

Standing Together to Meet a Growing Need



Te Ope Whakāora

A YEAR IN REVIEW



The Salvation Army by numbers in 2008

**25% more
food parcels**

than in 2007—a total of

32,285

food parcels distributed



449

children

received early childhood
education at Salvation Army centres

4,956

budget advice sessions

99,959

emergency and supportive
accommodation

bed nights

3,218

people entered treatment
for drug or alcohol addiction

2,639

people entered treatment
for problem gambling

213 patients

and their families

supported by The Salvation
Army's Marlborough Hospice

3,000

students

received vocational and
employment training through The
Salvation Army Employment Plus

9,770

victims, defendants, prisoners
and their families
received support from Salvation
Army court and prison officers

23,659

community meals

served

3,208

counselling sessions

over 100,000 people helped

A Message from the Territorial Commander

MARCH 2009

The theme of this year's Salvation Army Review, "Standing Together to Meet a Growing Need", encapsulates the challenges facing The Salvation Army in 2009.

The deterioration in economic and financial conditions intensified in the second half of 2008, pushing up unemployment and fuelling a 38 per cent jump in the number of families seeking food aid from The Salvation Army in the final quarter of the year.

In the first months of this year, this growth in demand for food parcels, emergency accommodation, budget advice and counselling from families living with deprivation and material hardship continues unabated. Economic projections give us cause for great concern for the welfare of our most vulnerable citizens as well as for the wider impacts and costs to our society.

Our mission—*caring for people, transforming lives and reforming society*—comes from our Christian beliefs and our passionate desire to serve humanity without discrimination. For over 125 years, The Salvation Army in New Zealand has taken this calling very seriously.

Our approach is to meet the immediate needs of those New Zealanders seeking our help, but also to address any

underlying problems such as debt, unemployment or addiction. Our aim is to support people in getting their lives back on track.

Every day we see our work having a beneficial ripple effect beyond those directly helped, particularly on the emotional and physical wellbeing of their children.

The money raised from the annual Red Shield Appeal is used at the front line of the struggle to alleviate poverty in New Zealand. No matter what challenges lie ahead for New Zealand, The Salvation Army will continue to improve the wellbeing of our nation.

Thank you for helping us to serve others.



Donald C. Bell, Commissioner
Territorial Commander
New Zealand, Tonga
and Fiji Territory



our aim is to give people a helping hand so they can gain greater control of their lives

Community Ministries

Esther came from a life of violence and alcohol. Now she's a loving mum and provider for her family.

The Salvation Army operates a network of 37 community ministry centres, backed up by many of our 106 church congregations. Together, they are the point where people living in material deprivation and hardship can access the compassionate expertise of the country's largest non-governmental welfare organisation.

"I can't say I had great role models growing up, and I found myself living on the streets at the age of 12," says Esther (pictured), who confesses she had to live in bus shelters.

A few years later Esther found herself having to look after her two younger siblings, who had also fled home. It was then Esther found The Salvation Army.

At first, her local Salvation Army Community Ministries centre provided food and housing assistance. But later, the Sallies provided life-skills counselling so that Esther was able to gain employment and develop the necessary skills to look after herself and her family.

"With their unconditional love and support I've been able to start a whole new life, with a responsible job. Most importantly, the Sallies taught me how to be a loving mum to my own family," Esther explains. "The Sallies have always been there."

Community Ministries provide a holistic mix of crisis care and longer-term assistance. Services encompass food banks, budget advice, advocacy, counselling and life skills programmes, which include modules on parenting, cooking, anger management and boundary setting.

Clients can also be referred on to other Salvation Army services such as addiction treatment, employment training or elderly care.

Our aim is to give people a helping hand so they can gain greater control of their lives.

As 2008 progressed, demand climbed steeply as the recession's grip tightened.

- 20,040 families supplied with material assistance in 2008.
- 2,000 families received clothing, furniture, bedding and other household items.
- The greatest increase in families seeking food aid came in the last quarter of 2008, a jump of 38 per cent on the same period in 2007.
- The Salvation Army provided 32,285 food parcels in 2008, a 25 per cent increase on 2007.
- 23,659 community meals were served.



on standby to help in local, regional and national disasters

Emergency Services

The Salvation Army has been answering the call for help in civil emergencies since its arrival in New Zealand in 1883.

