

# Together

Autumn 2016

YOUR SUPPORT IN ACTION



Te Ope Whakaora



▲ ROGER AND ALOMA LILLEYMAN AT HOME IN A SALVATION ARMY INDEPENDENT LIVING UNIT

## Surviving the Stress of Debt

**When a member of the family got into financial difficulty Manukau couple Roger and Aloma Lilleyman stepped up to help. They took on a bigger house to accommodate family members, but when the family moved out the couple found themselves struggling with high Auckland rents. Roger, an electrician, kept working, but the couple fell behind on their rent and the stress began to take its toll, eventually landing him in hospital.**

‘We were in a lot of trouble financially and in other ways,’ Roger says. So they made a visit to The Salvation Army Manukau Community Ministries where they met budget advisor Yvonne Challis, who began working with them on their finances.

‘They were in bad shape—really bad shape. Roger used to come into my office and he’d be dragging himself along because he was so ill. He’s a proud man. He thought he had to keep working to provide for his family,’ Yvonne says.

So, even with his health difficulties Roger kept working. ‘I worked until I had my heart attack and it finished me off. I was at the airport. I had a heart attack and pneumonia at the same time.’

***At times they couldn’t even feed themselves. They couldn’t cover their rent and they couldn’t buy food.***

The combination nearly killed Roger. He underwent a triple bypass and the unexpected and sudden end to his working life put even more pressure on the couple’s budget. At the time Roger stopped work he wasn’t eligible for superannuation, leaving them with a weekly \$500–600 drop in income.

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▲ YVONNE CHALLIS / MANAKAU COURIER

Sometimes they couldn't even pay for the subsidy for their medications,' Yvonne says.

As they do with many clients, Yvonne worked with other Manukau Community Ministries staff to make sure the Lilleymans were okay—but always with a view to helping them get their independence back long term.

'Sometimes there were food parcels, sometimes it would be vouchers or helping them with their doctor's fees and things like that.'

With Roger's health so bad the key was to free up money to pay for that. While Yvonne was working with the couple on their budget, she was also working on trying to get them into a Housing New Zealand house or secure them a place

in a Salvation Army Independent Living Unit.

Initially, they managed to get into a Housing New Zealand home, which they were grateful for, but it was unsuitable because of Roger's health. His doctors warned if he could not get settled in a more suitable home and reduce his stress he could suffer another major heart attack, Yvonne says. So, Yvonne kept working and eventually a Salvation Army Independent Living Unit became available, just in time, she says.

***The Salvation Army do a lot of stuff for people, but they're not going to do everything for you. You have got to put things right yourself, listen to what's said to you and do it.***

'If it wasn't for the house they're in now he would have been six feet under.' The couple was overjoyed and still describe the house as their palace. 'Yvonne rang and asked if we wanted it,' Roger says. 'When my wife saw it she said all her dreams had happened at once. She says it's magic.'

While it was a major step for their health and finances it wasn't the end of their work in paying off their debts and getting their budget sorted, with Yvonne continuing to provide support.

'The Salvation Army do a lot of stuff for people, but they're not going to do everything for you. You have got to put things right yourself, listen to what's said to you and do it,' Roger says.

After four years of work with The Salvation Army the pair are debt free, with a settled budget and loving life—spending time with grandchildren, gardening and enjoying their retirement at home.

## What is a Community Ministries Centre?

Community Ministries is a Salvation Army social service centre that exists to serve the needs of its local community. It is one of 68 such centres spread throughout New Zealand.

First established in the early 1980s, The Salvation Army set up these social service offices as a place where people could seek individual and family assistance—providing a community-based approach in response to the rapidly changing needs of its clients.

Typically operated by a combination of Salvation Army officers, staff and volunteers, a Community Ministries centre can provide a broad range of services to those in need. This includes welfare services such as counselling, budgeting advice, Family Mentoring Programmes, Life Skills Development Courses, and assistance with food, furniture and clothing.

As well, a Community Ministries centre is a pathway that connects

all who come through its doors to many other Salvation Army services designed to help and support, including:

- Bridge centres for people whose lives have been affected by the harmful use of, or dependency on, alcohol or drugs.
- Oasis centres for those wanting to combat problems with gambling.
- Supportive Accommodation centres for people needing emergency housing
- Education & Employment centres, delivering training via a wide range of fully-accredited courses as well as support into employment.
- Referrals to Salvation Army Court and Prison chaplains for offenders and victims alike.
- Information on local Salvation Army programmes for youth and children, including playgroups, youth groups and counselling.



## From Our Public Relations Director

Welcome to the first edition of 'Together', The Salvation Army's new-look newsletter for its valued donors and supporters nationwide. Previously titled 'Reporter', this publication has traditionally existed for us to report back to our donors on how their support is making a positive difference.

The new name is certainly appropriate as The Salvation Army can only provide its life-changing social services to those in need thanks to the continued support of people like you. *Together*, we can put your support into action and help guide New Zealanders through their darkest times.

2016 is shaping up to be another busy year for the Sallies across the country, as we continue to meet the needs—urgent and long-term—of the thousands of people who ask for our help each year.

