



Always *Annual Report* *2018-2019* **there**



New Zealand, Fiji, Tonga & Samoa Territory

A timeline of The Salvation Army's

Arrival

Captain George Pollard and Lieutenant Edward Wright were sent to NZ and ran the first open air meeting of The Salvation Army in Dunedin. By the end of 1883, 11 Salvation Army centres from Invercargill to Auckland had been established.

Work with Māori

Beginning on the Whanganui River, The Salvation Army began pioneering work with Māori. The Salvation Army waka became well known in all settlements and officers were welcomed on every marae.

WWI

In 1915–1918, The Salvation Army provided accommodation, support and meals for those returning from war. A convalescent soldier's institute opened in Rotorua providing support for wounded soldiers recuperating in the area.

Family Tracing

The Salvation Army's Family Tracing Service, formerly known as the 'Missing Persons Bureau', began in New Zealand in 1926, seeking to locate people who were separated from other family members, and to assist with adoption reconciliation. To this day, Family Tracing has an 80 percent success rate in helping track down missing people.

1883

1884

1888

1907

1914

1918

1926

1929

Social work service starts

The Salvation Army provides initial social service support with Prison Gate Brigades. In one year, 11,827 meals and 4797 beds were supplied to discharged prisoners by the Auckland Prison Gate and Industrial Home in Epsom, Auckland, now known as Epsom Lodge.

Dedicated alcohol addiction centre opens

Pakatoa Island & Rotorua Island in the Hauraki Gulf were purchased by The Salvation Army for work with those addicted to alcohol.

Influenza pandemic support

Salvationists were actively engaged across the country in ministering to the sick and providing general relief during the Influenza pandemic. Officers and Salvationists were diverted and volunteered to provide special service at temporary hospitals including in some of The Salvation Army's buildings.

Depression support provided

The Salvation Army provided extensive support during the Great Depression including through a mobile soup kitchen. The travelling soup kitchen was much needed and appreciated throughout the Great Depression.

work in NZ, Fiji, Tonga & Samoa

Napier Earthquake

Local and national dispatched Salvation Army team members played a special role in housing and feeding the thousands of people who lost homes, jobs and loved ones in the earthquake. A Salvation Army officer, appointed as Food Controller for Napier, organised the sourcing, transport and distribution of food to those in need. The Wellington City Band also provided some cheer in a devastated Napier.

1931

WW2 Military Camp Institutes

By 1941, The Salvation Army had established ten military camp institutes throughout New Zealand to provide a place of recreation, comfort, reading, and writing alongside a cuppa and a listening ear for wounded soldiers—a home away from home for the ‘Blue Boys’. In addition, mobile canteens operated in Wellington to provide refreshments and comfort for WW2 soldiers on leave.

1932

1941

1958

Wahine Disaster

Salvation Army officers provided extensive comfort and support, and helped clothe and reconnect separated family members on both sides of the harbour following the *Wahine* disaster.

1968

1973

Training and Education

Training and Employment programmes commenced in Tauranga. Spreading to 66 centres over the next five years, The Salvation Army’s training and employment programmes, renamed ‘Work Skills Development’, focused mostly on trades-based courses and work-readiness skills.

1978

1984

Second-hand Goods Collected

The Salvation Army in Wellington began collecting used clothing, boots, shoes, and anything that may be useful to the poor and needy suffering during The Great Depression in goodwill bags—the earliest incarnation of today’s Family Stores.

Addictions

The Salvation Army’s Bridge Programme was founded in Wellington in 1958, principally as a residential treatment service for alcohol addiction.

Work begins in Fiji

Although visits had been made as early as 1904, the work of The Salvation Army in Fiji officially began in 1973. The previous year, a team from New Zealand undertook a ‘10-day trek’ to explore the need for The Salvation Army to commence operations in Fiji. The team was under the leadership of Captains Brian and Beverley McStay who became the first leaders of the work in Fiji.

Community Ministries

In 1984, the first of what was called a ‘Community and Family Service’ centre was established, starting in South Auckland. This new model of care was adopted nationally and saw The Salvation Army collaborating with other agencies to provide support, driven by the needs of the community.

Work begins in Tonga

Following the successful establishment and consolidation of The Salvation Army in Fiji, further expansion into the Pacific Islands was considered. The work of The Salvation Army in Tonga officially commenced at the end of 1985 under Fijian officers, Captains Tifare and Rebecca Inia.

Addictions

In 2003, the Bridge published its own 'Model of Treatment', which defined the ethos and goals of the programme. Today, the Bridge Programme is seen as an integral part of national services specialising in treatment of alcohol and other drug addiction in New Zealand, and has become the standard against which other services are now aligned.

Training and Education

In 2008, Work Skills Development rebranded and became Employment Plus. In June of 2008, Employment Plus celebrated 30 years of activity with more than 600,000 young people participating in its programmes.

Work begins in Samoa

In 1984, contact was first made with the Samoan authorities by the then-regional commander in Fiji. A further contact was made in 2001 and, following receipt of a letter from the Prime Minister of Samoa in 2017, it was felt that the time was right to seek official registration for The Salvation Army.

1985

Mid-1990s

2003

2007

2008

2011

2018

Street Outreach

The Salvation Army has operated a Street Outreach Service in Christchurch since the mid-1990s, initially patrolling the streets in a refurbished ambulance—serving refreshments and getting to know those inhabiting the city late at night.

Community Ministries

By 2007, there were 31 Community and Family Service centres operating in New Zealand, most offering core services such as foodbank, budgeting, community meals, community visitation and support, crisis counselling, advocacy, and life skills programmes. In 2019, we have 70 centres staffed with more than 300 skilled staff throughout the country.

Christchurch Earthquake

More than 1200 Salvationists and volunteers from across the world went to extraordinary lengths to care for the people of Canterbury after the earthquakes. They provided frontline support by listening to the stories of grief, loss and hardship, offering accommodation, mobile showers, food parcels, and financial assistance—as well as practical support with clean-up. In the hours and days following, 160 Army volunteers helped EQC staff and engineers visit 70,000 homes in 10 days.

Always There

Soup, soap and salvation was at the heart of The Salvation Army's establishment in London's East End in 1865.

Founders William and Catherine Booth quickly focused their efforts on the poorest of the working classes, known at that time as the 'Submerged Tenth' of society.

Their mission was to preach Christianity to the masses, but William and Catherine Booth were realists. They recognised that in addition to spiritual rebirth, the people to whom their ministry was directed needed physical, emotional and social restoration as well as material assistance.

William sent two Salvation Army officers to New Zealand in 1883—Captain George Pollard and Lieutenant Edward Wright—who brought with them a bank draft of £200 and three Australian Salvationists. Between them they established The Salvation Army in New Zealand.

Within a short time, Army centres had been opened in 21 cities and towns, and 'flying brigades' serviced country areas. Soldiers were enrolled, bands formed, individuals persuaded to accept Jesus, and the Salvationist message was preached.

During its 130-plus years of operation in New Zealand, the Army has used many expressions of practical Christianity to 'take the gospel' (good news) to the people.

The Army has carried its social services to people of all ages—regardless of culture, financial position, religious belief or social class.

Since then, The Salvation Army's territory has expanded to include our brothers and sisters in Fiji, Tonga and Samoa.

Today, we sum up our mission as: Caring for People, Transforming Lives and Reforming Society by God's Power; and our genuine love and care for those whose lives are blighted by poverty remain as strong in 2019 as they were in the beginning.

In this Annual Report you'll read stories of our continual innovation in programmes to meet the needs of those who walk through our doors, and those we meet on the streets.

From The Good Shop, launched to disrupt the third-tier lending market, to our *Offering Project*, inspired by a story of hope and joy offered by a Salvation Army brass band, we continue to develop and evolve to be at the forefront of social services in Aotearoa New Zealand, Fiji, Tonga and Samoa.



George & Alice Pollard.

Dave Dobbryn performing 'Amazing Grace' with the Wellington Citadel Band for the Offering Project. Photo by Wendy Nixon.



From Our Territorial Commander

This past year we saw how our mission of 'Caring for People, Transforming Lives and Reforming Society by God's Power' is as relevant today as it was in 1865 when William and Catherine Booth established The Salvation Army in London's East End.

The 15 March 2019 shootings at Al Noor Mosque and the Linwood Islamic Centre rocked the people of Christchurch and our country. The Salvation Army was there to offer compassion and practical support. It was a time of immense grief for our community and we were privileged to be with the people of Christchurch and, in particular, our brothers and sisters in the Muslim faith.

Over the 2018/19 year we helped more people than ever; more than 120,000 people came to us for food, shelter and counselling, along with budgeting advice, and addiction services. We are seeing people with increasingly complex needs, and while I am saddened these services are needed, I know that our staff and partners are committed to improving people's lives through practical help.

We are blessed to have so many generous donors, and we continue to be grateful for our excellent relationships with socially-minded corporate sponsors.

In August 2018, Samoa became the 129th and latest country to welcome The Salvation Army's mission. An addiction treatment service, requested by Samoa's Prime Minister was opened.

In 2019, we welcomed Sue Sheldon as our first non-executive member of The Salvation Army New Zealand, Fiji, Tonga and Samoa's Territorial Governance Board. This appointment is an important step in ensuring we meet our international requirements of greater accountability in governance. Sue brings with her extensive experience in both the state and private sectors, and a high degree of goodwill towards the Army and our mission.

Unfortunately, in 2018 we were forced to make the tough decision to close our long-running Education and Employment Service. Established more than 40 years ago, the service has helped 80,000 young people attend vocational courses and find jobs. However, with dwindling funding streams, we found ourselves having to close this service. I'm pleased to report that several courses will continue with new providers. Our staff have done a fantastic job helping young people find a new path,

and we bless them as they move into other areas.

Housing continues to be a major concern for The Salvation Army. 2018 saw the commencement of transitional accommodation being built in Royal Oak in Auckland. This will be opened shortly, and we very much look forward to welcoming our first occupants into their new homes.

A community support highlight of the year was bringing Murray Thom's vision of reimagining traditional hymns to fruition. The *Offering Project* saw well-known musicians and artists reinterpret 12 popular hymns, introducing a whole new generation to the beauty of songs of praise, and raising vital funds for our work.

We continue to be inspired in our work by those we encounter. It is our privilege to serve the needs of the people of Aotearoa New Zealand, Fiji, Tonga and Samoa, and advocate for those without a voice.



A handwritten signature in black ink, appearing to read 'Andrew Westrupp', with a long horizontal line extending to the left.

Commissioner Andrew Westrupp
Territorial Commander (Board Chair)
New Zealand, Fiji, Tonga and Samoa Territory

Bicultural Statement



Te Tiriti o Waitangi (The Treaty of Waitangi) is the foundation of bicultural partnership between Māori and Tauīwi (non-Māori New Zealanders) in Aotearoa New Zealand. This partnership has had a troubled pathway, with complex and often painful histories since the Treaty was signed in 1840.

The Salvation Army is firmly committed to honouring the principles of partnership, protection and participation inherent in Te Tiriti o Waitangi.

Partnership

New Zealand was founded on the basis of bicultural partnership. The Salvation Army aims to work together with Māori in all church and social service settings, involving and supporting each other.

Protection

The inequalities that exist between Māori and Tauīwi in New Zealand cause Māori to face considerable challenges and hardships. The Salvation Army strives to see Māori protected from the social and economic causes of inequality so they can achieve the best possible outcomes for themselves in their own land.

Participation

The Salvation Army greatly values the many Māori serving within The Salvation Army as church leaders, staff and volunteers. These individuals enrich The Salvation Army as a movement and strengthen its mission.

Tauākī Kākano-Rua



Ko Te Tiriti o Waitangi te tūāpapa o te whakaaetanga o te kōtuinga tūturu i waenga i te iwi Māori me Tauīwi i Aotearoa. Ko te ara i takahia ai i raro i te noho kōtui nei, he uaua. He matahuhua, he take mamae nui hoki ētahi o ngā āhuatanga o ngā tau mai o te hainatanga o te Tiriti i te tau 1840.

E ū pūmau ana Te Ope Whakaora ki ngā kaupapa nunui o te noho kōtui tūturu, o te tiaki, me te whāinga wāhi o tētahi, o tētahi, ka takea mai i Te Tiriti o Waitangi.

Te Kōtuinga Tūturu

I whānau mai a Aotearoa i runga i ngā kaupapa o tētahi kōtuinga kākano-rua tūturu. Ka mahi tahi Te Ope Whakaora me te iwi Māori i ngā mahi o te hāhi, i ngā whakaratonga hauora katoa, mā te tuku wāhi a tētahi ki tōna hoa, me te tautoko tētahi i tētahi.

Te Tiaki

Nā ngā korenga e taurite o te noho o te Māori me Tauīwi i Aotearoa i uaua ai te huarahi mō te iwi Māori i roto i āna mahi, me ngā āhuatanga o tōna noho. Ko tā Te Ope Whakaora he whai kia tiakina te iwi Māori kei whiua e ngā take pāpori, ōhanga hoki o te korenga e taurite, kia tupu ai te iwi Māori ki tō rātou tino teitei i tō rātou ake whenua.

Te Āta Whai Wāhi atu

He mea tino nui ki Te Ope Whakaora te whai wāhi mai o ngāi Māori hei mema o Te Ope Whakaora, otirā hei kaihautū, hei kaimahi, hei tūao anō hoki. Mā te mahi nui o ēnei tāngata e piki ai ngā mahi o Te Ope Whakaora ki ngā taumata, e pakari ai tōna kaupapa.

Our Mission

The Salvation Army is an international movement and an evangelical branch of the Christian Church, which expresses its ministry through a balance of spiritual and social programmes. In its founding it was mobilised by God, and in its continuance is totally dependent on God for the power to fulfil its calling. Everything it does is as an offering to the glory of God and for the worship and adoration of God's name.

The mission of The Salvation Army in New Zealand, Fiji, Tonga and Samoa is:

Caring For People

Salvationists follow the example of Jesus by identifying with the needy, standing alongside them and caring for people in all situations.

Transforming Lives

Salvationists believe that God can transform people and that the resulting wholeness is experienced through belief in Jesus Christ and by the power of the Holy Spirit. This transformation is evidenced in discipleship and commitment.

Reforming Society

Salvationists seek to express the love and power of God in the community. This calls for the challenging of manifestations of evil, injustice and oppression, and for steps aimed at their elimination.

Te Kawenga Wairua

He rōpū ao-whānui Te Ope Whakaora, ā, he wehenga piri ki te Rongopai nō te hāhi Karaitiana nui tonu, e whakaahua nei i tōna kawenga wairua mā te tūtika o ōna kaupapa wairua, kaupapa kikokiko, āwhina tangata hoki. Nā Te Atua anō Te Ope Whakaora i whakarewa i te tīmatanga, ā, ko Te Atua anō kei te kōkiri tonu i te ope, me te homai i te kaha e tutuki ai āna kawenga. Kotahi anō te heipūtanga o ngā mahi a Te Ope, ko te korōria o Te Atua, ā, hei whakanui, hei whakatairanga anake āna mahi i te ingoa o Te Atua.

Ko te kawenga o Te Ope Whakaora o Aotearoa, Whītī, Tonga and Samoa, he:

Tiaki i te tangata

Ka whai ngā mema o Te Ope Whakaora i te tauira nā Ihu anō i whakaahua, o te tū ngātahi me te rawakore, me te tiaki i te tangata ahakoa ko wai, i ngā āhuatanga noho katoa.

