

SAW1-IMPACT-03/22

THE IMPACT YOU MAKE

A LOOK AT WHAT YOUR DONATIONS HELP US PROVIDE



Te Ope Whakaora



YOUTH DEVELOPMENT

The Salvation Army is looking to change the narrative and foster engagement to bring the village (community) together to support our youth. We are exploring new ways to connect and support the youth in our community as this is key to many longer-term outcomes that can seriously affect our society.

New initiatives, like the community-based Pasifika Thrive programme in Porirua, look to address stigma around mental health and provide a platform for youth to talk about real issues in the world that they navigate.

240 YOUNG PEOPLE (IN 24 GROUPS) PARTICIPATED IN OUR YEAR-LONG ASPIRE KIWY YOUTH DEVELOPMENT PROGRAMME.

The Salvation Army in Porirua continues to support Pasifika young people and families through in-school mentoring,

1000 YOUNG PEOPLE BENEFITTED FROM COURSES AT OUR BLUE MOUNTAIN ADVENTURE CENTRE.

one-on-one mentoring and community engagement events. The focus is the holistic wellbeing of Pasifika. Our cultural strength-based approach provides a safe

space for young people to explore, express and bring mana back to their identity as Pasifika.

This and other initiatives look to expand the engagement and number of services available to young people. By engaging with wraparound services such as counselling and ongoing mentorship, young people can speak up about real, authentic and genuine issues—including the impact of Covid-19, bullying, mental health and suicide—and not be ashamed.

429 FAMILIES HELPED THROUGH COUNSELLING SERVICES.

Existing programmes like Aspire continue to bring results for young people and their families. The 'Circle of Courage' is designed to increase positive participation, get them involved in community projects and set goals in a fun, supportive environment for their personal development. Investing in our young people benefits us all, so your part in this will help the next generation succeed.



FOOD SECURITY

Receiving one of our food parcels is often the first step in someone's journey, by bravely asking for help. It is a gateway to support for some families that are coping with hardship, mental stress and financial pressures. But the food parcel does not solve the problem. Getting to the heart of the cause, then setting a plan is what helps people turn a corner—we do this together.

The Salvation Army has frequently, during its history, sought to disrupt the norm, make a difference in a sustainable way and give people fullness within their lives. The Salvation Army is actively supporting people and their communities to be independent and find a new way forward, like the recently-launched Kiwi Kai Co-Op in Auckland.

REAL LIFE IMPACT

Weekly support and encouragement with weekly food parcels for Steven and his family was needed until they could manage on their own. The volunteers' encouragement at the drop-in centre—talking through the weight of the financial burden of debt and the feelings associated with this, showing interest in them as a family and cheering them on—has seen them make changes and become independent of needing our services. They no longer require weekly food parcels and Steven now sees their future as manageable—and he is even optimistic about returning to work soon. They are enjoying some financial freedom for the first time in years and his weekly visits to catch up with us are now an outing to get out of the house with his toddler.

Kiwi Kai Co-Op gives low-income families access to options, based on three principles of bulk purchases, plant for life and pātaka (community pantry). It is about members/co-owners drawing on the collective strength of a group to improve food security for its members through sharing their resources, talents, skills, time and knowledge. Models like these will help bring about food security and offer a more sustainable way of living, making people independent and giving them a path to help themselves.

88,000 FOOD PARCELS DISTRIBUTED.

Daily, we see distress from those needing immediate assistance. The foodbanks and hubs are an immediate solution, but we recognise there are alternative ways to help.

70 CENTRES PROVIDING FOOD PARCELS OR VOUCHERS.

A long-term ideal could be for social supermarkets and other ways of supporting those who experience food insecurity. The reality is that food insecurity is becoming a more noticeable everyday struggle for more people. Thankfully we have people like you supporting these vital services so we will still be there with that initial food parcel that brings relief, and the opportunities to move forward.

32.5% CLIENTS REFERRED TO OTHER SERVICES.

