have struggled with homelessness. Even if it’s just to chat and have coffee together, it makes all the difference.”*

Hope for her future

Today, thanks to faithful supporters like you, Lucy is making the most of her life and helping others do the same. Since returning to work in aged care, Lucy is saving and planning for a brighter future.

Thank you for making stories of hope and transformation possible for people like Lucy.

Thanks to your kind support, last year we helped ...



**One person
in need every
17 seconds**



**Provide more than
1.74 million
sessions of care to those
in need.**

Thank you for choosing to be hope.

A big thank you to everyone who supported our Red Shield Appeal goal to raise \$41 million. Without the incredible support from people like you, these stories of transformation would simply not exist.

Your kind-hearted generosity has brought hope and practical support into the lives of people like Suzi, Emily and Ava.

Amid extreme hardship and homelessness, you walked alongside these families providing not just safe accommodation, but the ongoing Salvos care for as long as it is needed.

Thank you for making these stories of hope possible.



Your compassion helped families who had nowhere else to go.

When Suzi and her children experienced homelessness, your caring support meant their Salvos Case Worker could help them find safe, secure housing and advocate for them throughout the process.

The family have settled into their new place, making it their own. With more stability in their life, Suzi is now ready and excited to start working and saving. Thanks to you, Suzi's children, Jack and Caitlin, are thriving in school and at home too.

“ My hopes for the future dramatically changed after the Salvos came into our lives. I'm now hoping to save enough money to one day take my kids on a holiday. ”

- Suzi

Last year your support meant Salvos Homelessness services could help...



Over 38,000 people experiencing or at risk of homelessness.



Your generosity helped new mums build a new life free from violence.

Emily became homeless at 37 weeks pregnant after escaping a violent relationship. Thanks to your compassionate support, her baby Hannah began her life in the safe, stable home every child deserves.

The pair are about to move into long-term housing and baby Hannah is doing well, meeting all her milestones. Most importantly, she never experienced the harms of homelessness, thanks to you.

“ I feel ready to start a new life, a good life for me and Hannah, and that's all thanks to The Salvation Army. ”

- Emily



Your kindness helped young people find a better path.

Ava became homeless after escaping an abusive family home. Through life-changing support like yours, she received secure accommodation, essential life-skills training, and guidance.

She has now graduated from university and is supporting those in need as a counsellor. Your support gave Ava the strength and will to build her own life. The hope she now has for her future is a testament to your kind-hearted generosity.

“ The Salvation Army helped me understand how to support myself when no one else would. I learnt to push for a better future, regardless of my past. ”

- Ava



**Provide more than
1 million nights
of safe accommodation.**



**Provide 357,000
sessions of care
to help where they needed most.**

Spreading hope every day

thanks to you



No one knows the impact of your giving better than the Salvos' Major Bruce Harmer, and we spoke with him to paint you a picture of what The Salvation Army is seeing right now.

What kinds of people are needing support right now?

We're seeing more of what we call the 'Aussie Battler' coming to our doors. They're often double-income couples, who used to donate to the Salvos, but are now finding themselves desperately needing our support.

How much are families struggling at the moment?

They're going without essentials like food and medicine so their kids can eat and get the care they need. They're trapped in a prison of poverty and have been pushed there by the worst cost of living crisis we've seen in decades.

How is Red Shield Appeal support helping?

Every one of our programs, from financial support to housing, is experiencing extraordinary demand and the money we raise through the Red Shield Appeal is what funds those front-line services. Our life-changing work is more important than ever before and it's all made possible by you, our donors.

Our latest Red Shield Appeal research revealed why your support matters so much to the families in our communities:



86% said they went without food in the past 12 months so their kids could eat.

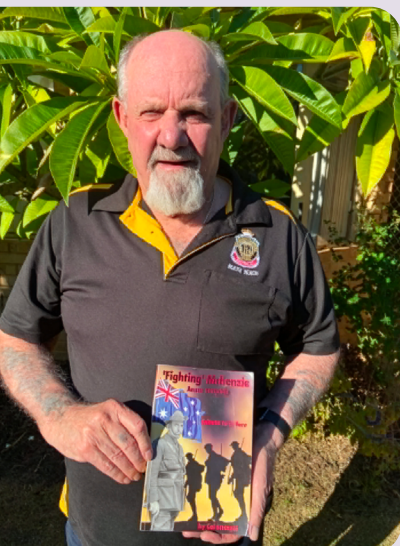


36% said they couldn't afford their kids medical appointments.



24% said they couldn't afford their kids prescription medication.

GIFT IN WILL



A gift for the future generations

When it came time for Allan to write his Will, he trusted The Salvation Army to carry out his legacy...

“ You couldn't pick a better organisation because you're going to be helping people and there's no greater gift than to help others. ”

Your support prepares us for disaster

Thanks to your inspiring generosity, emergency services teams were ready when devastating floods hit the Northern Territory.

As ex-Tropical Cyclone Narelle crossed Australia's northern coast in March. Front-line crews were deployed to several evacuation centres in Darwin and Katherine, serving close to 25,000 meals to those affected.

When the evacuation centres closed, more than 800 people were relying on the support of The Salvation Army Emergency Services teams (SAES) to help recover from the impact of the floods.

Volunteers shared their words of gratitude from the scene, *"It was tough but also such a beautiful time to see the community come together and support each other."*

Thank you for helping communities during tough times like this. Your support means we are prepared and can be there for as long as needed for recovery.

Thanks to your generosity, last year ...



**Nearly
26,000 people
impacted by natural
disasters were helped.**



**More than
\$24 million
in financial assistance
was provided to those
in financial hardship
or recovering from
disaster events.**

Love of the Australian spirit

Allan grew up in the outskirts of Perth and was inspired by the Anzac Day parade from an early age. His fascination led him to serve in the Royal Australian Navy for 4 years. When Allan read a book called Fighting McKenzie, which follows the history of how The Salvation Army has helped people during the First World War, he was so moved and inspired that he decided to leave a Gift in his Will to the Salvos so this important work could continue to help people in times of need.

Inspired to do more

Since then, Allan has read every letter the Salvos have placed in his mailbox and is constantly inspired by the stories of hope. Allan is especially passionate about supporting women and children escaping domestic violence and homelessness, and understands that it's up to people like him - everyday Australians - to make that good work possible.

We're so grateful for our Honoured Friends who support us with a gift in their Will like Allan.

“ The Salvos are there for people when no one else is. You hear something going wrong in the world, the Salvos are there. ”

Why Natalie supports the Salvos

When Sunrise host Natalie Barr joined The Salvation Army to launch this year's Red Shield Appeal, she told the crowd she admires how the Salvos spread joy in the most difficult times across Australia. They always have and thanks to you they always will. That's why she is proud to support The Salvation Army.

"There wouldn't be an Australian who doesn't know what that red shield is, we all grew up with it and have seen the incredible work the Salvos do. Even in natural disasters, you are always there, and that's why we put our faith in you."

Thank you to Natalie and all our celebrity supporters, who spread awareness of The Salvation Army's vital work that you help make possible.



“ People know [the Salvos] is where you go for help and there's a reason behind that - decades of love, hope and faith. ”
- Natalie Barr

CORPORATE AND COMMUNITY PARTNERS

Thank you for your incredible generosity

We want to say a special thank you to all our supporters, community partners, and their employees and customers for walking alongside us during our Red Shield Appeal to be the hope that transforms lives in our community.

This includes the incredible support from our corporate partners:

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FOUNDATION


CROWN
RESORTS
FOUNDATION


agl



Thank you

Be hope

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