Te huri i te noho o te tangata i te ao

E whakapono ana ngā mema o Te Ope Whakaora ka taea e Te Atua te huri te tangata hei tangata hōu, ā, ka tūponotia taua tū toiora mā te whakapono ki a Ihu Karaiti me te hihiri o te Wairua Tapu. Ka puta ngā tohu o tēnei huringa i te tāpapa hei ākongā me te ngākau tapatahi.

Te Whakatikatika i tō tātou ao tangata

Ko tā ngā mema o Te Ope he whakaahua i te aroha me te kaha o te Atua i te hāpori. Hei wāhanga o tēnei kaupapa me wero i te kino ina whakatata mai, waihoki te korenga e tika, me te tāmi tangata, ā, me hanga kaupapa hei whakakāhore rawa i ēnei mea katoa.

Fakamatala Taumu'a Ngāue

Ko e Kau Tau Fakamo'ui ko e siasi fakavaha'apule'anga pea ko e kupu ngāue faka'evangelio 'o e Siasi Fakakalistiane, 'a ia 'oku fakahaa'i 'enau ngaahi ngāue 'o tatau pe 'i he ngaahi polokalama fakalaumālie mo e fakasosiale. Ko hono kamata'anga na'e makatu'unga 'i he 'Otua, pea ko hono hokohoko atu 'oku mātu'aki fakafalala pe ki he 'Otua ki he malohi ke fakahoko'aki honau ui. Ko e me'a kotoa pe 'oku ne fakahoko ko e feilaulau ki he kolōlia 'o e 'Otua pea mo e lotu mo e fakahihiki'i hono huafa.

Ko e fakamatala taumu'a ngāue 'a e Kau Tau Fakamo'ui 'i Nu'u Sila, Fisi mo Tonga ko e:

Tauhi E Kakai

Ko e Kau Memipa 'o e Kau Tau Fakamo'ui 'oku nau muimui he sipinga 'a Sisu 'i he tokangaekina 'akinautolu 'oku 'i ai 'enau ngaahi fiema'u, kaungā tu'u fakataha mo kinautolu mo tokangaekina e kakai 'i he ngaahi tu'unga kotoa pe.

Liliu Mo'ui

Ko e Kau Memipa 'o e Kau Tau Fakamo'ui 'oku nau tui 'e malava 'e he 'Otua ke ne liliu 'a e kakai pea ko e a'usia e ola fakalukufua 'e malava ia he ongo'i 'i he tui kia Sisu Kalaisi mo e ivi 'o e Laumālie Ma'oni'oni. Koe liliu mo'ui ko 'eni 'oku fakahaa'i mahino ia 'i he mo'ui fakatisaipale mo e tukupa.

Fakafo'ou E Sosaieti

Koe Kau Memipa 'o e Kau Tau Fakamo'ui 'oku nau feinga ke fakahaa'i 'a e 'ofa mo e ivi 'o e 'Otua 'i he ngaahi komuniti. Ko e ui 'eni ki hono pole'i e kovi, ta'e faitotonu, mo e fakamālohi pea ke fokotu'u ha ngaahi tu'unga 'o fakataumu'a ki hono fakangata 'eni.

Anavatau

O le Autau o le Fa'aolataga, o se fa'alapotopotoga fa'a-va-o malo. Ma se lala fa'a-avagelia o Lotu Kerisiano i le lalolagi. O ana galuega fa'atino, e taula'i agai i le fa'a-faileleina o ola fa'a-leagaga fa'apea aga-feso'otai o tagata. Na fa'aauppegaina lona fa'avaeina e le Atua, ma e fa'alagolago le fa'atinoga o galuega ma fa'amoemoega uma i le mana o le Atua. O ana galuega uma e fai lea ma taulaga e viia ai le Atua, e fa'ane'ene'e ma siitia ai le suafa o le Alii.

O le Anavatau a le Autau o le Fa'aolataga i totonu o Niu Sila, Fiti, Toga ma Samoa:

Tausiga o Tagata

E talitonu sui o le Autau o le Fa'aolataga i a'oaoga a Iesu, fa'apei o le fa'atauaina o manaoga o tagata vaivai ma le le tagolima, fa'apea le loto alofa i soo se tasi o lo o mana'omia le fesoasoani.

Suia o olaga

E talitonu sui o le Autau o le Fa'aolataga, e mafai e le Atua ona suia atoatoa olaga o tagata pe a mautu lo latou talitonu ia Iesu Keriso ma le mana o le Agaga Paia. O lenei suiga, e mafai ona molima i olaga o tagata ua filifili e amio fa'apei o Iesu ma mulimuli i ana a'oaoga.

Toefuataina o Fa'alapotopotoga

E naunau e fa'ailoa le alofa ma le malosi o le Atua i so o se vaega o le sosaiete. E tete'e atu i lu'itau o mea leaga uma, o faiga amioletonu, o sauaga ma aga e ono lepetia ai le saogalemu o tagata.

Divisional Updates

Our Territory

The Salvation Army New Zealand, Fiji, Tonga and Samoa Territory is divided into seven administrative divisions or regions, with leaders appointed to manage the work in each location. On the following pages are reflections from each area's leaders on activities during the past year.

New Zealand

Northern Division

Midland Division

Central Division

Southern Division

Fiji

Tonga

Samoa



Waitākere Corps whānau enjoying time together.



Salvation Army officers visit Te Tii Marae in Waitangi, July 2018.



Salvation Army staff with representatives from Oranga Tamariki and local Iwi at the blessing of a house set up to transition young people from foster care to independent living in Roskill South, Auckland.



Worshippers at Johnsonville Corps, Wellington.

Northern Division

Northern Division staff have been watching with interest the building of the new social housing project at Royal Oak, right next door to our own headquarters building.

The 52 unit complex will open soon, housing vulnerable people from across Auckland. During the year we also started building 22 units at Westgate, which will be finished March 2020, alongside a project to add a new corps building.

The Northern Division includes corps and centres in Albany Bays, Auckland City, Far North (Kaitaia), Flat Bush, Glen Eden, Glenfield, Hibiscus Coast, Manukau, Manurewa, Mt Albert, New Lynn, North Shore, Ōtāhuhu, Papakura, Pukekohe, Royal Oak, Waitākere, Westgate, and Whangārei—all of them engaged in transforming lives and bringing hope and life into local communities.

There's been plenty happening in each of these places, from the Matariki celebrations at the Mount Albert Corps to the opening of a renovated corps building at New Lynn, which saw our Territorial Leaders, Commissioners Andy and Yvonne Westrupp, join local MP Debra Russell in a blessing of the new facility.

Members of the divisional team, including large numbers from Whangārei and Kaitaia, attended the Waitangi Day commemorations in Waitangi, participating in the 'Worship at Waitangi' event and continued to build a significant relationship with Te Tii Marae. Our Māori Ministry team is developing a strong presence in the division as we explore what it means to partner together in mission.

From the launch of The Good Shop in Manurewa to tackle predatory lending; to the provision of services (ranging from food to counselling to housing) for the vulnerable; as well as our work in the courts and our early childhood centres—together we are seeking to actually change things in the here and now, as well as pointing towards eternity in our corps (churches). There are challenges ahead, but we will continue to roll up our sleeves and get on with the work of practical and sometimes costly love for others in Tāmaki Makarau and Te Tai Tokerau.

Majors Ian & Liz Gainsford
Divisional Leaders

Midland Division

The Midland Division encompasses both rural and urban communities and has continued to thrive in the past year.

Whakatāne continues to focus on the homeless in the community, and now has seven houses and 14 motel units as part of The Salvation Army's emergency housing stock. The Whakatāne team were also involved in supporting the inclusion of Māori wards on council, which—though unsuccessful—garnered much support in the community for their efforts.

Tokoroa completed its building of a modern, purpose-built complex, culminating in seven years of hard work and planning. The building was officially opened in March 2019.

Thames established a Life Recovery Church during the year.

In Hamilton, the decision taken 11 years ago to relocate the social service centre known as The Nest, and integrate with the faith community at 99 London Street, known as Hamilton City Corps, is enriching hundreds of lives. We are now known as the Hamilton City Salvation Army.

The use of a mission integrity tool known as CREED, along with an emphasis on Christian hospitality, expressed through manaakitanga and whakawhanaungatanga, is seeing gains for everyone involved.

This year has seen the completion of organisational transformation that commenced in 2016. A cohesive, highly-skilled and mission-focused staff team, working on behalf of an invested congregation, has emerged.

An emphasis on holistic community development is making all that the faith community has to offer more accessible to whānau.

We are excited to be working on next-level integrated mission for 2020, by bringing down walls for people to come together and serve each other.

Additionally, across the Division we have been focusing on simple Christian discipleship. Essentially, 'love God and love others', with an emphasis on reading and discussing the Bible, and then living it out. This has been (and is) transforming both lives and corps as they learn to be church and do life together in new and exciting ways.

Captains Paul & Raewyn Gardner
Divisional Leaders

Divisional Updates

Central Division

Housing continues to be a strong focus for Central Division, with a 93 percent occupancy rate in our transitional houses during the year—which reflects the severe shortage of suitable accommodation.

We are continuing to see people come to us with increasingly complex needs caused by a number of factors, including stress with housing, those struggling with financial difficulties, others who are weighed down by the stress of paying for essential services such as power bills, medical bills and similar. We are seeing a rise in working families struggling with difficulties in their financial wellbeing.

We were thrilled The Good Shop opened in Porirua this year, and are working to achieve our goal of disrupting the high-interest, third-tier lenders who target this community. The Good Shop offers people a safe and affordable opportunity to get the goods they need.

This year, Central Corps staff have been working on our strategic responses that enable us to best serve our community. This has included staff training, trauma-informed care training, and developing programmes in areas that we feel could most benefit our clients and the communities in which we serve. This flows into the responses we make as church congregations to the community around us.

Numbers using our welfare services have remained stable. This indicates that while some improvements have been made to benefit levels through the Families Package and Winter Energy payment, we still have a long way to go before the poverty impacting our clients/whānau is reduced and whānau are supported through adequate wage and benefit levels.

An example of one of our thriving sites is Hutt City Corps, which comprises corps, Community Ministries and a Family Store all on one site. Monday to Friday sees people coming in for various programmes and help, including English learning classes, transitional housing, drop-in centre, foodbank, Chinese fellowship, bible studies, budgeting, counselling, seniors ministry, marriage course, children's club, playgroup, youth meetings, and to visit our Family Store. Over the weekend, various groups meet together for fun and fellowship, and on Sunday people worship together.

Captains David & Denise Daly

Divisional Leaders

Southern Division

We can't write about our work in the South Island without first acknowledging the huge impact the mosque shootings in March had on our city, and our work.

With The Salvation Army Linwood Corps 150 metres away from the site of the second shooting on 15 March, our staff and volunteers were on the scene in the hours and days after this tragic event, offering both practical and emotional support to victims and first responders. This work continues, with victims' families being supported through our corps officers. We also offered support for families arriving at Christchurch Airport, and the many people visiting the memorial in Rolleston Avenue.

Over the past year, our Just Brass programme at Christchurch City has gone from strength to strength. Dozens of young people are now connected to The Salvation Army through this music programme in low-decile schools.

Youth programmes are a real strength in the South Island, and we are growing our Salvation Army children's ministries. This is especially apparent in Winton, where more than 60 percent of the congregation is youth.

We have seen a growing need for transitional housing, particularly in Nelson/Tasman Bays, Dunedin and Invercargill. Our 12-week programme puts vulnerable people into our transitional housing, while offering them a step-up to independence. Our wraparound services support families while they find somewhere permanent to live.

During the year, we relocated our Queenstown base out of the city to Remarkables Park. This has allowed better access for our clients and, of course, made it easier for people to donate and buy goods.

Our Hornby centre is about to celebrate 60 years since its establishment, and does so with one of the fastest-growing Salvation Army congregations in the South Island.

Family Stores continue to be critical in funding our ministry. Along with Queenstown, we have relocated our Family Stores in Gore and Riccarton, and have opened a new store in Shirley, Christchurch.

One of the services unique to The Salvation Army is our Racetrack Support, with Chaplain Andrew McKerrow at the helm. We offer support to racetrack staff, jockeys and trainers in a joint project with the racing industry.

Majors Christine & Earle Ivers

Divisional Leaders



Leaders from The Salvation Army, including Commissioner Bronwyn Buckingham (front left), Commissioner Rosalie Peddle (World President of Women's Ministries, front centre) & territorial leader Commissioner Yvonne Westrupp (front right) visit the 'wall of love' memorial in Christchurch after the 15 March shootings.



Celebrating the enrolment of foundation members at Apia Corps Plant, Samoa.



New soldiers enrolled at Vaini Corps, Tonga.

Fiji Division

Another exciting and busy year has passed for the Fiji Division. God continues to work in and through the lives of the Fijian population to care for people, transform lives and reform society.

Some of our 2018 highlights are:

In August we held the annual Soldiers Brengle course. This was led by Major Malcolm Herring from New Zealand. This is an opportunity for delegates to learn about the Holy Spirit and, more importantly, to be transformed by the Holy Spirit.

The women's Home League is very strong in Fiji. Through the year, the different divisions within Fiji hold their Women's Rally. These are colourful and entertaining events. They are also very good fundraisers.

October saw the division hold our Officers Fellowship, with the theme 'Soul Care'. This year, Samoan officers joined us.

Commissioning events were held in December, with the Salvation Army Training College in Fiji training one Fijian couple and one Tongan couple. We thank God for their dedication.

In January this year, we had the opportunity to travel to Taveuni to start the process of buying some land for the Taveuni Corps. One of the corps families had donated a Tabua (whale's tooth) as part of the ceremony with the land owner. It was a humbling experience to see the dedication of this corps family and to hear how highly the Army is esteemed.

On 8-10 February, we hosted Officers Councils, a new Divisional Soldiers Advisory Board, and Cadets Welcome. Again, an amazing time of people sharing what God has done and continues to do in their lives.

Nine women visited from Levin Corps (New Zealand) for a mission trip. They were based at Suva Central Corps. We are keen to see New Zealand corps partner with Fijian corps and this was a great step in that direction.

Majors Alister & Anne Irwin
Divisional Leaders

Divisional Updates

Tonga Region

This year we continued to improve our Emergency Services Response. The Salvation Army's corps halls are built as emergency shelters for cyclones and we were able to install two mobile generators for each corps, as well as supplying chainsaws—essential to cut through fallen trees after these weather events.

We were able to do this thanks to the support of Salvationists and donors to our Pacific Emergency Fund, and to also make preparations for future natural emergency events.

Tonga was privileged to host the South Pacific Leaders Conference for the very first time. From 13–17 October, there were 22 leaders from Australia, New Zealand and Papua New Guinea. This was a milestone event as we were able to share our Tongan hospitality, culture and passion for God's mission to our fellow Pacific Island citizens.

We celebrated as 39 people graduated from our Addictions Programme and as 36 children graduated to primary school from our two kindergartens.

Our Women's Ministries again blessed us this year with a generous fundraising effort, funding kitchen and camping equipment for the region. They were also able to raise \$1725 for Indonesia.

The Salvation Army's work in Tonga has been generously supported by the Army in New Zealand and internationally. However, in a sign of our growing status in the community, for the third year we saw an increase in giving to our work, and eight out of our nine centres met their target to raise 20 percent of their budget within Tonga.

