

Together

2017

WINTER APPEAL EDITION



Te Ope Whakaora



▲ BRIDGET (LEFT) WITH COLLEEN

A sense of warmth and belonging

It's fair to say that Colleen has been through a lot of heartbreak in her life. Now in her seventies, she has out-lived both her husband and two of her children, who all tragically passed away from medical issues.

Thanks to The Salvation Army, she is again finding joy in the company of others – and keeping herself and her grand-daughter warm in the coming winter.

For Colleen, the pain of losing her daughter three years ago, shortly after losing one of her sons to Huntington's Disease, threatened to overwhelm her.

In addition, Colleen was left as the sole guardian for her 11-year-old grand-daughter Amy. She knew she needed help, but didn't know what support was available in the community as she had never accessed it before.

'I was so lost when my daughter died, I didn't know where to turn for help.'

Colleen had already been in contact with The Salvation Army Community Ministries in Blenheim for help with firewood, so she spoke with Bridget, their social worker.

Bridget knew Colleen was an very independent person, so she knew it wasn't easy for her to be asking for help.

'For a lot of our senior clients, they have that mind-set of 'I really don't want to bother you'. But we could see that Colleen was struggling to cope so we rallied around her.'

"I was so lost when my daughter died, I didn't know where to turn for help."

The Salvation Army provided a range of social care, including food parcels to support Colleen as she set up her household to accommodate her grand-daughter, while she was at the same time battling with her own serious health issues.

The Army also provided a school uniform for Amy that Colleen said 'was so helpful and needed'.

Timely deliveries of firewood were provided to Colleen during the cold winter months, as part of the centre's Firewood Project. A joint initiative with the local Lions Club and the Corrections Department, this project turns donated wood into firewood for those in desperate need.

Bridget also set Colleen up with Home League, a Salvation Army Women's Group that helps people at risk of isolation to build relationships with others. For Colleen, she said she was made to feel welcome from the first day and has never looked back since.

'I felt such a sense of belonging at Home League and The Salvation Army, I always look forward to going there. And I really appreciated Bridget because I could come and talk to her when I was feeling down, she was always there to listen and to offer help.'

The firewood support has been ongoing, and more recently Colleen experienced another health setback that meant she required additional support from Bridget and the team at Blenheim Community Ministries.

"I really appreciated Bridget because I could come and talk to her when I was feeling down, she was always there to listen and offer help."

Bridget was happy to provide support to a kind person such as Colleen, who has experienced so much tragedy in her life.

'Colleen has helped so many people over the years, like when she took her brother in after he had a major stroke.

'It's good to be able to give her something back as she's given so much of herself to others.'

Bridget says that things like the Firewood Project are a practical way they can help the most vulnerable in the community, particularly infants and the elderly who live in cold houses where there is a potential health issue.

'The Firewood Project has become an important part of the wrap-around care we provide to those in need.

'We view it as a stop-gap measure, where we provide an amount to last a week and then work alongside the client to plan how they can keep warm in the weeks following.'

Colleen is incredibly grateful for the support that The Salvation Army has provided her over the years.

'The support is everything. I know they're there if I need it, and it makes me rest in my soul, to know that people care.

'I really don't know where I'd be today without the support of The Salvation Army.'

You can help people like Colleen and her grand-daughter to keep warm and healthy this winter, with the support and companionship they need to have a fulfilling life.

Please support our urgent Winter Appeal. Donate now by completing the donation form attached to your letter or donate online at salvationarmy.org.nz



◀ COLLEEN WITH MEMBERS OF THE FIREWOOD PROJECT

Winter Basics: Warmth

It's sad to think that in winter, many Kiwi families struggle to stay warm during these cold months.

We see elderly who need help keeping warm at night, and families forced to choose between feeding their children or paying the

heating bill.

The Salvation Army offers practical aid in the form of blankets, clothing and heaters for people in crisis.

We also advocate on behalf of our clients to ensure landlords insulate and maintain their properties.

Last winter (Jul - Sep 2016) we provided:

3,246 packages of practical aid to **1,983** clients, including **1,313** first-time clients

11,001 instances of social work to **2,561** clients, including **1,323** first-time clients



From Our Public Relations Director

Welcome to our winter edition of our 'Together' newsletter, which keeps you—as a valuable friend and supporter of The Salvation Army—up-to-date with our vital work across New Zealand.

In our last 'Together', we asked for your feedback on the work we do in the community, and how you feel about The Salvation Army in general. We were delighted with the thousands of comments we received back, which in turn allows us to better serve you in the future as a valued supporter.

You can read in this newsletter about some of the key survey results we've collated so far, and we're keen to update you further in the coming months.

As the cold winter settles in, this publication focuses on the growing need for food, warmth and shelter that continues to exist in New Zealand.

While it's easy for us to take for granted these basic comforts, the sad reality for many Kiwis is that these winter months can be a time of desperation and despair, as they struggle to keep themselves warm, safe and healthy.