As you'll read in this publication, our recent State of the Nation report highlighted key aspects of the nation's social and economic conditions. Topical issues such as child poverty, crime rates and the current housing crisis paint a troubling picture across some parts of the country, but the Army is committed to tackling these issues head on.

You'll also read about some of the life-changing outcomes our social services provide, such as Education and Employment and their focus on at-risk youth achieving qualifications to gain employment. Building skills and confidence today helps them positively contribute to the community tomorrow.

The vital work being undertaken by Manukau Community Ministries is also detailed, with their budgeting services and accommodation assistance in high demand all year round. Their work is indicative of many of the 68 Community Ministries centres across New Zealand, which offer those in desperate need a 'hand up' as opposed to just a 'hand out'.

Our mission—caring for those in distress, helping reignite their hopes and transform their lives while working to change society for the better—is built into our DNA. *Together* with your help, we will continue to support Kiwis in crisis as a beacon of hope for the future.

**Shane Chisholm**  
Public Relations Director

## Help for Fijians Battling Addiction

The Salvation Army has opened its first addiction support centre in Fiji, giving help to Fijians struggling with alcohol and other drug use. The centre in Suva is the only addictions treatment programme in Fiji. It officially opened in February, with the first clients expected at the start of May.

The Army has been looking at setting up an Alcohol and Drug Rehabilitation Service in Fiji for some time. Alcohol and drug harm are a huge issue worldwide and Fiji was not exempt, Centre Manager Captain Epironi Toloi says. It has become clear that alcohol and drug abuse and addiction has increased to worrying levels within Fijian society. 'Alcohol, kava, glue sniffing and cannabis, to name a few, are part of daily life for many there,' he says.

Captains Epironi and Sera Toloi have been Salvation Army officers for nine years, and will start from scratch in developing this support centre. As part of their preparation they have been looking at various Salvation Army programmes, including visiting Salvation Army Community Ministries in Auckland.

'We also visited a number of institutions such as Auckland City Mission's social detox centre, observing and learning as much as we can. The purpose was to get a fair bit of understanding of what we think will best suit Fiji and integrate this into a Fijian context.'

The couple plan to build relationships with the Ministries of Health, Education, Justice, Corrections and the Police Force in Fiji, and are hoping they can expand the service outside of Suva.

Epironi says that they are looking forward to the experience. 'We want to make every minute count in every moment of our time here on earth, and as such we are passionate about our journey, working with people struggling with addictions.'

The Salvation Army in Fiji is administered from New Zealand, but not funded by New Zealand donor contributions.



▲ DUNEDIN E&E EARLY CHILDHOOD EDUCATION GRADUATES / OTAGO DAILY TIMES

## Second Chance for a Bright Future

**At the close of 2015, a proud group of 10 students in Dunedin graduated with NCEA Level 2 and 3 after finishing a 40-week Education and Employment (E&E) Youth Guarantee course. The students graduated in early childhood education (ECE), auto trades and service sectors for youth, covering areas including hospitality and tourism.**

Tutors' assistant Michelle Inwood says the tutors and students went all out to create a fun celebration. They invited the newspaper, laid formal tables, and tutors took the students to Salvation Army Family Stores to pick out formal wear for the occasion. For many it was their first time dressing up, says Michelle.

'It really helps give them a sense of worth. They went all out for it—glitz and glamour and the makeup. It created a real buzz as they went in—lots of laughter and lots of panic, a bit like a formal.'

The ECE students, made up mostly of young mothers who had their children around the age of 16, took on most of the organising for the event. Of those who graduated, two have gained scholarships to study at polytech, two are planning to go to university, and the rest are also going to polytech or into work.

It's a huge achievement for tutors and students, the latter of whom were classed as high-risk Dunedin youth with complex backgrounds and facing huge challenges, Michelle says. Many of the students had been unsuccessful in gaining their NCEA Level 1, and some arrived with drug or alcohol addictions and other struggles.

'It's so rewarding when you see how they presented

themselves originally and then you see them six months later. They're able to hold a conversation and eye contact, their numeracy and literacy skills have gone up, or they're able to concentrate better.'

The students invited parents and family to the graduation event. Having family there was special for the young people and for the adults, who were moved by the change in the students and their achievements.

*It's so rewarding when you see how they presented themselves originally and then you see them six months later.*

E&E National Director Gregory Fortuin says the Dunedin students' story is typical of E&E outcomes around the country. 'The achievements of these people who have failed in or been failed by mainstream education is amazing. Where once they were seen as failures; now, with the right encouragement, they're on a pathway to a better life.'

Although E&E staff work with at least 500 young people through Youth Guarantee courses every year, E&E's work extends much wider, but all with a focus on transforming lives. It has 15 centres around New Zealand and trains about 1,500 people a year, providing education courses and pathways to employment for people who don't fit in mainstream education.

E&E works with released prisoners, refugees, youth and unemployed people looking to get back into work. Courses range from painting, driving and auto trades to hospitality and tourism, early childhood education, and English as a second language.