Captains Malia & Sila Siufanga
Regional Leaders

'I he ta'u ni foki 'oku hokohoko atu ai pe 'a 'emau feinga ke toe maau ange 'a 'emau tu'unga mateuteu ki ha hoko mai ha ngaahi fakatamaki. Ko e ngaahi 'apisiasi kotoa 'o e Siasi Kau Tau Fakamo'ui 'oku kau ia 'i he ngaahi fale hufanga 'i he taimi 'o ka hoko ai ha saikolone pe ko ha matangi malohi. Kuo malava foki ke mau fakanaunau 'a e ngaahi 'apisiasi 'aki 'a e misini senoleita 'e 2 ki he 'apisiasi kotoa pe, kae pehe foki 'a e teuteu ke tufa atu 'a e ngaahi misini tutu'u'akau ke lava 'o tokoni foki ke tutu'u 'aki mo faka'ata'ataa'aki 'a e ngaahi 'akau kuo holo hili ha matangi pe saikolone.

Na'a mau lava 'o fakahoko eni pea 'oku 'i ai 'a e fakamalo ki he tokoni kotoa pe mei he kau sotia moe kau memipa 'o e siasi mo kinautolu kotoa pe na'e tokoni 'o malava ke mau fakakakato ai 'a e teuteu koeni ki ha to mai ha fakatamaki.

Ko e tapuaki foki ki Tonga ke mau talitali 'a e fuofua taimi 'oku fai mai ai 'a e fakataha lahi 'a e kau taki 'o e Siasi 'i he Pasifiki ki Tonga ni. Na'e fakahoko eni 'i he 'aho 13–17 'Okatopa 2018 pea na'e fe'unga moe toko 22 pea mei he vahenga 'Aositelelia, Nu'usila kae pehe ki he Vahenga Papua Niukini. Na'e hoko foki eni koe makamaile 'i he malava ke mau fevahevahe'aki 'emau founa talitali kakai, 'Ulungaanga faka-fonua kae pehe 'emau fakahaa 'a 'emau 'ofa ki he 'Otua ke mau fe'inasi'aki mo kinautolu mei he ngaahi fonua kaunga'api na'a nau lava mai.

Na'e fakafiefia foki koe lava'i lelei 'e he toko 39 na'e kau mai ki he ako Mo'utamakia 'Uluaki Sitepu 'o nau fakakakato 'a e ako ni pea pehe ki he fanau 'e toko 36 na'a nau lava lelei ki he ako'anga lautohi pule'anga pea mei he ongo Ako Tokamu'a 'e ua 'a e siasi.

Na'e hoko foki koe tapuaki 'a e Potungae 'a e Kakai Fefine 'i he ta'u ni mo 'enau ngaahi feinga pa'anga 'o malava ke fakanaunau 'a e peito 'o e ngaahi siasi pehe ki he ngaahi naunau ke ngaue'aki 'e he vahenga ki he taimi 'apitanga. 'Ikai ngata ai kae lava foki ke nau toe tanaki mo e pa'anga 'e \$1725 ma'a 'Initonesia.

Koe ngaue 'a e Siasi Kau Tau Fakamo'ui 'o Tonga 'oku malavalava ia makatu'unga 'i he tokoni mei he Slasi mei Nu'usila ka e pehe foki mei he 'ulu'i Vahenga fakamamani lahi. Ka 'oku malava kemau sio 'oku 'i ai 'a e fakalalakala 'a e ngaue 'o fakafou 'i he foaki moe totoivi 'a e siasi hono feinga'i 'a e 'inasi koe peseti 'e 20 ke fakakakato pea na'e malava ai 'e ngaahi senita 'e valu mei he senitaa fakakatoa 'e hiva 'o a'usia 'enau ngaahi taketi 'a e peseti 20 'o tokoni ki he pa'anga ngaue 'a e vahenga.

Captains Malia & Sila Siufanga
Regional Leaders

Samoa Region

In 2017, Lieutenant-Colonels Rod and Jenny Carey visited Samoa to ascertain the need for our services. A meeting with the Prime Minister of Samoa, Tuilaepa Aiono Sailele Malielegaoi, resulted in a resounding, 'Yes, we want and need The Salvation Army in Samoa, especially your Alcohol and Drug treatment programme.' And then he asked, 'And when can you start?'

Samoa has a population just under 200,000 people, with a median age of 24. Samoa's national motto is, 'Fa'avae I le Atua Samoa—Samoa is founded on God'.

The country is rapidly becoming more westernised and materialistic. Alcohol and drug abuse, poverty and violence against women and children are major issues in society.

The Salvation Army purchased a half-acre property with three modern residential houses for the officer team, and lease commercial premises for our work.

The corps has grown to an average weekly congregation between 50–60 people.

The Addictions Services commenced in August 2018 with an Alcohol and Drug Programme. The Ministry of Foreign Affairs and Trade NZ has provided funding for five years for the AOD programme and Memorandums of Understanding have been signed with Ministry of Justice and Courts Administration, and Goshen Trust—the mental health provider in Samoa, and Samoa Victim Support.

Clients are sent to The Salvation Army Addictions service after they have appeared before the court. Since August, more than 330 clients have graduated from the programme. Many have found Christ and had their lives turned around, avoiding heavy prison sentences.

Other programmes include nicotine replacement therapy, problem gambling counselling, health and medical support, basic welfare services and a daily drop-in centre.

Vi'ia le Ali'i (Praise the Lord).

Lieutenant-Colonels Jenny & Rod Carey
Regional Leaders

I le tausaga 2017, na asiasi mai ai Lieutenant-Colonels Rod ma Jenny Carey i Samoa e faamautinoa ai le manaomia o a matou auauunaga ma feiloai ai ma le Afioga i le Palemia o Samoa, Tuilaepa Aiono Sailele Malielegaoi, ma o lea na tali manino mai ai le Palemia i le 'loe', matou te manaomia tele le Autau o le Faaolataga i Samoa nei aemaise lava i ana auauunaga i Polokalame ma togafitiga mo e ua a'afia I le Ava Malosi, Laau ma fualaau faasaina. Sa fesiligia foi e le Alii Palemia, 'poo afea o le a amata ai?'

O le faitau aofai o tagata Samoa e i lalo ifo ma le 200,000 tagata ma e mafuli lava ile 24 tausaga le matutua. O le faavae o le atunuu, 'E faavae i le Atua Samoa'.

Ua faatuputeleina tu ma aga mai fafo ma ua siitia foi le tulaga i le soifuaga o tagata. O a'afiaga o le ava malosi, fualaau ma laau faasaina, mativa, ma le sauaina o tina ma fanau, o mataupu ogaoga ia o lo'o laualuga i totonu o Samoa i le taimi nei.

Ua fa'atauina e le Autau o le Faaolataga se fanua tu ma oti e afa eka lona tele o loo iai ma fale i ona tulaga faonapo nei mo Faifeau. Ua fa'apea ma le fanua o lo'o lisiina o loo faaoga mo galuega a le ofisa I Motootua.

O le aofa'i o le Ekalesia ua i ai nei e i le va lea o le 50 I le 60 tagata tapuai.

O le Auaunaga mo polokalame ma togafitiga o le Ava Malosi ma isi fualaau faasaina na amataina ia Aokuso 2018. O le Matagaluega o le Va i fafo ma fefaatauaiga ale malo o Niu Sila o lo'o faatupeina lea auauunaga mo le lima tausaga ma ua maea foi ona sainia se feagaiga o le Malamalamaaga ma le Matagaluega o Faamasinoga, Faalapotopotoga o le Kosena lea o loo gafa ma i latou e aafia i gasegasele o le mafaufau, faatasi ai ma le Faalapotopotoga mo le Toomaga mo e puapugatia.

O i latou o loo autovaa mai i le Polokalame o le Ava malosi ma Fualaau faasaina a le Autau o le Faaolataga, o i latou ia ua maea ona tulai i luma o le faamasinoga. Talu mai le masina o Aokuso ua silia ma le 330 i latou ua faau'u mai i lenei Polokalame ma ua toatele ua feliuaina o latou soifua ia Keriso ma ua faasaoina mai i ni faasalaga mamafa faafalepuipui.

O isi auauunaga e aofia ai le NRT (fesoasoani mo i latou o loo taumafai e taofia le faaogaina o le tapaa), Faufautua i Taaloga faitupe, Fesoasoani mo le soifua maloloina, ma auauunaga i le soifuaga lautele i lea aso ma lea aso mo i latou o loo autovaa mai I le ofisa.

Viia le Alii.

Lieutenant-Colonels Jenny & Rod Carey
Regional Leaders

Highlights from 2018–2019

The Offering Project

The Offering Project continues to inspire people with its collection of 12 gospel hymns performed by some of New Zealand's top musicians, including Dave Dobbyn, Tami Neilson and Don McGlashan, Stan Walker, Kimbra, Sol3 Mio and Maisey Rika.

Released in April 2019, *The Offering Project* was the brainchild of Murray Thom, the seeds of which were planted 17 years ago.

'I always wanted to make this album, and I always wanted proceeds to go and help people, but I didn't have a clue how that might be,' explains Murray.

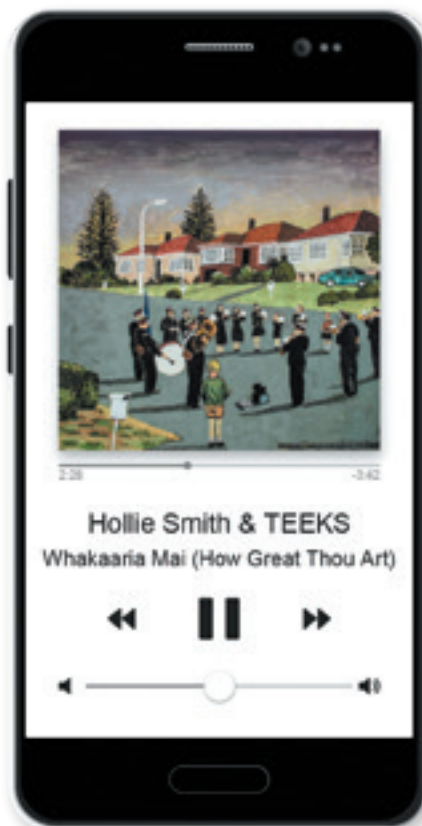
All that changed one day during a conversation with his sister Wendy Nixon, who recalled how The Salvation Army nourished their souls during a time of great need. Her husband, Grant, experienced complications during a routine operation, leaving the family reeling. 'I was facing an uncertain Christmas for my young family and very sick husband,' recalls Wendy.

'A couple of nights before Christmas we heard loud music outside. Out we went to investigate and were stunned to find Bryant and his Salvation Army youth group on our front lawn. They had come all the way across Auckland to bring Christmas to us. In classic Salvation Army brass band style, they proceeded to play a series of wonderful Christmas carols for us. It was a gift from Heaven when we needed it the most, and assured us that our Heavenly Father knew our little family was hurting,' says Wendy.

'Even now, many years later, it brings tears to my eyes to think about it. It is one of my life's highlights, at a time that was definitely a low.'

As Wendy shared her story, 'it was like the scales fell from my eyes,' recalls Murray. They realised The Salvation Army was the perfect partner for this project—both for our musical heritage, and as partners in putting funds back into our community, where it is most needed.

'I describe it as songs that feed the soul, with proceeds that feed the poor,' sums up Murray.



In addition to the re-imagined hymns, 12 of New Zealand's finest artists have created an original piece inspired by each one of the tracks. These contributors include Dick Frizzell, Lisa Reihana and Max Gimblett, among others.

The album has abiding significance for the Army—not only is our musical heritage at the heart of the vision, but all proceeds from both the album and paintings go directly to fund The Salvation Army and our work with those most in need. It is an unprecedented gift to the Army, says Territorial Commander Andy Westrupp.

'This is such an incredible gift for the Army, and we feel so privileged that Murray and Tim [Harper] have chosen to collaborate with us. We pray that much good will come from it—both as people seek comfort during these times, and for the many New Zealanders who will be helped through the proceeds,' says Andy.



Top left: 'Be Still My Soul', by Karl Moughan. Top right: Stan Walker recording 'Ma Te Marie' with the Kapa Haka group from Te Whetu o te Rangī Marae in Welcome Bay, Tauranga; photo by Glenn Manchester. Bottom left: Ginny Blackmore recording 'His Eye is on the Sparrow' at Parachute Studios in Kingsland, Auckland; photo by Hayley Thom. Bottom right: 'Hei Kona Au Titiro Atu Ai', by Reuben Paterson.

Mega Pop-Up Family Store

They came, they saw, they bought ... an impressive \$25,000 was raised thanks to the donation of thousands of items to The Salvation Army Mega Pop-Up Family Store in Lower Hutt in May.

'It was an awesome effort', The Salvation Army's Wendy Lobb said. 'We sold everything, right down to the kitchen sink.'

With tens of thousands of donated items, Crown Relocations offered a warehouse for the weekend of 18–19 May for a Mega Pop-Up Family Store.

Mega it was—several months of planning went into the event, and there was a collective gasp as the roller door went up on Saturday morning and those waiting to enter the warehouse saw just how much was on offer.

Some of the more unusual goods on offer were a peddle car, model boats, and old vinyl LPs, one of which had a connection with a current Salvation Army fundraiser: The *Offering* Project.

'There were some really interesting old LPs from the likes of Elton John and The Seekers,' Wendy said. 'There was one that was *Favourite Hymns of All Time*, from 1976. Five of the hymns on that are also on the new *Offering* album, so it was sort of like an early version of that.'

Auction house Dunbar Sloane priced some of the high-end goods. There was a lot of interest in some of the items, such as designer furniture, chinaware and dinner sets.

There was so much stuff, and really you could have fitted out a whole house from the things for sale there,' Wendy said.

'A lot of people bought things for their upcycle value. I was constantly surprised what people bought, and I had some really interesting conversations about upcycling with people.'

Funds raised are earmarked for Salvation Army transitional housing.

Wendy says there were other, unexpected benefits of the mega sale. 'Apart from the money raised for transitional housing, there were a lot of non-financial gains as well,' she said.

'There was a lot of team-building among the many volunteers who helped over the weekend. We also diverted goods from going into landfill, and we helped hundreds of low-income families.'

Wendy said it was particularly satisfying to see so many Salvation Army members help in the lead-up to the weekend, and while the sale was on. People came from all over the organisation.

'It felt like *Mission: Impossible* early on in the piece. But it was really satisfying to work together for a common goal. We were united as one.'



Community Ministries

Crisis Help

Community Ministries programmes broadly fit into two categories: those that help a person heal—counselling, social work, life skills and a new mentoring programme for housing clients; and those that build skills for the future—budgeting, parenting, life skills, plus referrals for alcohol and drug addiction rehabilitation or living-with-violence programmes.

A lack of money is often the reason that people come to us for help. Alongside short-term assistance with food, clothing, and furniture, we link people into longer-term support such as parenting classes, short-term housing and budgeting advice.

Advocacy is a large part of our work, and our staff provide support to people to assess their correct benefit entitlements and help them deal with various government departments.

Clients undergo an assessment with one of our staff. If they are on a benefit, we check to make sure they are receiving it in full, which can sometimes make a huge difference.

Many of our clients present with mental health and addiction issues, and the assessment is also an opportunity to find out if any of our other services could help improve their situation.