This can place people from all walks of life, from newborns to the elderly, in serious danger.

Our services in winter are in increasingly high demand, and it's only thanks to your continued support that we can continue to make a tangible difference to people's lives and give them hope for the future.

Keeping true to our mission statement of 'caring for people, transforming lives and reforming society', The Salvation Army is committed to being there to lend a helping hand to people in need.

Thank you again for playing your part to ensure that everyone in our community has access to the basics of food, warmth and shelter this winter.

God Bless,

Shane Chisholm
Public Relations Director
The Salvation Army

Winter is coming...

A cold winter is coming, and with it comes desperation and suffering for Kiwis already struggling to get by.

At The Salvation Army, we see a heightened demand from clients for both urgent and long-term services nationwide during winter, as families struggle to keep warm, healthy and sheltered during this period.

Our community ministries - which provide our social services to the community - see a noticeable increase in demand at winter for support around the basic needs to survive: **food, warmth and shelter.**

Several factors drive this demand, from increased power use to the lack of affordable accommodation.

Sickness is an aspect of winter that sees many clients coming to The Salvation Army for the first time, as is access to good, safe and dry housing. Unexpected issues, such as a lack of income due to sickness or outstanding debt, are also common factors.

In this situation, the Army will support a family for a set period, providing wrap-around services and working together to build a plan to see them through winter.

We need your support to make a difference.

This winter, The Salvation Army will help thousands of Kiwi families and individuals in need with the basics of food, warmth and shelter, as well as longer-term help in the form of budgetting, counselling and advocacy.

But we can only achieve this with your support.

Please Support The Salvation Army Winter Appeal Today

- ▶ Donate online at salvationarmy.org.nz
- ▶ Complete the enclosed donation form and return it to us in the freepost envelope provided
- ▶ Call us on 0800 53 00 00



A plan for Lavani and her family

Thanks to The Salvation Army, Lavani* can envisage an independent and debt-free future for her and her family.

In 2015, Lavani, her husband Vai and their three children were struggling to manage their household budget. When Vai's low-paying job was unexpectedly reduced to casual hours, and with only basic government support available, the family started to fall into serious trouble as the debts piled up.

Lavani was referred to The Salvation Army's New Lynn Corps by WINZ for budgeting and food support. Corps Officer Major Janee Sawyer says the team mobilised to assist the family.

'We felt this family had immense potential to get out of this terrible trough of debt and an inability to get ahead, and to make ends meet.'

The first step was to provide Lavani's family with regular food parcels to alleviate the household budget. They also sat down with Salvation Army budgeter Muriel to look at their current expenses and debts and together to put a plan in place.

The children received uniforms, shoes and bags needed for school but the family couldn't afford, and knitted items were provided by staff and Corps members for winter.

Janee says that Lavani's situation is not an uncommon one with the clients she sees. 'Often it's a change of circumstances that puts families into danger, forcing them to incur debts

from loans and hire purchase agreements that are exorbitant.'

Fast forward to today and Lavani is now in employment, with Vai taking over the day-to-day parental duties and doing a great job. Janee is impressed with their progress.

'I just think it's a wonderful transition from the desperation that brought her to us, from that stage to her being in employment and being able to consistently feed her family and begin to pay off debt.'

'While the family still receives an occasional food parcel, they're working on a plan to become completely independent from support. At times they find it hard, but we're there to support them when they need it.'

Lavani appreciates the help New Lynn Corps has provided.

'Today I am so much better – I have no family in New Zealand so The Salvation Army has become my family. I cannot explain how different my life is, I am so happy.'

You can help families like Lavani's to have food for their children and an independent plan for the future.

Please support our urgent Winter Appeal.

Donate now by completing the donation form attached to your letter or donate online at salvationarmy.org.nz

** Name and image changed to protect privacy*

Winter Basics: Food

When a stretched household budget means that families are struggling to put food on the table each night, it can have a severe effect on a family's health, happiness and overall wellbeing.

The Salvation Army offers food parcels to help clients

in urgent need, alongside community meals to people who aren't able to provide for themselves.

Many clients also attend budgeting sessions to learn how to effectively manage their household finances and to address existing debt.

Last winter (Jul - Sep 2016) we provided:

13,981
food parcels to
10,022 families,
including **4,013**
first-time clients



4,264
budgeting sessions to
1,857 clients, including
791 first-time clients



Shelter for Malia

When Malia* first contacted Salvation Army's Porirua Community Ministries, her husband was about to kick her out of their house in Christchurch, leaving her and their three young children homeless.

With no family in the area, Malia made the difficult decision to move to Wellington to be close to her sister. With a cold winter approaching as she struggled to find suitable accommodation, Malia found herself in a desperate situation.

'From that time, I had nowhere to go. I found The Salvation Army online and I phoned them.'

An interview with Malia and the team at Porirua Community Ministries helped establish what her greatest needs were and how The Salvation Army could assist.