# State of The Nation

Last month The Salvation Army launched its latest State of the Nation report, entitled 'Moving Targets'. Now in its ninth year, State of the Nation examines a range of indicators to highlight good and bad aspects of New Zealand's social and economic conditions.

December 2015 job figures painted an encouraging picture of the resilience of our economy. But just a small dip in economic fortunes could see many more Kiwi families fall into poverty and social distress, says Alan Johnson, the report's author.

'Improvements in some social outcomes are thinly spread and occasionally simply the result of Government agencies changing their targets, rather than real improvement in social wellbeing.

'As a country, we need targets that are aspirational and courageous if we are to tackle issues like child poverty and the current housing crisis. The nation still does not take the damage caused by child poverty and homelessness seriously enough.'

Rent rises and housing shortages have a severely detrimental impact on family life—in Auckland in particular, where rents are now rising faster than wages and salaries. It now takes 13 years of the average wage to buy a median-priced Auckland house, compared to eight years across New Zealand as a whole.

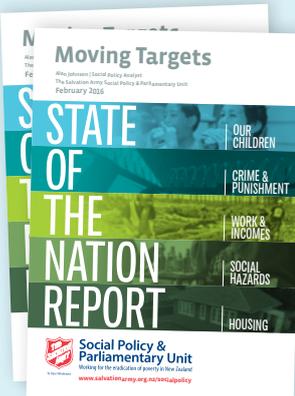
The report also highlights other areas of poor social performance—including that less than a third of all crime is reported to Police, and that the Māori rate of imprisonment remains seven times that of non-Māori with reoffending rates beginning to rise again.

However, some indicators give cause for optimism. There has been a further decline in teenage pregnancy rates, less youth offending, a 40 per cent reduction in drug offences since 2010, and a decline in alcohol consumption.

'However, much of our social progress continues to depend on economic growth and the jobs and incomes this creates,' Alan says. 'Should this economic growth falter, there is a very real risk that

many areas of social progress will reverse. We don't yet appear to have a set of social policies to sustain this progress through an economic downturn.'

The full report is available at [www.salvationarmy.org.nz/MovingTargets](http://www.salvationarmy.org.nz/MovingTargets)



## 2015 in Numbers

The 2015 calendar year saw The Salvation Army providing an unprecedented level of support to Kiwis in need across New Zealand, through a broad range of social services:

**54,556** FOOD PARCELS delivered to  
**27,777** FAMILIES

**11,123** families receiving SOCIAL WORK support

**125,375** BED NIGHTS of specialist accommodation provided

**12,072** BUDGETING SESSIONS provided

**1876** people receiving EDUCATION & EMPLOYMENT training

**9005** people accessing ALCOHOL, OTHER DRUGS & GAMBLING services

**7309** ELDERLY & INFIRM people provided with home support



Te Ope Whakaora





## Thanks for your Support at Christmas

Christmas for many is a time of celebration with family and friends, while for others it can be full of loneliness, stress, debt and despair. Each Christmas we see thousands of families approach us for help, and 2015 was no different.

Thanks to your support, The Salvation Army was able to provide practical and direct support to more than 17,000 fragile families in need. This help came in the form of food parcels, budgeting and parenting advice, Christmas gifts for children, school kits and so much more.

If you donated to our Christmas appeal, thank you. Your support directly helped us to provide assistance to these families over the holiday period, with many able to start putting their shattered lives back together again.

As well as the thousands of individual and family donations, we were also very grateful for the wonderful support

provided by businesses big and small in the lead up to Christmas. Longstanding partners such as Kmart, Countdown, Warehouse Stationery and Bunnings played a vital role in collecting record numbers of gifts, food and cash donations through their national store appeals.

Elsewhere, TSB Bank, Fonterra, Arrow International, My Food Bag and Uber made a real difference through food and gift collections undertaken at selected branches.

‘Last Christmas, we were also privileged to benefit from new business support with donations from BNZ, Johnson and Johnson, Waste Management and Air New Zealand,’ explains Major Pam Waugh, Head of Social Services.

‘On behalf of everyone at The Salvation Army, a heartfelt thank you to the staff, customers and business owners of our existing and new partners for their generous support.’

## Online Foodbank Delivers The Goods

Thanks to smart new features and a strong uptake from Kiwis, The Foodbank Project is delivering the goods on a weekly basis to Salvation Army foodbank hubs in Auckland, Hamilton, Wellington, Christchurch and Dunedin. The innovative online donation platform is a partnership between The Salvation Army, web developer Lucid and Countdown and has attracted strong support following its

‘launch’ on TV3’s *Story* in December.

‘In December alone more than 7,000 much-needed grocery items were donated, many of them Christmas meals and treats,’ explains Shane Chisholm, The Salvation Army’s PR Director.

‘We are thrilled with the feedback from individuals, families and business donors, who appreciate knowing that their donations are making a difference.’

People can visit [www.foodbank.org.nz](http://www.foodbank.org.nz), select from a list of the most-needed grocery items and make a donation to cover the cost.

Donations can be set up as a one-off, or for those wanting to give more, they can be set up as a recurring purchase. Donors can choose individual items or purchase pre-packaged ‘seasonal’ bundles that will help families struggling to cover costs.