No matter how big or small the emergency, the Sallies will be there. Our Emergency Services national network of volunteers are on standby to help in local, regional and national disasters, providing catering for emergency service crews and welfare assistance to victims, including post-disaster counselling and emergency accommodation.

Sue (pictured), a Salvation Army social worker, recalls arriving at the aftermath of a suburban house fire. She was there to support a family of six, and able to provide them with temporary accommodation, food and clothing.

"When you lose a home you've lived in for many years, how would you feel?" asks Sue. "So we took this family in and nurtured them back to where they can have their respect back, cause these are proud people and they didn't ask for much."

In recent years, Salvation Army volunteers have provided hot food and drinks, dry clothes, shelter and longer-term welfare for victims of floods in Southland, Manawatu and Bay of Plenty, snowstorms in Canterbury as well as a myriad of smaller scale fires, earthquakes, storms and search and rescue operations.

Northland Regional Council Hazard Management Team Leader Graeme MacDonald says the Army's work was invaluable during the regions' last serious flooding. "They worked very closely with people displaced from their homes and provided a caring and compassionate service."

Last year Salvation Army volunteers provided hot food and drinks for emergency service personnel fighting the fatal cool store fire in Hamilton.

The Salvation Army has a formal partnership with the Ministry of Civil Defence, which outlines and acknowledges the Army's responsibilities of supporting emergency crews and providing welfare services for victims.

The Salvation Army also launches national appeals for overseas disasters. Thousands of dollars were raised to support the victims of the Myanmar cyclone, China earthquake, Fiji floods and Australian bushfires.



a safe place for people who might otherwise be living on the streets

Supportive Accommodation

The Salvation Army's work of accommodating the homeless and those in crisis intensified in 2008.

The Salvation Army operates a range of specialised supportive accommodation catering to a diverse range of residents, including the homeless, first-time single mothers, recovering alcoholics and drug addicts, teenagers and adults with intellectual disabilities.

Last year we provided 90,597 bed nights in supportive accommodation, up about 15 per cent on 2007.

In addition, Salvation Army Community Ministries provided 9,362 bed nights last year, mainly short-term and emergency housing for families. Every night, The Salvation Army gave shelter and meals to 350 New Zealanders.

We operate supportive hostels in Auckland, Palmerston North, Wellington, Christchurch, Temuka and Invercargill. These provide a safe place for people who might otherwise be living on the streets.

Residents are linked to professional counsellors and social services, including budget advice, parenting skills, addiction treatment and employment training.

The Salvation Army also has an important role in advocating on behalf of its residents to secure more permanent housing.

Every year, the Bethany Centre in Auckland offers a safe refuge for about 65 young pregnant women and their babies. The centre provides accommodation, antenatal

programmes and three to four months of residential post-natal support.

One former Bethany resident says the centre gave her the skills and motivation to turn around her troubled life. "Since I left Bethany, everything has changed—my attitude towards life, I no longer have drug issues in any way, I have a happy and healthy son who is 16 months and I have Bethany to thank for this."

Bramwell Booth in Temuka accommodates 14 adults with intellectual disabilities. Residents are encouraged to be as independent as possible. They have their own bedrooms and are encouraged to become involved in local community activities, sport, cooking and art at the centre, as well as helping out on Bramwell Booth's small farm.

The Salvation Army operates a five-bed hospice in Blenheim, with 24-hour specialist medical care and chaplaincy support. In 2008, we provided 1,128 bed nights of palliative and respite care.

■ Our research has shown single homeless men are a largely forgotten group when it comes to housing, but further analysis about to be published by The Salvation Army indicates the problem of homeless women is much greater than previously assessed.



trained staff help their elderly clients with personal care and household management

Support for Seniors

Keeping elderly people living independently in their communities, while ensuring their health, social and spiritual needs are met.