With a plan in place, the team mobilised to support Malia's family, starting with the offer of a place in an emergency house. They also made sure that the family had enough food while they settled into their new environment.

Malia says that the temporary accommodation provided was the first step in getting her life back on track.

'I was so happy, because in Christchurch I felt lost and alone. I was in a terrible situation. I didn't have any family and I did not know anyone. When I was staying with The Salvation Army they helped us not to feel alone,' she says.

"From that time, I had nowhere to go. I found The Salvation Army online and I phoned them."

Once the family was settled, Salvation Army social workers stepped in to help with long-term support. Sarah, the centre's Housing Coordinator, helped to get Malia set up on a benefit, and then arranged for a Housing New Zealand house.

As part of a plan to give Malia the tools she needed to live independently, she attended a Salvation Army budgeting course to learn how to effectively manage her household budget. She also went to counselling sessions, including a Positive Life Skills Programme which helped her build self-esteem and gain goal-setting and problem-solving skills.



▲ MALIA (LEFT) WITH GRANT FROM PORIRUA COMMUNITY MINISTRIES

'I really enjoyed that. I really liked sharing with the other women, their experiences. It was really helpful.'

Sarah says the aim of providing these wrap-around services, is to make sure the issues that got Malia there don't recur and that she leaves The Salvation Army's care with confidence.

Today Malia says the children are thriving at school, and the care they received is a big part of helping them all settle so well. It's a long journey still to where she wants to be in life, but Malia's determined to pay forward what she's received.

'The Salvation Army is my family now. I know they have a heart for me and my kids and I feel that.'

'My door is always open, if people need bread or water they can come and I will help them, like the Army did for me.'

You can help families like Malia's to have a warm place to stay this winter, with access to the counselling and support they need to help turn their lives around.

Please support our urgent Winter Appeal. Donate now by completing the donation form attached to your letter or donate online at salvationarmy.org.nz

** Name changed to protect privacy*

Winter Basics: Shelter

In the cold and wet winter months, a roof over a person's head can often be the difference in their survival and wellbeing.

Once an individual or family in crisis is safe, warm and sheltered, they can begin to relax and to address the root

causes of the situation they are currently in.

This is where The Salvation Army offers resources such as counselling, Positive Lifestyle Programmes and more, all with the aim of turning their lives around and building a better future.

Last winter (Jul - Sep 2016) we provided:


32,435
Bed nights of
Temporary Accommodation
to **4,302** clients



7,774
Counselling
sessions to
1,654 clients,
including **763**
first-time clients

Update on Nathan

Earlier this year, you might've read the heart-warming story of Nathan and his family from South Auckland. Their story was featured in our Red Shield Appeal, as Nathan managed to turn around a life of crime and drug abuse into one of hope for him and his family.

We'd like to share an update with you on Nathan, who now works part-time at Royal Oak Community Ministries—the same centre that helped lift him out of danger—as a pickup and delivery truck driver for their foodbank.

One of Nathan's ongoing issues had been with transport for him, his partner and their children. Because of his previous convictions and debt history, Nathan had been unable to get a loan for a vehicle for his family, placing a significant amount of stress on the family—especially with his pregnant partner's frequent need for doctor's visits.

The Royal Oak budgeting team had been working with Nathan to find a suitable vehicle, so when a tourist recently arrived at their centre and offered to give them a 7-seater Honda Odyssey, they felt like all of their prayers had been answered.

The Swiss tourist, Daniel, had purchased the vehicle for his tour of New Zealand, and wanted to give it to a worthy family before heading back to his native Switzerland. He had settled on The Salvation Army as he knew they did good work for people in need both here and overseas.



▲ DANIEL (LEFT) WITH NATHAN

Nathan and his family were over the moon with the timely gift.

'It was incredibly generous and we are very grateful. It was exactly what we needed to continue moving ahead as a family.'

Royal Oak Managing Director, Rod Ellis, called the generous gift 'a miracle' which had a direct impact on a family in need.

'It came at exactly the right time and for a family that desperately needed a vehicle, allowing them to continue making fantastic progress in their journey.'

Your survey results

A huge thank you to the thousands of supporters who completed the survey in our last edition of Together.

We've been busy collating the results received and are keen to share them with you soon – but in the meantime here's a snippet of what you as valued supporters think about the work of The Salvation Army in New Zealand.

What words come to mind when our supporters think of The Salvation Army in New Zealand?

Community Service
LOVE HOPE GOOD
Non-judgmental
Compassionate Caring
Practical SUPPORT Helping Others
Kind

Reasons why our supporters choose to support The Salvation Army:

- 86% say it's because of our work in the **community**
- 80% say it's because we help **families in need**
- 66% say it's because we help the **homeless**
- 66% say it's because we provide **emergency services**

Which areas of The Salvation Army's work do our supporters consider most important?

- 85% stated our focus on **families in crisis**
- 48% stated our work with the **homeless**
- 43% stated our help with **at-risk youth**
- 42% stated **drug, alcohol & gambling rehabilitation**