We aim to support people to make long-term changes to help themselves out of poverty, but much of our work is involved in helping people in crisis.

These can be homeless people, and those with addiction and mental health issues.

Over the past year The Salvation Army distributed more than 57,000 food parcels to nearly 28,000 clients or whānau. Food parcels were in especially high demand in Dunedin, Invercargill, Linwood, Tīmaru, Nelson, Hutt City, Porirua, Palmerston North, Hamilton, Glenfield, Manukau, New Lynn, Papakura, Royal Oak, Waitākare, and Whangārei.

Some of the areas experiencing increasing demand for food parcels were Cambridge, Westgate, Ōamaru and Queenstown.

A lack of affordable housing in these areas increased pressure on the most vulnerable, leading them through our doors for help.

It was not only beneficiaries under pressure, but the ‘working poor’ also needed assistance—especially if they had a reduction in working hours or were on seasonal or shift work.

Caring for Our Communities

The Salvation Army began its provision of social service support from 1884, starting with Prison Gate Brigades. The Salvation Army demonstrated its ability to care for communities during the Great Depression, by providing extensive support for those in need. Pictured here is Envoy John Walker in 1931, supplying soup, bread and comfort to families of Auckland's unemployed from one of the Army's mobile soup kitchens.



Breakthrough & Positive Lifestyle Programme

The Salvation Army recognises the need to walk alongside people in their journeys.

The heart of the Breakthrough programme is that all children in Aotearoa grow up knowing they are loved, safe and supported by their families/whānau to dream and explore their potential.

The Salvation Army and Parenting Place have developed Breakthrough specifically for fathers who don't yet have this reality with their children. The aim is to deepen their insight and develop the skills necessary so they are empowered to transform their own lives and those of their families/whānau.

Over eight weeks, facilitators weave together key components of the programme including parenting support and mentoring; culminating in a graduation for fathers, their whānau, facilitators and centres to celebrate their successes and journey together.

So far, we have worked with 630 men across Aotearoa who have struggled with violence in the past to continue the

journey of restoration and reconciliation with their whānau. This has included 50 inmates from Wiri Men's Prison.

We've heard stories of transformation, including from men who have learnt to prioritise the needs of their whānau and to understand the importance of their role as a father.

The Positive Lifestyle Programme (PLP) was designed by The Salvation Army and is a series of modules from a trained facilitator that address areas of a person's life that may be holding them back from leading independent and fulfilling lives.

A strength-based programme, PLP encourages participants to develop a greater sense of self-worth and a better understanding of themselves, their life, and their potential for development.

The one-hour per week, one-to-one sessions cover topics including self awareness, anger, depression and loneliness, stress, grief and loss, assertiveness, self-esteem and future directions.

The course is free for participants with children under 18.

Programme objectives are for the participant to develop a sense of worth by gaining a better understanding of themselves and their life; be in an environment that encourages life-improving skills in a positive and reinforcing way; apply their strengths and skills to present and future situations; and explore their inner-self and become aware of how to use self-awareness in a positive way.



POSITIVE OUTCOMES EVERY DAY

We had a client who lost a parent a long time ago. While doing the PLP programme they became aware they needed to work through the grieving process, but also that they did not have to feel guilty or bad about still missing their parent. They saw it would be helpful to engage in counselling, and did so.

They were able to work through the grieving process and this has meant they now feel less guilt over their own feelings.

One of our clients, William, was a reluctant participant in PLP, referred by Probation Service. He attended every session and was excited to learn about stress management, building self-esteem, and how to handle grief better. He said he couldn't believe how empowering it was to set goals and to give his life some direction. He feels he is a much better partner and father because of this course.

Community Ministries

Community Finance & The Good Shop

The Salvation Army has long recognised debt as a major contributor to poverty in New Zealand. In recent years we have diversified the ways in which we work with people to help them manage their finances and reduce debt.

Most people on low incomes do a good job of budgeting, they simply don't receive enough income to pay for all their needs. However, when debt is involved—often used to buy essentials—the situation is exacerbated.

The Salvation Army offers a Financial Mentoring service in 31 centres around the country. This year we held 12,934 interviews with 3772 clients to assess their needs and plan a way out of debt for them. Many of those we financially mentored are in debt arrears, and we were able to help them with our advocacy services, ringing debtors and arranging payment plans.

The Salvation Army assists people on low incomes by offering no- and low-interest loans under our Community Finance scheme, which this year reached its five-year milestone. During that time we had financial conversations with 5800 clients. After an initial assessment, our loans advisors are able to process applications for loans of up to \$5000. Clients agree to make regular repayments at a rate they can afford.

Without community finance, many people are forced to take out loans with third-tier lenders, many of whom charge high interest rates and large penalties for missed payments, leaving people with long-term debt.

Some such lenders are mobile shopping trucks, which target lower socio-economic communities throughout New Zealand. These trucks carry a range of overpriced goods and provide credit at inflated interest rates. Many do not check that clients can afford repayments, leaving people with long-term debt.

The Good Shop van was launched in South Auckland and Porirua earlier this year as a means of giving people struggling to buy necessities a helping hand, in their own neighbourhood. The service is proving popular, not only as a way to access goods and groceries for those unable to get to the shops, but also for its interest-free loans.



A GOOD CHOICE ...

Mele visited The Good Shop wanting to buy a lawnmower for her husband as his was broken down. Her husband mows lawns for a living, so any time without a mower would mean loss of income. Mele had looked at other options, and mentioned that the exact mower The Good Shop sells for \$400 was selling for \$800 through other mobile traders.

Mele and her husband are both typical hard-working New Zealanders, with average incomes. Even though they were earning more than the median income in New Zealand, old debt from third-tier lenders/mobile traders took up a whopping 30 percent of her income. Mele said that some of these debts were incurred years ago and at the time she felt she had no other choice but to borrow from these lenders. She said they were more than happy to lend without any affordability testing.

Because Mele was able to afford repayments to The Good Shop, they were able to purchase the lawnmower at half the price they may have had to spend at another mobile lender. Her husband is now able to continue working. They are one step closer to ending the vicious debt cycle they have experienced due to high-interest lending.

Clients of The Good Shop book appointments for a time convenient to them. Our distinctive purple and orange vans don't carry on-board stock, instead offering an e-site for online shopping. The goods are sold for the same price they are sold in retail outlets, on interest-free terms.

One of the most important roles The Salvation Army plays in this sphere is to have financial conversations with people in their communities. We also identify other needs people have and are able to refer them to appropriate services.

The Good Shop launch in Porirua (from left): Major Pam Waugh & Captain Nicki Dutton, Kate Porter & Ross Harvey from Countdown, Frances Ronowicz & Craig Moffat from BNZ, Alice Montague from Nikau Foundation, Anderson Wrenn from Noel Leeming, Gagau Annandale-Stone from Ministry of Social Development, Lakena Taulii, Allana Lloyd & Robyn Bruce from The Salvation Army, & Paul Eagle, Labour MP.



Ronji Tanielu, pioneer of The Good Shop concept (left), and Jodi Hoare, The Good Shop Project Manager, at the launch of the first van in South Auckland, March 2019.

Family Tracing

The Salvation Army Family Tracing service is consistently busy with the important job of reuniting whānau with loved ones.

As well as local enquiries, this year we were also faced with increased inquiries from Australia, following the decision to close the Australian Salvation Army Family Tracing Service.

The work of our Family Tracing staff is one of an investigator, and has led to some emotional and successful reunifications.



By 2007, there were 31 Community and Family Service centres operating in New Zealand, most offering core services such as foodbank, budgeting, community meals, community visitation and support, crisis counselling, advocacy and life skills programmes. In 2019, we have 70 centres staffed with more than 300 skilled staff throughout the country.

Housing

You don't have to walk too far along Wellington's Cuba Street or Auckland's Queen Street to see that homelessness is far too prevalent in New Zealand.

But rough sleepers are just a fraction of the homeless in New Zealand. Many of these people are invisible—living in cars, overcrowded conditions or garages.

Through its social and transitional housing programmes, The Salvation Army is not only providing people with a roof over their heads—it's helping them rediscover their dignity, independence and future.

Working with the homeless has been an integral element of Salvation Army work since it began in 1865. Today, in New Zealand, we work to house the homeless in two ways: short-term transitional housing and long-term social housing.

Transitional housing provides accommodation for people for 12–20 weeks. This also includes wraparound support that helps people address the reasons that contributed to their homelessness. Staff then support clients to find longer-term housing. This can be through Salvation Army Social Housing, private tenancies or Housing NZ.

Salvation Army Social Housing (SASH) has traditionally offered longer-term, low-rental options for those over 55. However, this has been expanded in the past few years and provides good quality housing for singles, couples, families and the elderly. These tenants pay Income-Related Rent through the Ministry of Social Development.

WELCOMING IN THE STRANGER: JOHN MAEVA

With every story of a person housed safely, Salvation Army staff are working tirelessly behind the scenes. If you've ever visited Waitākere Central Corps (aka the Faith Factory), you may have been fortunate enough to encounter the charisma and charm of John Maeva. Every morning, John can be seen letting homeless people into the centre for breakfast.

A community outreach worker, John has spent the past four years getting to know a range of homeless folk throughout the suburbs of West Auckland. He regularly spends his weekends getting to know those sleeping under bridges and on park benches.

John says he grew up in a family that would welcome marginalised people, particularly those who had moved from the Pacific Islands. 'I think my inspiration comes from my parents, just seeing all the work that they did with housing people in the community, and our own people from the Islands coming over and getting specialist help because of the nuclear blasting that had been happening [in Tahiti].'

John recounts a particular story close to his heart: One day, when visiting a Work and Income office in New Lynn,

he struck up a conversation with a homeless man. Shortly after, he gave the man his card. The man then recognised John's surname as being one from the Cook Islands. 'He knew how to pronounce my name properly—no one can ever do that.'

As it turned out, they both came from the same village in Rarotonga. 'This gave us an even stronger connection and I have remained connected with him since.'

He has since been housed and gone on to regularly share his story and mental health journey with —



In October 2018, we opened 28 transitional houses in Papakura in partnership with local Iwi (the dedication ceremony is pictured on the right), and we are stepping up our ability to address the problem of homelessness by spending millions of dollars to boost social housing stock, particularly in Auckland. The Salvation Army's development plans include building 40 units on land owned behind Flat Bush Corps Plant, 50 units at a site in Royal Oak, and more than 20 units in Westgate, West Auckland.



— seminars and clinics run by the Waitakere District Health Board. 'He became a Christian and turned his life around,' John says.

Despite fighting for a seemingly unsolvable issue, it's John's Christian faith that keeps him inspired. 'Jesus keeps me motivated and keeps me going. I always say "What would Jesus do?" Jesus would go out and find and help the homeless, regardless of how hard it might seem.'

Of course, our goal at The Salvation Army is to get people into warm, dry, affordable housing long-term. Our SASH (Salvation Army Social Housing) team look after 313 social housing units throughout the country.

November 2019 will see the opening of 50, one- and two-bedroom units in our Royal Oak complex. We also started building 22 units at Westgate, which will be finished March 2020.

With a 95 percent occupancy rate, we know this is an important work we are doing.

All new tenants are on the Housing Register, and many of them have spent months, if not years, trying to find a decent place to live and to call home.

This year we refurbished many of our older units. There is growing demand for our one- and two-bedroom units, and Royal Oak is already full, before it's open.



An architectural rendition of Te Hononga Tāngata—the Royal Oak Housing Community.

Education & Employment

The Salvation Army Education and Employment (E&E) service began more than 41 years ago. The service evolved over the years to meet education trends and employment needs, and in that time transformed the lives of more than 80,000 people.

Through our programmes, we helped people achieve a higher level of education or a first job. We have helped thousands of people into brighter futures with credits towards nationally recognised qualifications, job training, job placement, life skills and work ethics.

E&E's philosophy was that each person has great potential—no matter their upbringing or current situation.

In 1978, the Army offered the government's Department of Labour its resources to run the first Community Work Scheme of its type—first established in Tauranga, boasting impressive job placement rates of 60 percent.

E&E went on to become the largest private training provider in New Zealand. Annually, 3000 clients were enrolled in some 150+ courses spread across 37 locations.

In March 2000, Employment Plus was launched with emphasis on youth initiatives, and soon after a directive to develop initiatives for Māori and Pacific people. In April 2014, we became Education & Employment to reflect both programme areas appropriately.

Last year, we provided courses under Youth Guarantee (NCEA training for 16–19 year olds), Alternative Education (NCEA schooling for students still of an age to be in school), Employment Placement Service & Pathways Programme (supporting Work and Income clients into work), Commercial Driver Training, Northland Driving School, Christchurch Community Driver Mentoring Programme, Employment Support Service (for Corrections clients), Booth Café (community training cafés), and ESOL (English for Speakers of Other Languages).

In the past five years, The Salvation Army has faced the same pressures that have forced so many other private training establishments to close. Due to the current funding model in the sector, Education and Employment became unsustainable and the decision was made to close the service on 30 June 2019.



The Salvation Army was funding a loss from the service for the previous five years and this, combined with falling student numbers (in line with other providers in the sector), meant the service was unsustainable.

We were pleased that our current learners and staff in four locations had the opportunity to transition to a new provider: EmployNZ. Youth Guarantee services in Whakatāne and Mt Maunganui have continued at the current locations, and ESOL services at Waitākere and Royal Oak also continued.

Services provided for Corrections and The Community Driver Mentoring Programme have transitioned within The Salvation Army to the Addiction, Supportive Accommodation & Reintegration Services (ASARS) team.

The Salvation Army is extremely proud of the lives that were changed by Education and Employment.



Images on this page document 40 years of Education & Employment, as part of a commemorative booklet produced in October 2018.



Changing Society Through Work

The Salvation Army's Labour Bureau was set up in 1893. It wasn't until 1978 that the programme, now known as E&E, was formally constituted.

Its first centre was in Tauranga—which in 1978 had New Zealand's highest unemployment rate. The Salvation Army partnered with government to provide a wage for unemployed people to help out the 'elderly, sick and the housebound' with maintenance work, gardening and other helpful activities.

It proved to be a win-win scheme. On its one year anniversary, The Salvation Army's *War Cry* magazine reported: 'One senior citizen expressed the general feeling of all those helped by the workers when she said, "We couldn't have managed without them."'

The programme quickly spread throughout the country and evolved to provide training as well as work experience. By 1997, the Army had become the largest private training provider in New Zealand.

From the beginning, innovation was woven into the fabric of E&E—it was one of the earliest adopters of computers for learning. In recent years, E&E worked with those who had been forgotten by our education system and, as a result, found themselves outside the workforce—from young people, to refugees, to those leaving prison.

Youth programmes helped young people with no qualifications gain NCEA and NZQA qualifications. Retail and cookery courses offered on-the-job training at two Salvation Army 'Booth Cafés'. Training-for-work programmes helped people overcome barriers to employment. There were ESOL courses, and practical skills courses—such as bus driving and building.



The restoration of a 120-year-old milking shed in Wilton, Wellington, is an example of the interesting work being carried out by members of the Work Skills Development Programme. Photo: Evening Post. Appeared in War Cry, 15 May, 1982.

Addiction Services

Bridge—Reducing Harm from Alcohol and Other Drugs

2018 was a year of expansion for our addiction treatment services in the Pacific, with the opening of a drug and alcohol rehabilitation centre in Samoa.