Salvation Army HomeCare helps 5,000 elderly New Zealanders cope with injury, ill-health or advancing age by assisting them with everyday activities, while preserving their independence, dignity and quality of life.

Around 900 trained staff help their mainly elderly clients with personal care and household management, such as assisting them with bathing and dressing, preparing meals and helping with housework and shopping.

Head of HomeCare Meng Cheong says that because of the service's success and an aging population fuelling growing demand, The Salvation Army is considering expanding HomeCare beyond its current coverage.

The Salvation Army also runs local programmes such as the Heartfelt Help volunteer service in Auckland's North Shore. We partner volunteers with elderly people, providing greater social interaction and friendship for the older person, as well as help with transport, shopping and household chores.

The Army is about to embark on pilot programmes in three centres—similar to Heartfelt Help—involving

Salvation Army volunteers offering friendship, practical help and pastoral care.

In addition, Salvation Army community-based and chaplaincy services offer support and companionship to those who are lonely, isolated or who need a helping hand.

Elderly people make a significant proportion of diners at regular community meals hosted by the Salvation Army. Nationally, 23,659 community meals were served in 2008.

The Salvation Army's Independent Living Units provide rental accommodation for elderly people on low incomes. There are 234 units in 13 complexes across the country. Each complex enables its residents to live independently, with neighbours of a similar age and situation. Local Salvation Army officers help residents access home-help services and offer emotional and spiritual support.

■ The 2006 census showed 12 per cent of the population—more than 515,000—was 65 or older. This segment is expected to grow to 20 per cent by 2026.



to help young people find new direction and hope
so they can reach their full potential

Vulnerable Youth

The Salvation Army's youth services help troubled young people get their lives back on track and provide guidance and new experiences for disadvantaged youth.

We run numerous specialised programmes throughout the country designed to help young people find new direction and hope so they can reach their full potential.

Trained youth workers run services ranging from youth groups and homework centres through to programmes specifically designed for teens with behavioural problems or those who have suffered significant trauma.

Vulnerable youth come to these services from a range of backgrounds. They often have a sense of dislocation from the rest of society, which has led to criminal offending or use of drugs or alcohol.

The Napier-based Sports and Adventure Life Training has become popular with boys up to 18 years. It has a strong mentoring element and is aimed at helping guide the teenagers safely into adulthood.

The Salvation Army school-based APEX programme helps Year 9 and 10 students who are facing problems such as bullying and negative peer pressure.

Other courses, such as Sportzlife in Auckland, help high-risk male teens by teaching important values like respect, self-control and trust. This course also involves the participants' families.

The Salvation Army's Blue Mountain Adventure Centre at Raurimu provides adventure-based learning opportunities, including whitewater rafting, kayaking, tramping and rock climbing. The emphasis is on building self-esteem and encouraging leadership, communication and teamwork.

Wellington has the region's only supervised emergency accommodation for troubled 15-25 year-old males with nowhere else to turn. "The Inn" houses six residents, providing them with the opportunity to stabilise their lives and learn practical skills including budgeting and running a household. They are required to set personal and vocational goals, and each resident must also commit to either employment or training during the day.

One teenage resident of The Inn, Anthony, predicts he would probably be in jail if he hadn't moved into The Inn and taken advantage of the guidance of its youth workers and Salvation Army employment training. "I liked getting into trouble, but here I've got a structure and rules—I've got support. I reckon I've turned my life around."

In 2008, The Salvation Army began preparation and fundraising to establish a similar home for teenage girls and young women.



for every person treated for addiction to alcohol, drugs or gambling, between 10 and 20 people benefit

Addiction Services

The Salvation Army Bridge Programme is renowned as being on the cutting edge of alcohol and drug addiction treatment in New Zealand.

Last year, The Salvation Army treated 3,218 new clients through our 10 Bridge Programme alcohol and drug treatment centres.

Another 2,639 people entered treatment for problem gambling at The Salvation Army's eight Oasis Centres. The total number of clients entering addiction treatment rose 10 per cent compared to 2007.

Salvation Army National Manager of Addiction Services, Major Lynette Hutson, says while the dollar cost to the nation of addictions—estimated at \$1 to \$4 billion a year for alcohol alone—is high, the human cost to addicts' families is immeasurable.