This has been more than 30 years in the making, and in its first year of operation 300 people graduated from the programme. Following on from this, we launched Samoa's first Recovery Church in November 2018.

On 8 August 2018 we celebrated the 20th anniversary of ADAC (the Alcohol and Drugs Awareness Centre) in Tonga. ADAC was the first Salvation Army addiction treatment centre in the Pacific Islands and is the most high-profile part of The Salvation Army's work in Tonga.

Our Poulson Street, Addington, house underwent a 30-year update to the building—stage one of a significant three-stage building upgrade across the Addington site. A rededication service was held in November 2018.

With increased funding from the Government, we have been able to expand our services targeting methamphetamine use. Methamphetamine harm permeates all social strata, and we are working hard to increase access to our support services. As part of this, we are expanding the roles within our service to include peer-support workers, whānau support workers and recovery coaches.

Our ten-week Positive Lifestyle Programme (PLP) helps participants deal with depression, anger, grief and stress, build self-esteem, and gain skills in assertiveness, goal-setting and problem-solving.

In January, Northland Bridge and Whangārei Corps launched the building phase of the Whangārei Salvation Army integrated Community Ministries and Bridge centre site.

Since 2011, our team has been part of annual commemorations of the signing of Te Tiriti o Waitangi. This year was a time of strengthening connections between The Salvation Army, the hau kainga (the people of Te Tii Marae), the Christian Church, and the many other groups who take part in the various celebrations in and around Waitangi.



Part of the Northland Bridge team: (from left) Jennifer Johnston, Major Sue Hay & Andrea Curtis.

We continue to innovate in the development of new programmes. These include Manurewa's Āwhina Mai—empowering people to grow and instilling coping mechanisms around areas such as stress, conflict resolution and goal setting. We also had 120 people attend a Recovery Camp at Mt Manaia last summer.

The Salvation Army's Bridge Programme was founded in Wellington in 1958, principally as a residential treatment service for alcohol addiction. Pictured here is the original treatment centre in Miramar, Wellington.



Oasis—Reducing Gambling Harm

Staff from our gambling addiction programme, Oasis, have been busy responding to the Government's gambling policy. We value the opportunity to speak to policies that directly affect the community.

Addiction to gambling is a secretive affliction. The Salvation Army places much store in being able to access people, and is especially pleased to have introduced Multi-Venue Exclusion (MVE). MVE is a self-exclusion tool that sees gambling addicts put their names on a list to be excluded from venues. This has been developed with engagement from the gambling industry. Following earlier scoping work, we are looking forward to the development of digital solutions to enhance client engagement and intervention in 2019.

The Salvation Army has continued our clinical trial on gambling treatment effectiveness (including advanced gambling clinical training), a joint collaboration between Abacus, Odyssey Trust and Oasis. We are developing our workforce to include peer workers.

We marked Gambling Harm Awareness Week in September with a health promotion stall at SkyCity Casino, in an unprecedented display of whakawhanaungatanga.

Most of the money going into gaming machines is coming from those who can least afford it. In Samoa, we have partnered with the Gambling Control Authority to be identified as the provider of services for problem gambling.

WHAT IS SUCCESS?

A lot of us assume that successful treatment means that people are fully healed and living functional, happy lives. But success in treatment is about the small steps, and looks very different for every person, says Northland Bridge Director Sue Hay.

'Success can look like reducing substance use so that a person is functioning better within their whānau. It can look like restored family relationships, and the ability to maintain employment. It looks like better mental health outcomes and less criminal activity. It can look like the mum who is suddenly available to her kids, can put food on the table and actually get them to sports practice. It can look like the couple who entered treatment together and upon completion are able to regain the care of their children.

'Success is the person who said: "My diminished mana has been restored." Success is: "I arrived empty but now my kete is full of tools and skills to help navigate life."

'Success is the person who graduates from the programme saying, "I arrived lost and now I'm a little bit 'saved'."

'And success is connecting our clients with a vibrant community of believers where they can belong before they believe, and grow into a faith experience. Both Whangārei and Kaitiāia Corps do this exceptionally well here in Northland.'

Ultimately, success is simply taking the first steps towards healing—and Salvation Army Bridge programmes are there to help people put together the pieces of their life—and find a life of peace.



Worship & Church Life

The Salvation Army's work in the community is a demonstration of faith in action, and God underpins everything we do.

The Salvation Army has 122 faith communities in New Zealand, Fiji, Tonga and Samoa. As with many other denominations, our church attendance in New Zealand has slightly declined to an average of 7100 people attending a Salvation Army church service on any given week, and about 10,000 people attend at least once a month.

This includes a variety of worship outside of Sundays, and the Army's Recovery Churches for people recovering from addiction. In New Zealand, The Salvation Army Māori Ministry is a vibrant and growing segment of the church, encouraging and developing the place and expression of Māori within Te Ope Whakaora (the Army that brings life), building cultural awareness and ties with the wider Māori community. The Salvation Army also has two Korean corps in Auckland, and across the territory at least eight languages can be heard in Salvation Army church services every week—including Mandarin and Hindi.

Our mission in the Pacific continues to grow. This year we added Apia to our family with a new church and recovery centre, along with two new faith communities in Nausori and Navua in Fiji.

We are also seeing more examples of Messy Churches as a relevant way to engage with local communities. These services combine food, craft and a short thought from the Bible for families.

Outreach is important to The Salvation Army, and along with several camps we run throughout the year, we offer the

BEYOND THE PEWS ...

Gwendoline Clarke and her children first connected with The Salvation Army through a housing need, but this was just the beginning ...

'... I have had The Salvation Army Community Ministries wrap around me and my whānau on a professional level. Two years later, we are still a part of the church, because we have chosen to stay. These people who were once our support through social services, have now become our whānau, during work hours and outside of church.'

Gwen took part in our Changing Places programme, a residential programme supporting families towards better outcomes.

When asked about the impact of her decision to connect with The Salvation Army, Gwen reflected:

'If I hadn't chosen to engage with the Changing Places programme and stay beyond it, I wouldn't have reconnected with God. I wouldn't know that I am worthy as a woman and I wouldn't know that what I try to do for my children is good enough. I wouldn't have met people that *genuinely* care for me and my children. Our Changing Places support people would say something and then actually do it. This was very comforting for my whānau, and we learnt to trust again. Basic strategies were reinforced, because I was encouraged to put my children as my priority while I was in my home. I saw the *true* love of God and I experienced my prayers being answered.'

The journey of integrated mission has had a positive and energising effect on members of the faith community too. Bevan Lindsey (local member) explains:

'More than ever, our centre is a place that many call their church home. It's a place where hundreds of diverse personal journeys intersect, stories and lessons are shared, and genuine relationships are forged. God has been changing our view and dismantling our assumptions. We've learnt that the circumstances that orientate our journeys are not something that separates us, but instead brings us together.'

BELONGING AND RECOVERY

Recovery Church is a key aspect of our support for people who have been living in Salvation Army supportive accommodation.

Mt Eden Bridge Recovery Church is a space where people from Epsom Lodge feel most welcome and at home.

Ever since the Booths began Sunday services for people who weren't accepted in the mainstream churches, this has been the heart of The Salvation Army, says Territorial Commander Commissioner Andy Westrupp.

'I am constantly encouraged in seeing examples of Salvation Army mission to people who have been marginalised by circumstances they cannot control. I believe our founders, William and Catherine Booth, would be amazed to see how their vision of "soup, soap and salvation" has been interpreted and adapted into our

modern world. Epsom Lodge, with its links to local corps and Recovery Church, is a fine example of this adaptation,' says Andy.

The Salvation Army is still called to be a place where everyone feels safe and welcome. We must continue to be a church where people don't need to look a certain way or behave a certain way before they are allowed to belong.

Andy agrees that we must never abandon those whom William Booth described as 'our people'.

'I believe God raised up The Salvation Army, alongside sister churches, to face towards those people who struggle to fit in most places. With open hearts and hands we need to offer the love of God with both soup and the gospel. This is who we are,' he says.

Christchurch City Corps.

Just Brass programme in nine schools. Based on an Australian model, the programme provides for children aged 8–11 in Christchurch City, Rangiora, Wellington City and Palmerston North primary schools with brass instruments, music and lessons for free.

The children come to Christchurch City Corps for a band rehearsal once a week and attend holiday programmes at The Salvation Army. There are three bands for the children's different levels of ability.

Along with hosting faith communities, The Salvation Army's church buildings are designed to serve the wider community. Buildings often host community groups and events. Each corps also runs activities and services for their community, ranging from sports, youth and family events, to music classes, community meals, parenting programmes, life-skills courses, language classes and financial mentoring.



The Salvation Army's social services are often part of the same building as the church, particularly the Army's Community Ministries centres, which provide welfare support to thousands.

The Army's buildings in Fiji and Tonga (and some in New Zealand) are built as emergency shelters to be used during or after natural disasters. In both Fiji and Tonga this year, the Army opened its doors to provide shelter for more than 250 people during cyclones and floods.

Reintegration Services

The Salvation Army's Reintegration Services helps people transition from prison back into the community.

Our wraparound services include accommodation, addiction, social service help and mentoring. Reintegration Services are based in Invercargill, Christchurch, Wellington, Hawke's Bay, Palmerston North, New Plymouth, Gisborne and Auckland.

The shortage of housing in New Zealand has a pronounced effect on ex-prisoners looking for accommodation, and so we continue to support more than 400 people a year with accommodation through our service—and also support many into long-term accommodation and employment.

Our services also include assisting deportees from other countries, Building Foundations (our women, and women with children service), and supporting offenders into employment and reintegration. We also support high-risk child sex offenders into community housing, provide a women's electronic monitoring bail service, emergency accommodation and community support.

We enjoy a reliable reputation with the Corrections Department, and our teams are committed to, and passionate about, their transformative mission.

With the changing world and needs of prisoner reintegration—and the Government's aim of reducing the population of prisons in New Zealand—communities, government and social services are needing to work together and think about new initiatives or partnering with current ones.

Wellington's bail house opened just in time for Christmas 2018, meaning fewer men had had to spend Christmas behind bars while awaiting sentencing hearings. The bail house caters for 18- to 24-year-olds, giving them a safe place in the community while they await trial. While there, they can maintain their bond with their children and go to work in a safe and supported atmosphere, with the community also kept safe.

THE SALVATION ARMY
Freedom and Grace

NEED SUPPORT ON RELEASE?

The Salvation Army Reintegration Services can help you with housing on release from prison as well as a safe and supported transition into your community.

Caring for people, transforming lives and reforming society

ASK YOUR CASE MANAGER OR PROBATION OFFICER ABOUT THE FOLLOWING SERVICES:

Supported accommodation for long servers*
Accommodation for up to 90 days and ongoing support.

Emergency Accommodation
Accommodation for up to six nights with support to find longer term accommodation.
For more information

THERE ARE THREE SERVICES THAT YOU MAY QUALIFY FOR:

- 1 Supported Accommodation for long servers* (RSLS - Supported Accommodation)**
Accommodation and one-on-one support for up to 90 days.
- 2 Navigation for long servers* (RSLS - Navigation)**
Navigational support service connecting you to resources in your community to support your positive reintegration on release for up to one month, on release, for long servers.
- 3 Emergency Accommodation**
Accommodation for up to six nights with support to find longer term accommodation.

SUPPORT FOCUSES ON THE FOLLOWING PILLARS OF STABILITY:

- 1. Employment**
Assistance in improving employment outcomes.
- 2. Accommodation**
Assistance in finding permanent, sustainable accommodation.
- 3. Education and Training**
Assistance in acquiring necessary skills to meet sustainable employment.
- 4. Ongoing Health and Wellbeing**
Assistance in maintaining spiritual, personal and culture wellbeing.
- 5. Skills for Life**
Assistance in managing finances, family/whānau and financial commitments.
- 6. Family/Whānau and Community Support**
Assistance with connecting to pro-social family, whānau and community support.

Promotional material for Reintegration Services.

Children & Youth

The Salvation Army continued to work with children and young people this year in a cooperative, inspiring way to equip them for life's challenges and help them become contributing, vital members of the community.

A highlight for our youth is the Amplify creative arts camp held in Wellington, attended this year by 150 youth. Amplify provides professional tuition in a variety of creative arts—including stage and music production, lighting and sound, dance, drama, photography, music, sports, DIY, craft, and hospitality. The MORE conference for youth and children's leaders held in July provided training and networking opportunities for around 160 delegates. 43 students were part of the Foundations of Youth Work and Children's Work training workshops, and five apprentices train under the Youth Worker Apprenticeship programme.

We continue to provide volunteering, leadership and community development programmes for young people. Our belief is that this helps them achieve their maximum—we see this being played out in our work every day. New programmes in Whangārei were added this year to our work in Feilding, Waitākere and Wellington, providing programmes to 470 young people aged 12–24.

Our Just Brass programme continues to flourish as we work in low-decile schools, offering free brass instruments and music lessons to pupils who would otherwise be unable to afford them.

The Army's Aspire youth development programme continued into its fifth year, helping more than 500 at-risk 11- to 16-year-olds in 16 locations through self-development, community projects and outdoor adventure camps.

Salvation Army youth and children's workers run regular Sunday and weekday programmes, while more than 2300 children attended Army-run camps and sports days, including Amplify.

The Salvation Army operates four Early Childhood Education Centres in New Zealand—along with partnering with the



Amplify 2019.

SPACE NZ Trust to provide programmes helping parents with new-born babies at five centres around the country.

In Christchurch, the Army's post-earthquake school support work has continued in one low-decile school—Army staff coach sports teams, take music classes and run community events in conjunction with four further schools in the city.

Our leaders are continually upskilling and, along with our own innovation, we run some of the programmes at the forefront of work with youth and children.

All Army staff who come into contact with young people aged zero to 19 through their work are required to complete child protection awareness training. During the year, more staff than ever took part in our three different types of training: full training, for staff and officers who are Key Workers (primary workers with responsibility or authority over children or young people); basic training, for volunteers, staff and officers; and we also provide half-day training to ensure more staff are trained in the key information. 291 staff and officers received basic or intensive training during the year. Basic and refresher training was completed by 596 volunteers, staff and officers.

More than 1500 staff have been trained in the three years since our Keeping Children Safe policy came into effect.

In recognition of the increasing cultural diversity in Salvation Army youth and children's programmes, the year saw work on ensuring best practice in working with diverse communities. This included increasing partnership with Māori, and training on engaging with Pasifika youth.

Emergency Services

Foremost in the minds of The Salvation Army this year has been the tragedy of 51 people killed in the March shootings at two Christchurch mosques.

The Salvation Army Emergency Services team responded with refreshment and support for emergency responders following the events. Our staff were based at memorial sites, and we interacted with many people trying to make sense of this senseless tragedy.

Another significant emergency that required The Salvation Army's response was the Tasman Bay fires in February 2019. We offered welfare support to fire crews, and the more than 3000 people evacuated from their homes.

In October 2018, a truck rolled on Pukerua Bay hill, shutting Wellington off from the Kāpiti Coast and north for 18 hours. Our response was to feed and water 300 emergency service responders.

Emergency services staff also conducted a cyclone-resilience project for Tonga and Fiji, where these weather emergencies hit five times during the cyclone season from 1 November 2018 to 30 April 2019. This total was lower than is often the case; however, these devastating weather events had a huge impact on the islands.