The damage that happens to a child who lives in an environment where alcohol or drug use runs rampant is wide ranging and long term, she says.

"It is hardly surprising to see a high proportion of these children growing up to model the behaviours they have seen—dysfunctional behaviour, substance abuse and addiction. So it's vital to break that generational chain—the good news is that treatment works."

This is a key reason why the Bridge Programme, where practical, involves clients' families in their treatment plans.

For every person treated for addiction to alcohol, drugs or gambling, between 10 and 20 people benefit, equating to 60,000 to 120,000 people having their quality of life improved through The Salvation Army's addictions services throughout 2008.

When people come to alcohol and drug addiction treatment their lives are often chaotic and out of control. Substance abuse may have led to violence, imprisonment, the break-up of relationships, job loss and debt.

Our community-based and residential treatment programmes provide a safe, integrated and evidence-based treatment service. They are aimed at assisting people to gain stability in their lives and providing the practical means to change their lives for the better.

In 2008, the Bridge Programme increased its reach by launching community-based services in Kaitia and Kaikohe, and opened a 13-bed residential treatment facility in Hamilton.

During the year, it also began undertaking drug and alcohol addiction assessments at Wellington courts.

■ Demand on alcohol and drug addiction services for 2009 is expected to rise as the recession puts greater pressure on more families.

■ Demand on the Oasis Centres is also expected to increase. Salvation Army analysis in 2003 showed 33 per cent of people seeking food parcels or budget advice at two urban community ministry centres screened positive for problem gambling. In 2008, this proportion had risen to 44 per cent.



non-judgemental emotional support and practical assistance to anyone needing help

Courts and Prisons

One of the critical issues facing New Zealand at the moment is criminal offending. The Salvation Army is deeply involved in this issue, supporting victims, defendants, prisoners and their families.

Last year around 9,770 people received assistance from The Salvation Army court and prison services.

Specialist Salvation Army court officers work in 31 courts across the country. The Army's chaplaincy staff tries to make the court process as easily understood and non-threatening as possible. They explain court procedure and decisions and provide referrals to other agencies.

They can also arrange court-ordered alcohol and drug assessments and help people find accommodation when bail addresses are required by the courts.

A programme recently implemented in New Zealand, the Positive Lifestyle Programme, has proven successful and is being expanded this year. Currently, 81 facilitators are working with offenders to help them identify and better understand personal problems like anger, depression or grief, which may be behind their offending.

Some judges are already making the programme a part of sentencing. The Salvation Army is now looking at using the programme in some of their high-risk youth programmes.

We are also involved in providing supportive accommodation and reintegration services to recently released prisoners. Many of these people have been in prison so long they have become institutionalised and need specialist support to ease them back into society to become positive members of their communities.

Under the programme, ex-prisoners receive ongoing support and practical assistance such as life skills, employment training and budget advice. After three months the former prisoners are assisted into their own accommodation, and The Salvation Army continues to provide support for another 13 weeks.

Family Tracing

The Salvation Army Family Tracing Service seeks to locate people who have become separated from their families, with the aim of reuniting and reconciling families.

Family members lose touch for many reasons, including family breakdown, adoption, illness, misunderstandings, migration or neglecting to maintain contact. Over the years, our Family Tracing Service has had an average location success rate of around 80 per cent.

Last year, Family Tracing commenced 234 new searches, including 51 that came from overseas. In 2008, 113 cases were successfully closed. Only 16 per cent of searches were closed unsuccessfully.

Among our search tools is The Salvation Army's worldwide network, used to locate family members. Searches can take from a few days to several years.

While locating missing people can sometimes be simple, uniting estranged family members can often be a difficult and sensitive process. In some cases, people do not want to be found, and this and their privacy needs to be respected.

Spending on Services

In 2008, thousands of compassionate New Zealanders contributed \$6.8 million to support Salvation Army front line welfare services.

The generosity of the public and a number of businesses allowed us to help over 100,000 people, providing for the physical, emotional and spiritual needs of Kiwi children and adults.