The Salvation Army supported Tongan emergency services with financial assistance to purchase generators for corps (churches) and officers' quarters, and this year we built storm shutters across windows, upgraded corps doors and completed roofing repairs to make us more cyclone-proof and better able to assist others.



Tonga is an atoll environment, with mainly palm trees growing. These come down easily in a storm, and we provide resourcing to our corps in the form of chainsaws to help clean up storm damage.

In Fiji, especially, we are seeing the development of an increased breadth of emergency services in

line with the New Zealand model, with an emphasis on psychosocial support. The Salvation Army is joining the Government in encouraging people to have preparations in place to enable them to look after themselves for five to seven days in the wake of an emergency.

The Salvation Army Territorial Governance Board approved a territorial strategy fulfilling our obligations under the National Civil Defence Emergency Management Plan. This covers five areas of welfare: needs assessment, psychosocial support, household goods and services, accommodation, and financial assistance.

The Salvation Army is already adept at giving emergency welfare assistance, and in the event of an emergency in New Zealand, the national plan will be activated, allowing us to utilise our resources to meet those requirements, in conjunction with Red Cross and district health boards.

We have been present at public meetings where scientists are presenting their research into the Southern Alpine Fault and the Hikurangi subduction zone. The potential impact movement of these two geological areas are similar but different: alpine fault movement results in earthquake damage, while a shift in the Hikurangi subduction zone would result in tsunami and flood damage.

Captain Doug Newman, Emergency Services Territorial Coordinator, has been trying to make sure that people are aware of the risks and keep preparation in the forefront of their minds.

Doug also attended the Programme Resources Conference in London in December 2018. This involved international emergency series discussions around humanitarian planning. From this, international Salvation Army emergency representatives are planning on training in New Zealand, as they are interested in our ability to do more with less.

In our Central Division, we have replaced an ageing, large, steel mobile kitchen with a smaller, lighter, more functional fibreglass unit. This allows greater mobility for community outreach and is one of two mobile kitchens we operate in New Zealand.

Each division is preparing for potential local emergencies, with the Northern Division investing in a purpose-designed Hilux for their coordinator, and investigating how they can best support the Greater Auckland Emergency Plan.

Social Policy & Parliamentary Unit

The Social Policy & Parliamentary Unit (SPPU) has had an extremely busy year, as it continues working toward the eradication of poverty by encouraging policies and practices that strengthen the social framework of New Zealand.

Among its reports published over the 2018/19 year were *Beyond Renting: Responding to the decline in private rental housing*, a review of the current perilous state of the New Zealand rental housing market (Oct 18), and the second *State of our Communities* Report in December 2018. *The State of Our Communities* is an attempt to capture the views of everyday

Kiwi—many from traditionally working class or lower socio-economic communities—as they reflect on the problems, the positives, the key building blocks, hopes and aspirations of their communities.

People in Kaitiāia, Whangārei, Manurewa, New Plymouth, Hornby and Tīmaru were asked about the things they liked, and the concerns they had. They were also asked what they would say to the Prime Minister, and what they would like to see change in the next five years, report author Ronji Tanielu said.

In February 2019, it was time for The Salvation Army's flagship State of the Nation Report, this year titled *Are You Well? Are We Safe?* This took a wellbeing approach to considering our social progress as a nation, looking at the differences between those who are doing okay and the most vulnerable New Zealanders.

The unit has had an extremely busy year with submissions—we made 15 to government select committees. These ranged from a submission on The Residential Tenancies Act and a submission to Consultation on Healthy Homes Standards to a submission on the Misuse of Drugs Amendment Bill, a submission on the Racing Reform Bill and a submission to the Credit Contracts Legislation Amendment Bill.

The latter was a large focus of SPPU over the course of the year, with third-tier lending interest rates driving much of our policy work. This culminated in The Salvation Army opening two Good Shop vans, in South Auckland and Porirua, to disrupt the third-tier lending sphere.

SPPU also presented a think piece on the End of Life Choice Bill and presented a speech on the topic 'Towards A New Theology of Work'.

We also worked towards our biennial Just Action conference, which brings together speakers from social justice spheres globally and from within New Zealand. Our theme for Just Action 2019 is 'Restoring the Spirit to the Public Sphere'.



Chaplaincy

Increasing pressure in modern life has seen a rising call for The Salvation Army's Chaplaincy services.

Chaplaincy operates both internally and externally, and includes visits to prisons, hospitals, rest homes and workplaces. Our chaplains work with the homeless, people with addictions, struggling students, people in the horse racing industry, in the military, and with people after emergencies.

Much of a chaplain's role is listening and then helping people find their own solutions or offering guidance, as well as acting as a link to The Salvation Army and other support services and offering spiritual guidance when appropriate. People may have been let down many times in the past, so chaplains must first establish trust through building relationships and by their actions, as well as by being a listening ear.

Fifteen officers and lay people completed the Foundation for Chaplaincy course at Booth College of Mission in Upper Hutt. This course trains chaplains to practice in a safe way, and prepares chaplains to meet the complex range of issues presented to them. Topics covered included understanding different cultures, integrating pastoral and spiritual care into the workplace, and recognising signs of crisis.

In March 2019, our services were called on in the days and weeks following the Christchurch mosque shootings.

A number of corps across the city opened their doors, with Salvation Army personnel making themselves available to anyone needing to process personal reactions to the tragedy.

Salvationists from Linwood Corps, situated very close to the mosque where the second attack took place, maintained a presence outside their building and connected with members of the public who entered the restricted zone to pay respects.

Sydenham, Rolleston and Christchurch North Corps members offered support from within their buildings.

Army staff were on hand at Christchurch Airport from Sunday until Tuesday to welcome bereaved family members and support them through customs and security. They also provided chaplaincy support for staff and travellers.

Salvationists also visited 'the wall of love', where the public had been laying tributes outside the Christchurch Botanic Gardens.

The Army received permission to formally set up a contact station to offer food and drink, and spent time among the crowds.

In Rolleston, half an hour south of Christchurch, The Salvation Army community house and corps sat with anxious parents during the three hours that all schools in Christchurch and the surrounding towns were in lockdown. They worked closely with the school counsellor—who already uses a room in the house—to be a listening ear for students, and set up a drop-in for those students who would be going home alone in the afternoons.



WWI Chaplaincy

Four NZ Salvation Army officers were gazetted as military chaplains in World War One—the first time such appointments had been made in the British Empire. Over the course of the war, eight Salvationists out of 130 NZ chaplains served abroad.

Family Stores

The Salvation Army Family Stores continue to be one of the most visible and recognisable doors into the work we do in New Zealand.

Salvation Army Family Stores sell donated second-hand goods, with the profit generated by stores going directly to fund Salvation Army services in each store's local community. This year, more than \$12.2 million went directly back to the communities who supported them, with \$4.9 million in funding to provide regional support.

These services include budgeting, counselling, housing, and life-skills, along with supporting churches running preschool, children and youth groups, community meals and maintaining buildings for public use and as Civil Defence emergency centres. Family Stores also work together with Salvation Army corps (churches) and social services to assist people in need.

We have 134 stores that operate from Kaitaia to Invercargill. During the year, we relocated our stores in Glen Eden, Riccarton and Blenheim to more user-friendly sites. We also opened new stores in Shirley, Christchurch, and Mt Roskill, Auckland. We closed two of our smaller stores in the South Island.

Over the year, we worked hard to implement our strategic plan. Two of the main goals from the plan were developing a sustainable management structure and putting better guidelines for processing goods into place.

The stores employ more than 600 people and provide volunteering opportunities to about 1500 more. As second-hand stores, Family Stores nationally divert more than 16,000 tonnes of items a year that would otherwise go to landfill, and stores work hard to reduce and re-use items they cannot sell. Last year, we gave away goods to the value of more than more than \$480,000 to those in emergency situations or those in need.

Glen Eden Family Store opening, April 2019.



Steven Bates, Family Store employee, Auckland.



1932—Second Hand Goods Collected

The Salvation Army in Wellington began collecting used clothing, boots, shoes and anything that may be useful to the poor and needy suffering during The Great Depression in goodwill bags—the earliest incarnation of today's Family Stores.

Senior Support

As The Salvation Army has moved out of rest home care, we have concentrated more on connecting with the elderly out in the community.

By 2038, 1.3 million New Zealanders will be 65 years of age and older—almost one quarter of the estimated population. This compares with almost 748,000 in 2018.

The Salvation Army is focusing on how to combat loneliness in the elderly. According to research, chronic loneliness has remained stable—at around 10 percent—since the 1940s, but the percentage of people who sometimes feel lonely has increased.



Elderly Care

In 1925 the first Salvation Army Eventide Homes (rest homes for the elderly) were opened in Auckland and Wellington. From care homes to hospitals and friendship services, the elderly community has been a focus of The Salvation Army throughout its history in New Zealand. Pictured here is the Auckland Eventide Home in 1925.

The loneliest sector of the population is among people aged 15 to 24 years. Loneliness then declines until the 75-plus age group, when it increases again.

We are exploring fresh ways for our corps (churches) and centres to provide safe and welcoming spaces for all those at risk of loneliness—and how to better meet the needs of older people in particular.

Our Senior Services programme operates in seven cities. It recruits and matches volunteers to provide friendship and support for elderly people in the community.

People are referred to our service for a variety of reasons, and that makes the matching of a volunteer with them quite important so a good relationship can grow.

Most volunteers agree to visit at least once a week for about an hour or so. Some go for a drive together, have a coffee and chat, go to appointments or activities together, or just give each other company. Volunteers can visit clients in their own homes or in rest homes for a chat, a game of Scrabble, some read to them, some take them for a walk around the block. Some volunteers take their client treats. There are all sorts of ways they try to make the visits a bit special, as for many this is one of the few interactions they have during the week with other people, as many would not leave the house on their own.

We also advocate for clients with government, health and social agencies, provide better access to transport, and assist with tradespeople to address home maintenance or repair issues where possible.

The Salvation Army's corps also run groups for older people. These groups meet regularly for a variety of social activities, and arrange visiting speakers who entertain, inform and connect the group with other support services. Along with a community of peers, these groups also provide spiritual support for those who wish.

The Army has accommodation in 23 towns across New Zealand for people aged 55 and over who are homeless or at risk of becoming homeless.

It also runs Marlborough Hospice, which last year provided professional palliative care to 221 people. While the hospice cares for dying people of all ages, the majority of its clients are elderly. It includes a six-bed in-patient ward to provide respite care, but most clients are cared for in their own homes, with staff travelling across the Marlborough region to visit patients.

In addition to providing medical care for the dying, Marlborough Hospice staff also support their families. Four Salvation Army officers provide chaplaincy support to the hospice, giving an extra listening ear and helping hand as patients and families navigate a difficult emotional time. The hospice supported an average of 100 people a month over the year.

Child Sponsorship & Overseas Development

The Salvation Army's mission of 'Caring for people, Transforming lives, and Reforming Society' very much shapes our Overseas Development work.

In line with trends throughout the development sector, The Salvation Army Overseas Development department is in the process of transitioning away from individual child sponsorship towards child-focused centre/community development sponsorship.

This change is being implemented by all Salvation Army territories around the world as a global strategy for a fairer and more effective way of supporting children in need.

Support has moved to meeting a child-focused need such as a school, centre or community development project.

Child Sponsorship donations are used collectively, making a more significant difference in not only meeting essential basic needs for the children, but enabling life-skill training programmes and moving the sponsorship project toward long-term sustainability.

Children that live in some of the most desperate situations around the world are given the opportunity to receive an education, have their basic needs met, and know that God loves them unconditionally. Through this new vision, no child in a centre or project will miss out because they don't have a sponsor. Every child will have equal opportunity to thrive and flourish.

While internationally this transition initially leads to a drop off in sponsorship engagement, The Salvation Army is confident this approach will deliver the most effective help and hope for people living in abject poverty.

We are working in 20 countries around the globe, including the Pacific, where we are partnering with local people to provide support that is both relevant and effective.

This year, our focus on projects in Athens—working particularly with refugees and victims of trafficking—has continued through assistance with health and hygiene products, and baby care products. Part of our work is with the Green Light Project, helping women escape the red-light district in Athens.

Our Philippines school scholarship programme is winding down, with 20 children successfully completing primary and junior high school. We also support projects in Bangladesh, Sri Lanka and India that are at various stages of implementation. Ministry of Foreign Affairs and Trade also partners with The Salvation Army and provided funding for an Alcohol and Drug Addiction Programme in Samoa.

Our Just Gifts Programme—where you can purchase a practical gift, such as school supplies, scholarships, health packs, medical assistance, and goats—has raised funds for

people in poverty in the Pacific, South East Asia and East Africa.

Worldwide, there are more than 40 million people in slavery and bonded labour. Some of them help make our clothes, food and technology. There is still much work to be done.



Blue Mountain Adventure Centre

The Salvation Army's Blue Mountain Adventure Centre (BMAC) has been active in the outdoor industry for almost 30 years, helping people discover their God-given potential through the challenge of adventure.

It is based in the small community of Raurimu, five minutes' north of the Tongariro National Park, which is home to the famous Raurimu Railway spiral. BMAC continues to meet the mission of The Salvation Army as it cares for those who come on site, helping them to transform their lives, and equipping them to make change in society.

BMAC is able to craft individual programmes to suit the diverse nature of groups that choose to come. The centre works with schools, businesses, families and church groups from around New Zealand—and even some from overseas as well. No two groups are the same. BMAC staff recognise that, and create programmes catered to the individual needs of each group.

The centre's facilities are an amazing resource, recently acquiring the adjacent property to develop to be able to host up to 70 people on site and provide adventures to stretch them all. Over this past year, BMAC saw over 1500 clients onsite or on programmes, adventuring alongside the team.

But its strength is in its small eight-person team, who are all gifted, qualified, safety-trained and all committed Christians. As well as upskilling clients through the various outdoor pursuits, staff continue to personally upskill by getting out there and adventuring themselves. They are all safety certified, hold industry-recognised qualifications, and



are committed to best industry practice. BMAC has recently passed its outdoor safety audit with flying colours and hopes to provide an example to other outdoor providers.

BMAC continues to provide subsidised programmes to vulnerable young people and supports nationally- and locally-driven initiatives that equip them with learning strategies and skills that will better prepare them for life. Over the past year, BMAC has seen almost 300 young people as part of The Salvation Army's Aspire programmes, and through external funding will see even more using BMAC over the next year.

BMAC has a qualified counsellor and adventure therapist on its staff team, who is the facilitator of such programmes. She continues to partner with the NZ Police and community groups that work towards preventing domestic violence, and is able to work one-on-one with a number of local at-risk youth.



Flag Publications

Flag Publications is the publishing house for the New Zealand, Fiji, Tonga and Samoa territory. We periodically produce books, often capturing the stories of our work over the decades. This financial year we have published two titles.

Under Two Flags: The New Zealand Salvation Army's Response to the First World War edited by Kingsley Sampson

Under Two Flags is the story of The Salvation Army in New Zealand in the First World War, filling an important gap in our knowledge of New Zealand's response to that war. Written mostly by retired Salvation Army officers, it shows another side of humanity in action in the midst of the global carnage. Covering the support the Army gave both at home in New Zealand and with the New Zealand Expeditionary Force overseas.

Written in four sections, it covers: Salvationists at war, The Salvation Army responds, Salvation Army chaplains, and the aftermath. It also includes an appendix of every New Zealand Salvationist known to have enlisted in the First World War.