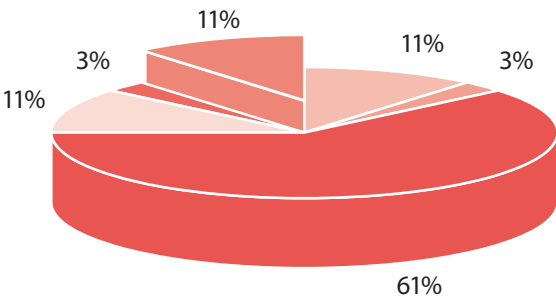
Donations became an even more important source of funding since, in 2008, The Salvation Army took the moral and ethical stance that it could no longer accept grants of money directly raised through gambling.

The cost of The Salvation Army's myriad of essential social services in the 2007/2008 year was \$61.7 million.

Money donated through The Salvation Army Red Shield Appeal is directed at the provision of welfare services for New Zealand's most vulnerable citizens through our national network of Community Ministries.

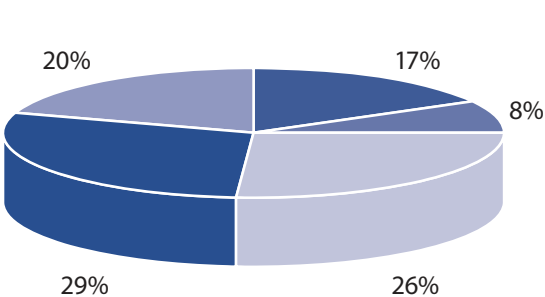
The pie charts below give a breakdown of The Salvation Army's income and expenditure on our services for the 2007/2008 year.

INCOME YEAR TO JUNE 30, 2008



11%	FUND RAISING
3%	GRANTS
61%	GOVERNMENT FUNDING
11%	FEES CHARGED
3%	OTHER INCOME
11%	PUBLIC & CORPORATE DONATIONS

EXPENDITURE YEAR TO JUNE 30, 2008



17%	ADDICTION SERVICES
8%	SUPPORTIVE ACCOMMODATION
26%	HOME CARE
29%	COMMUNITY MINISTRIES
20%	EMPLOYMENT PLUS

The Salvation Army is standing up to help Kiwis in need

Our social and community programmes provide help to over 100,000 people throughout New Zealand each year

COMMUNITY MINISTRIES ■ Food assistance, budgeting, counselling, life skills, advocacy and crisis accommodation

SUPPORTIVE ACCOMMODATION SERVICES ■ Specialist accommodation to meet individual needs

ADDICTION SERVICES ■ Alcohol, drug and problem gambling and other addictions

EARLY CHILDHOOD EDUCATION CENTRES ■ Quality early childhood education with a Christian emphasis

EMPLOYMENT PLUS TRAINING ■ Education and support to assist people into employment

CHAPLAINCY SUPPORT ■ Court and prison, aged care, employment training, military, schools and hospitals

HOMECARE SERVICE ■ Keeping Kiwis independent in their homes through practical household support

YOUTH WORK ■ Promoting the positive development of young New Zealanders

FAMILY TRACING SERVICE ■ Finding lost or separated family members

EMERGENCY SERVICES ■ On standby to help after natural disasters and emergencies

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church.

Our Message is based on the Bible.

Our Ministry is motivated by love for God.

Our Mission is to preach the gospel of Jesus Christ and meet human need in his name without discrimination.

We aim to care for people and transform lives through God in Christ and the Holy Spirit's power. We work for the reform of society by alleviating poverty, deprivation and disadvantage, and by challenging evil, injustice and oppression, in the name of Jesus.

The Salvation Army is determined to meet the growing need for its social services, providing hope and dignity to Kiwis who need it most.
But we can't do it without you.

TWO WAYS TO GIVE:

Donate to the Red Shield Appeal

Leave a legacy for the future

Request our free booklets on how your Will can help others

freephone **0800 53 00 00**

or visit www.salvationarmy.org.nz

Stand Together

Help Us Meet a Growing Need



www.salvationarmy.org.nz



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