The 388 page book is proving popular with libraries and historians around the country and retails for \$59.95.

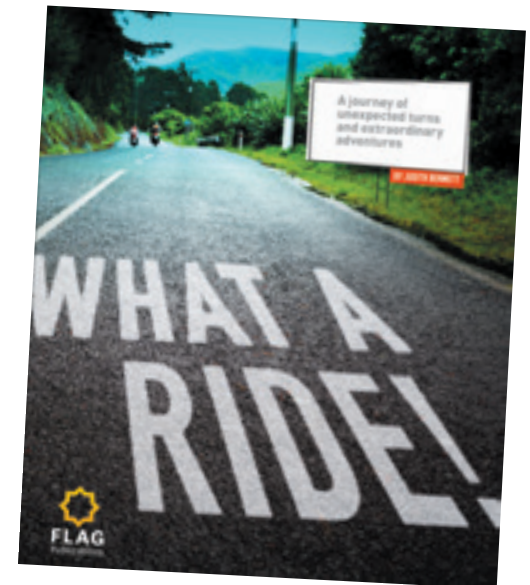


What a Ride: A journey of unexpected turns and extraordinary adventures by Judith Bennett

Major Judith Bennett is a leader of influence and passion. As a Salvation Army officer she's had an incredibly varied and fulfilling life of ministry. But it has not been without challenges, heartaches and moments of self-doubt.

What a Ride captures that journey with honesty and humour, allowing readers an insight into the faith that has sustained Judith over decades. It is full of fascinating Salvation Army history, biblical reflections and personal stories.

Woven throughout the pages is her very personal journey of coming to terms with having been adopted, and learning what it means to be a daughter of God. The 340 page book retails for \$29.95 and has all but sold out of its first print run.



Flag Publications has another project currently underway and plan to release the next book in early 2020. We are also exploring the possibility of turning some of our titles into e-books, extending the reach of our products and giving fresh life to books currently out of stock.

Our books are available through mailorder@salvationarmy.org.nz

Thanks for Your Support

In order to provide its vital social services to people in need, The Salvation Army relies on the continued support and generosity of New Zealand's public and its businesses.

Our donors, made up of generous people, organisations and businesses, are diverse and often choose to support us for different reasons. This support comes in many forms, from individuals who donate money, goods, services and their time via our fundraising appeals, to corporate partnerships, bequests and grants from trusts and foundations.

Appeals

The Salvation Army runs three annual major fundraising appeals; the Red Shield Appeal, a Winter Appeal and a Christmas Appeal. Our appeals, which include direct mail, advertising and street collection components, combine to raise much-needed funds that directly support the work of our social service centres across New Zealand. Collectively our centres combine to help over 120,000 people in need annually, through the provision of wide-ranging support from food parcels, budgeting advice and advocacy, to temporary accommodation and counselling—all made possible thanks to generous supporters.

Business Support

Support from generous businesses has become a vital part of our work, with companies such as Countdown, The Warehouse Group, Wattie's and Kmart, providing valuable assistance throughout the year. This assistance is often seen publicly via popular activities including Countdown Food Rescue, the Kmart Wishing Tree, Wattie's Cans For Good, Resene's Hunger for Colour and The Foodbank Project. 2019 also saw the launch of the *Offering Project*, a substantial fundraiser that incorporates an incredible collection of music and art provided for us by Thom Productions.

Leaving a gift in a Will

For New Zealanders who choose to leave a gift in their will towards the work of The Salvation Army, they can be assured that their gift allows us to help make New Zealand a better place to live for all in years to come. Some of these supporters are clients who have been helped by the Army in the past, while others choose to leave us a gift because they want to help those in need and trust us to do this for them.

Grant funding

The funding support we receive from generous trusts and foundations is a lifeline for our provision of social service



programmes and projects throughout New Zealand. We are fortunate to have a great working relationship with many of these organisations and they have become a reliable partner in our work.

Regular Giving

The True Heroes “Everyday People Helping Every Day” programme, offers people a convenient way to donate by making regular payments automatically from their bank account or credit card. This regular source of income helps ensure that social programmes and assistance can continue on an ongoing basis, making these people ‘heroes’ for both The Salvation Army and the people their support helps in turn.

Thank you

The Salvation Army gratefully acknowledges its supporters and partners and for the crucial role they play in improving the lives of thousands of people who struggle each year. Thanks to your decision to care for others in need, you are helping us give those in need genuine hope for a brighter future.

Business Support

The Salvation Army gratefully acknowledges the wonderful support from a wide range of business partners. These valued partners include:



Bakers Delight

Dad's Pies

Foodstuffs

Grant Thornton

Harcourts Cooper
& Co Browns Bay

JB Were Ltd

Lucid

Nike

Smith & Smith

Our Governance

The prudent management of people, property and financial resources is crucial to The Salvation Army's ability to fully engage in and sustain its mission of caring for people, transforming lives and reforming society.

Commissioned officers who are recognised ministers of religion provide leadership in The Salvation Army. The Territorial Commander of The Salvation Army New Zealand, Fiji, Tonga and Samoa Territory is Commissioner Andrew Westrupp. Second-in-command is Chief Secretary Colonel Suzanne Fincham.

The Territorial Commander is the chair of the Territorial Governance Board (TGB), providing strategic leadership and governance. The TGB has a board-wide membership of the NZ Institute of Directors.

The Chief Secretary is the chair of the Territorial Management Board, providing operational leadership under the delegation of the TGB.

Regionally-based management operations direct the localised work of the Army in New Zealand, Fiji, Tonga and Samoa. There are also nationally-managed social service programmes: Addiction, Supportive Accommodation and Reintegration Services; Education and Employment (closed 30 June 2019); and Salvation Army Social Housing.

Financial Stewardship

The ability of The Salvation Army's trustees and senior management to govern and direct the Army's ongoing work to help people in need as effectively as possible is dependent on diligent financial management.

Without this, the scope of The Salvation Army's work would be significantly diminished and many of its social services would cease to exist. The Army's policies around managing surpluses, reserves, assets and investments recognise the need to provide services on a daily basis, while ensuring such services remain relevant, sustainable and viable for the future.

The Salvation Army's current financial position is the result of 136 years of service in New Zealand, combined with the Army's deeply-held belief in its duty as a cautious and conscientious custodian of the funds entrusted to it. For the year ending 30 June 2019, The Salvation Army recorded a \$4.9 million operating surplus. This is a decrease of \$7.9 million on the previous year's surplus.

Surpluses tend to vary from year to year due to fluctuations of income and expenditure, which are the nature of social

service organisations' business. The 2019 decrease in surplus reflected decreased legacy and donation income and increased personnel, support service, property and programme costs.

The key financial tools used to manage and fund The Salvation Army's operations are reserves, investments and assets.

Reserves

Reserves are funds set aside to be used for specific purposes:

1. To provide working capital to meet unforeseen events.
 - Without reserves, The Salvation Army would not have been able to adequately and rapidly respond to sudden spikes in service demand resulting from external factors such as an economic crisis or natural disasters.
2. To ensure continuity of services.
 - Some services viewed as critical to The Salvation Army's mission and of significant benefit to society are unable to break even for periods. Payments for contracted government services such as addiction treatment, social work, support for children and families at risk, and training for some of the country's most disadvantaged often do not fully cover the costs of the service. As these services are deemed critical, The Salvation Army subsidises and carries reserves to ensure their sustainability.
3. To meet specific objectives of donors and benefactors, which must be held until the intended purpose of the donations can be realised.
4. To provide land, buildings and assets required for the purpose of the mission.
5. To enable the development of new services or programmes.

Investments

Investments are income set aside to provide ready resources to ensure The Salvation Army mission can continue into the future. Funds are invested prudently to give priority to protecting the principal, while providing income to assist operations until the principal is required. Net returns from

investments do not provide adequate income to meet the level of need the Army's services are asked to meet. Public donations assist in making up the shortfall.

Assets

Salvation Army assets consist mainly of land and buildings. They reflect the Army's national presence and the variety of programmes provided. The majority of properties are designed for specific purposes, such as safe and secure accommodation for residential addiction treatment, emergency housing for mothers and their children, social housing and Community Ministries centres housing food banks and facilities for social workers, budget advisers, counsellors and their clients. These properties are used in the provision of services, and do not normally generate a financial return.

The Salvation Army New Zealand Trust

The Salvation Army New Zealand Trust is a registered charity in accordance with the Charities Act 2005 and its deed sets out how the trustees are to govern and manage the Army's activities, properties and funds. The deed empowers the trustees to undertake activities that are consistent with the Army's objectives, which include advancing education, relieving poverty and other charitable services of benefit to our communities.

All donations received by The Salvation Army New Zealand Trust from the general public, businesses, trusts and foundations are used to support the operational costs of running The Salvation Army's Community Ministries in New Zealand, unless directly specified otherwise.

Governance Board



Commissioner **Andrew Westrupp** (Trustee)

Andrew Westrupp has been Territorial Commander since January 2017, providing spiritual leadership and administrative direction with a focus on governance and strategy. He has been a Salvation Army officer for nearly 40 years and has served in church and executive leadership roles in New Zealand and as territorial leader of Papua New Guinea prior to becoming territorial leader of New Zealand, Fiji, Tonga and Samoa, alongside wife Yvonne. He believes in the mission of The Salvation Army—Te Ope Whakaora, the Army that brings life—and is passionate about the renewed focus on this with all the opportunities that brings.



Colonel **Suzanne Fincham** (Trustee)

Suzanne Fincham has been Chief Secretary for the territory since November 2017, giving support to the territory through management of all departments. As a trustee, her focus is on the efficiency of administration, governance, strategy and resources. Suzanne has been a Salvation Army officer for 38 years, serving in many diverse roles, such as church leader, youth and children's work, and senior leadership—all within the United Kingdom. Now serving in the New Zealand, Fiji, Tonga and Samoa Territory, Suzanne is passionate about others, helping them to reach their full potential.



Commissioner **Yvonne Westrupp**

Yvonne Westrupp is a member of the Executive Leadership Team for the territory. She serves as the Territorial President of Women's Ministries. Yvonne has served in church and territorial leadership roles in New Zealand and Papua New Guinea alongside her husband Andrew. Yvonne was a teacher before becoming a Salvation Army officer and is a qualified Myers Briggs facilitator. She is passionate about exploring and progressing opportunities for women in leadership within The Salvation Army.

Colonel **Melvin Fincham** (Trustee)

Melvin Fincham is a trustee member of the Board, serving in the New Zealand, Fiji, Tonga and Samoa Territory since November 2017. His role is Territorial Programme and Communications Secretary, giving Melvin a diverse role covering many practical aspects of The Salvation Army's work. Melvin worked in publishing before becoming a Salvation Army officer in 1981. He has had appointments in church, and youth and children's work, following which he entered senior leadership. Melvin is a man of prayer and grace, living out these aspects in his everyday living.



Colonel Heather Rodwell

Heather Rodwell is a member of the Executive Leadership Team for the Territory. Her specific roles are Territorial Secretary for Women's Ministries, which she commenced in November 2017; and Territorial Secretary for Spiritual Life Development, commenced in January 2013. Over the past 29 years, Heather has held various leadership roles within The Salvation Army, including leading in corps, serving in Community Ministries, and regional leadership roles in Canterbury and Auckland/Northland. As a people-focused person, Heather works to ensure that The Salvation Army delivers on its mission, to see lives transformed through addressing the causes that result in poverty and disadvantage. As a leader in ministry to women, she believes that all families and communities are worthy of the opportunity to achieve to their greatest potential.



Salvation Army in 1995 as head of finance and trustee of the Ghana and Liberia Territory, before undertaking officer training. Subsequent appointments include leadership of corps, Director of Community Ministries centres and divisional and territorial finance and business appointments based in Fiji and New Zealand.

Lieutenant-Colonel Stephen Jarvis

Stephen Jarvis took up his positions as Assistant Territorial Secretary for Personnel and Territorial Privacy Officer in January 2018. He assists the Secretary for Personnel in overseeing The Salvation Army's human resource functions associated with supporting lay personnel, volunteer staff and Salvation Army officer deployment. He also responds to and manages any Privacy Act requests for Territory. Prior to this, Stephen held roles as divisional leader in Northern Division for five years, divisional team member for four years, and was a corps officer for 15 years.



Lieutenant-Colonel Sheryl Jarvis (Trustee)

Sheryl Jarvis took up her position as Territorial Secretary for Personnel in January 2018. She oversees The Salvation Army's human resource functions associated with supporting lay personnel, volunteer staff and Salvation Army officer deployment. Prior to this, Sheryl was a divisional leader in Northern Division for five years, in the divisional team for four years, and a corps officer for 15 years.



Sue Sheldon CNZM

Sue Sheldon is the first non-executive member of our Territorial Governance Board. Sue comes with a wealth of experience; with an impressive record of directorships with successful business, from the state sector through to the commercial sector—from small to large—and is particularly excited by entities undergoing change and growth. She is the current chair of Regenerate Christchurch, Wayfare Group (formerly Real Journeys Ltd) and FibreTech New Zealand Ltd, as well as the Independent Chair of Auckland Council Audit & Risk Committee. Sue received the Companion of the New Zealand Order of Merit for Services to Business in 2007, and is an FCA Chartered Accountant, Fellow of NZ Institute of Chartered Accountants, and a Life Member of Chartered Accountants Australia and New Zealand. She is also a Chartered Fellow, Institute of Directors in New Zealand Inc.



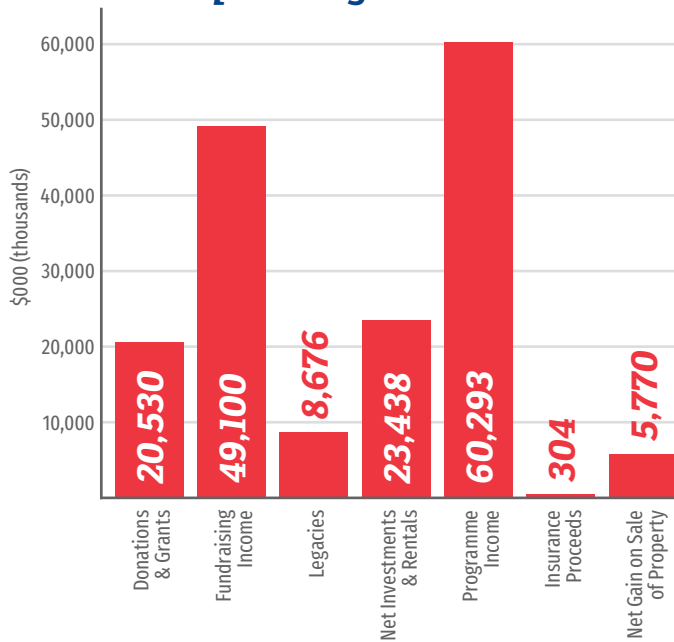
Major Allan Clark (Trustee)

Allan Clark was appointed leader of the Territorial Business Administration Section in February 2019 after the departure of Lieutenant-Colonel David Bateman to Papua New Guinea. Allan is responsible for all business matters of the Territory, including finance, property, audit, commercial, public relations, Family Stores, IT, Salvationist Resources, and Jeff Farm. Allan began full-time service with The

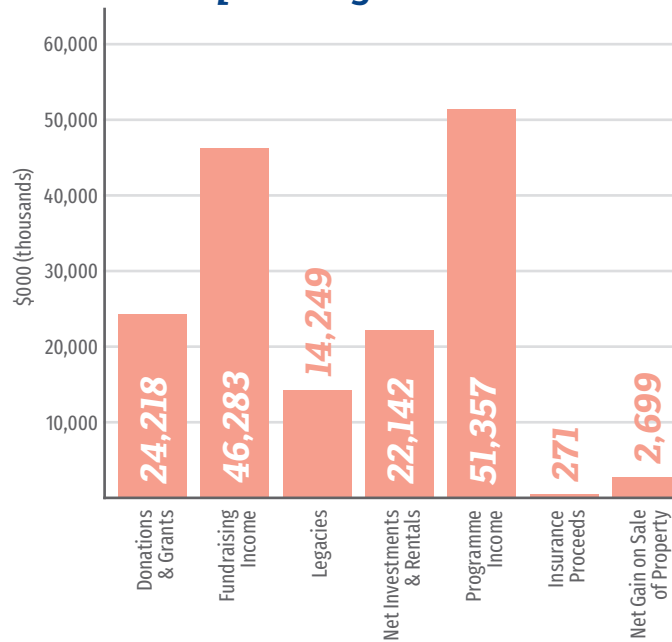


Summary Financial Statements

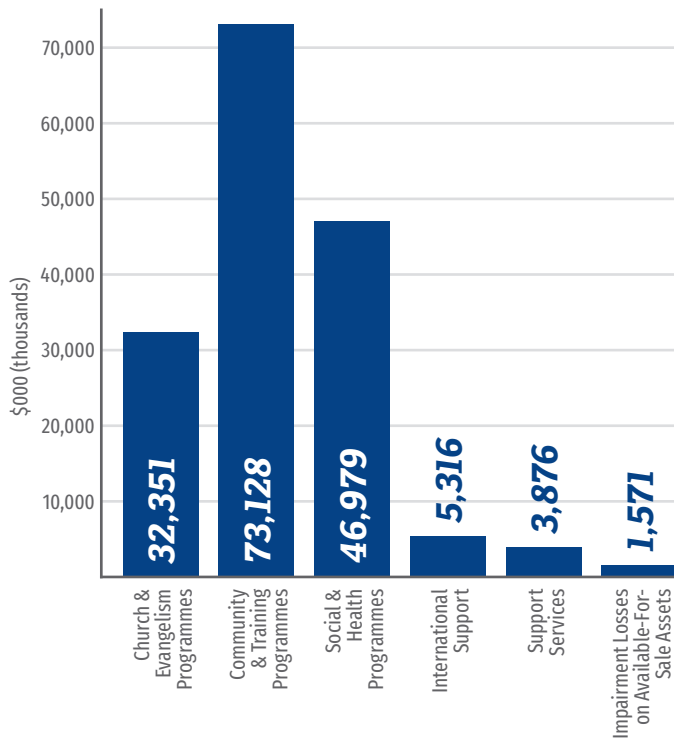
Operating Income 2019



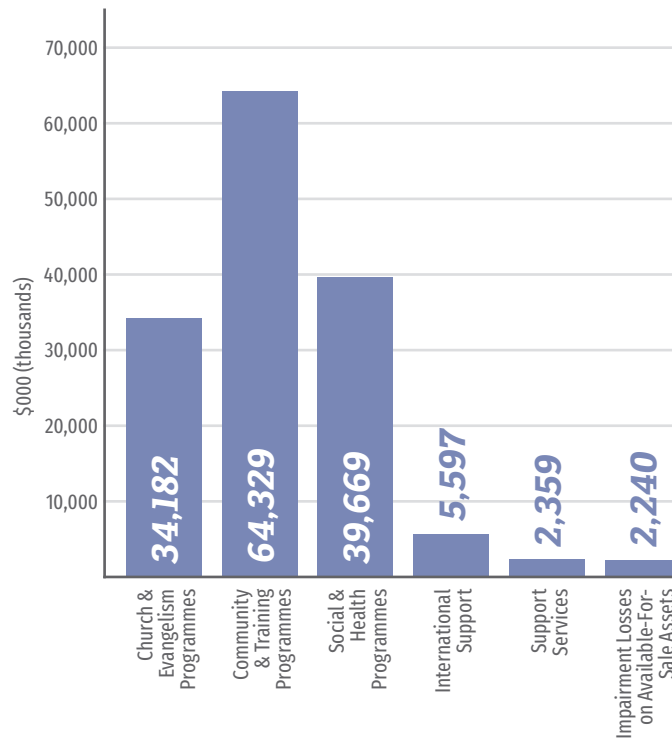
Operating Income 2018



Operating Expenses 2019



Operating Expenses 2018



Summary Statement of Financial Performance

for the year ended 30 June 2019

	2019 \$000	2018 \$000
Operating Income (total revenue)	168,111	161,219
Operating Expenses (total expenses)	163,221	148,376
Operating Surplus	4,890	12,843

Summary Statement of Comprehensive Income

for the year ended 30 June 2019

	2019 \$000	2018 \$000
Operating Surplus	4,890	12,843
Net fair value gains/(losses) on available-for-sale financial assets	(548)	12,291
Total Comprehensive Surplus for the Period	4,432	25,134

Summary Statement of Changes in Equity

for the year ended 30 June 2019

	Available for Sale Reserve	Retaining Earnings	Total
As at 1 July 2017	22,082	501,985	524,067
Total Surplus for the Period	–	12,843	12,843
Other Comprehensive Income	12,291	–	12,291
Total Comprehensive Income for the Period	12,291	12,843	25,134
AS AT 30 JUNE 2018	34,373	514,828	549,201
As at 1 July 2018	34,373	514,828	549,201
Total Surplus for the Period	–	4,890	4,890
Other Comprehensive Income	(548)	–	(548)
Total Comprehensive Income for the Period	(548)	4,890	4,342
AS AT 30 JUNE 2019	33,825	519,718	553,543

Summary Financial Statements

Summary Statement of Financial Position

as at 30 June 2019

	2019 \$000	2018 \$000
EQUITY		
Retained Earnings		
Capital Fund	269,110	264,908
Restricted Purposes	71,151	70,593
Designated Purposes	172,355	164,788
General Fund (Unrestricted Purpose)	7,102	14,539
Total Retained Earnings	519,718	514,828
Other Reserves		
Available for Sale	33,825	34,373
TOTAL EQUITY	553,543	549,201
NON-CURRENT ASSETS	506,600	494,203
CURRENT ASSETS	85,848	93,166
TOTAL ASSETS	592,448	587,369
CURRENT LIABILITIES	18,736	17,942
NON-CURRENT LIABILITIES	20,169	20,226
TOTAL LIABILITIES	38,905	38,168
TOTAL NET ASSETS	553,543	549,201

Summary Statement of Cash Flows

as at 30 June 2019

	2019 \$000	2018 \$000
CASH FROM OPERATING ACTIVITIES		
NET SURPLUS	4,890	12,843
<i>Adjusted for:</i>		
Non-cash and non-operating items:	(342)	2,374
Changes in working capital assets and liabilities:	2,970	(3)
NET CASH FLOW FROM OPERATING ACTIVITIES	7,518	15,214
NET CASH FLOW FROM INVESTING ACTIVITIES	(7,346)	(14,859)
NET CASH FLOW FROM FINANCING ACTIVITIES	-	-
Net increase/decrease in cash and cash equivalents	172	355
Cash and cash equivalents at the beginning of the year	2,750	2,395
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	2,922	2,750

Notes to the Summary Financial Statements

for the year ended 30 June 2019

1 Significant Accounting Policies

Reporting Entity

The Salvation Army New Zealand encompasses all activities of The Salvation Army in New Zealand and is administered under powers of attorney issued by 'The General of The Salvation Army' being a corporation sole under the terms of The Salvation Army Act 1980 (United Kingdom). The Salvation Army New Zealand includes The Salvation Army New Zealand Trust, the Booth College of Mission Fund and the Jeff Farm Trust.

The principal activities of The Salvation Army are the provision of:

- Evangelism programmes
- Community programmes
- Social Services, and
- International programmes.

Basis of Preparation

The summary financial statements are presented for The Salvation Army in New Zealand and are for the year ended 30 June 2019.

They comply with Public Benefit Entity Standards (PBE Standards), as appropriate for Not-For-Profit Public Benefit Entities (PBEs) in Tier 1. The Salvation Army New Zealand is a PBE for the purposes of complying with NZ GAAP.

The full financial statements have been prepared in accordance with generally accepted accounting practice in New Zealand (NZ GAAP). They comply with New Zealand PBE Standards, and other applicable Financial Reporting Standards, as appropriate for Public Benefit Entities (PBEs).

The full and summary financial statements were authorised for issue by the Territorial Governance Board on 19 September 2019.

The summary financial statements have been prepared in accordance with FRS 43 Summary Financial Statements and comply with NZ GAAP as it relates to summary financial statements.

The specific disclosures included in the summary financial statements have been extracted from the full financial statements dated 19 September 2019.

The summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements.

The full financial statements are available on request by writing to:

The Secretary for Business Administration
The Salvation Army New Zealand
P O Box 6015
Wellington 6141.

The full financial statements have been audited and an unmodified audit opinion was issued on 19 September 2019.

The summary financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$'000).

2 Equity

Retained Earnings

Capital Fund

Capital Fund comprises that part of the equity of The Salvation Army New Zealand, which has been used to finance the purchase of property, plant and equipment, and is therefore no longer available for either that purpose or to finance operating expenses.

Other Funds

Funds comprise appropriated income that has been set aside (instead of being spent on operating expenses) in order to provide ready resources to meet the financial requirements of The Salvation Army New Zealand (other than payment of expenses) and also to meet the specification of donors or benefactors.

Funds are classified as follows:

Restricted: Amounts of which The Salvation Army New Zealand has authority to spend income and/or capital, but subject to a restriction imposed by the donor as to the objects upon which or the area in which, they may be spent.

Designated: Amounts of which The Salvation Army New Zealand has authority to spend the income and/or capital but which have been designated for particular purposes by The Salvation Army New Zealand in the exercise of its discretionary powers.

Unrestricted: Amounts of which The Salvation Army New Zealand has authority to spend the income and/or capital, which have not been designated for particular purposes by The Salvation Army New Zealand.

Other Reserves

Available for sale reserve: To record the current balance of all unrealised gains and losses related to the holding of financial assets.

Summary Financial Statements

3 Capital Commitments

	2019 \$000	2018 \$000
Capital Commitments	32,525	42,519

Estimated capital expenditure contracted for at balance date but not provided for.

4 Contingent Liabilities

There are no contingent liabilities at financial year end (2018: \$NIL).

5 Contingent Assets

At year end there was no contingent assets.

6 Transactions with Related Parties

The Salvation Army New Zealand has transactions with other Salvation Army entities. These include The Salvation Army International Headquarters (IHQ), Fiji, Tonga and Samoa and The Salvation Army New Zealand Officers Superannuation Scheme.

Transactions include an administration levy to assist in the operations of IHQ, grants to IHQ, Fiji, Tonga and Samoa and contributions to The Salvation Army New Zealand Officers Superannuation Scheme.

	2019 \$000	2018 \$000
Administration Levy & grants to IHQ	1,811	1,556
Grants paid to Fiji	1,806	2,017
Grants paid to Tonga	560	587
Grants paid to Samoa	763	1,071
Cost of Officers Super Scheme	753	794
	5,693	6,025

Balances at year end include monies invested on behalf of Fiji, Tonga and Samoa and other amounts owing in relation to grants due at year end. Outstanding balances at year-end are unsecured, interest free and settlement occurs in cash.

	2019 \$000	2018 \$000
Balances due to/(receivable from):		
IHQ	(59)	(25)
Fiji	1,169	1,215
Tonga	665	611
Samoa	157	-
	1,932	1,801

7 Events After the Balance Sheet Date

There were no events subsequent to balance date.

Auditor's Report



Building a better
working world

Independent auditor's report to the Territorial Commander and Chief Secretary of The Salvation Army New Zealand

Report on the Summary Financial Statements

Opinion

The summary financial statements on pages 43 to 46, which comprise the summary statement of financial position at 30 June 2019, the summary statement of financial performance, summary statement of comprehensive income, summary statement of changes in equity and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of The Salvation Army New Zealand ("the Army") for the year ended 30 June 2019.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, in accordance with FRS-43: Summary Financial Statements issued by the New Zealand Accounting Standards Board.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 19 September 2019.

Responsibilities of the Territorial Commander and

Chief Secretary of the Army as attorneys for the General of the Army for the Summary Financial Statements

Those charged with governance are responsible on behalf of the entity for the preparation of the summary financial statements in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised): Engagements to Report on Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interest in, the entity.

The Ernst & Young logo is written in a black, cursive script font.

Chartered Accountants
Wellington
19 September 2019

A member firm of Ernst & Young Global Limited

Acknowledgements

Trusts, Foundations and Other Funding Organisations

Acorn Foundation	\$39,319
Basil Charles Bellhouse Charitable Trust	\$15,000
Bay Trust	\$24,062
Central Energy Trust	\$31,885
Central Lakes Trust	\$62,985
Christchurch City Council	\$13,000
Claremont Recovery Centre Trust	\$40,000
Community Organisation Grants Scheme (COGS)	\$22,425
Community Trust of Mid & South Canterbury	\$20,000
E A Rogers Charitable Trust	\$8,500
Eastern & Central Community Trust	\$5,000
Estate of Johannes Trommel	\$5,500
Estate of Lawrence Durey	\$10,000
Farina Thompson Charitable Trust	\$14,000
Jack Jeffs Charitable Trust	\$20,000
Jones Foundation	\$30,000
Karo Trust	\$20,000
Lake Memorial Charitable Trust	\$6,000
Margaret Neave Charitable Trust	\$5,000
Martha Helen Baldwin Trust	\$5,250
Maurice Paykel Charitable Trust	\$5,000
Nikau Foundation	\$46,500
P C & H P W Green Charitable Trust	\$40,000
Pacific Charitable Trust	\$10,000
Pamela Maling Memorial Trust	\$7,410
PC and HPW Green Charitable Trust	\$140,000
Phillip Verry Charitable Foundation	\$10,000
Ray Barrow Charitable Trust	\$30,664
Ron Long Charitable Trust	\$10,000
Rotorua Energy Charitable Trust	\$15,000
Sir John Logan Campbell Residuary Estate	\$20,000
Stewart & Carruthers Trust Fund	\$23,415
Stewart Charitable Trust	\$20,000

Sutherland Family Trust	\$10,000
The Blenheim Trust	\$11,305
The J & A Mauger Charitable Trust	\$5,000
The Lois McFarlane Charitable Trust	\$6,000
Thomas George Macarthy Trust	\$10,000
Timothy Blair Trust	\$9,773
Valder Ohinemuri Charitable Trust (Inc)	\$6,000
West Georgia Trust	\$20,000
Zelda Roberts Charitable Trust	\$6,000
Zillah V Castle Trust	\$9,000

Other Significant Contributors

B W and S W Picot Charitable Trust
E L & B M Robinson Charitable Trust
Frimley Foundation
PC and HPW Green Charitable Trust
H B Williams Turanga Trust & J N Williams Memorial Trust
Sir William & Lady Lois Manchester Trust
The J N Lemon Charitable Trust



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