BUDGETING

Financial mentoring is a cornerstone service in helping people achieve independence. It is frequently the key to resolving and supporting people through difficult situations. There was a substantial uptake in demand last year, with over 13,600 sessions for more than 4400 clients, most of them new clients. Increased costs of living and inflation are hitting all income levels of society—like food prices (in March these were reported to cost 6.8% more than last year), the volatile petrol prices and a stretched housing market. It seems everyone is facing a tough time, some more than others.

4400 CLIENTS RECEIVED FINANCIAL MENTORING FROM 33 LOCATIONS.

Advisors help people set realistic budgets and live within that budget so they can meet their family needs. They provide advocacy and

guidance around their welfare entitlements and debt to consolidate, and give clients a workable plan—and you are supporting them. We continue to offer low-interest

Community Finance loans

and work with other agencies to alleviate financial pressure.

Staff and volunteers work alongside clients to help them achieve

their financial goals. This includes giving people renewed confidence in themselves and their own abilities, along

with a sense of control.

MORE THAN 30 SALVATION ARMY CENTRES OFFER FINANCIAL MENTORING SERVICES.

71% OF CLIENTS WHO WENT THROUGH FINANCIAL MENTORING FELT MORE CONFIDENT MANAGING THEIR MONEY.

REAL LIFE IMPACT

Even though she was working full-time, Carinne was overwhelmed with debt. *'My life and finances were in a huge mess ... I felt how caring and supportive the budgeting team was and I relaxed and felt happy to do what was suggested.'* Together they worked out a budget, applied for a debt relief loan scheme to consolidate the debts and Carinne left with a food parcel. A while later, when her car needed to be fixed, they both looked at the budget again to see about getting WINZ to help, rather than taking out another loan. Carinne worked on paying off her high interest loans first and she has now cleared these. Each time something came up that would upset Carinne's finances they reconsidered the budget to find a way forward. *'I now manage to keep my finances better—not perfect yet but 100% better than before. All these things are an ongoing daily commitment. With God and the team's support, anything is possible.'*

83% CLIENTS THAT FINISHED THE FINANCIAL MENTORING WERE ABLE TO MEET THE NEEDS AND OBLIGATION OF THEIR WHĀNAU.

As pressures build with a 'cost of living crisis' seemingly just a small step away, the importance and availability for solid financial assistance, and creating individualised budget plans for a sustainable future, continues to be a resource that is keenly needed for this year.



COUNSELLING AND SOCIAL WORK

Demand for counselling and social work services including case work, advocacy, social support and Positive Lifestyle Programmes (PLP) increased last year by nearly 25%. This need is expected to be significant this year too. There was an increase in the number of attendees for life skills courses, recovery groups and other forms of outreach. The levels of anxiety in families, and a lower sense of security, is manifesting in many areas like addictions, domestic tension and mental distress.

The Community Ministries teams and centres nationwide continue to welcome anyone and everyone to receive help. We assess what is going on in their lives and where we can be of assistance, even if it is just a listening ear. We are

41 CENTRES PROVIDED 34,000 SOCIAL WORK SESSIONS—THIS WAS UP 17.5% FROM THE PREVIOUS YEAR.

seeing an increased need for ongoing whānau support as people continue to feel stressed. The lockdowns, restrictions and uncertainty may have exacerbated feelings of isolation, addiction

issues and vulnerabilities around mental and physical health. Your support enables us to still be here.

REAL LIFE IMPACT

For Matilda, supporting her 5-year-old daughter by herself—as her partner was not in the local area—was a challenge. The Positive Lifestyle Programme was recommended to help her control her anger and use of alcohol, as well as manage her grief from losing her father, and low self-esteem. Despite a crisis situation of alcohol and medication which saw her admitted to hospital, Matilda continued with the course, never missed a session or appointment and fully engaged with the programme. Her social support worker recounts, *'She got so much out of each session that she found herself sharing her learnings with her partner over the phone.'* Her partner commented on the positive changes he had noticed.

By the end of the course, Matilda had taken a step forward to be enrolled and was accepted to study—one of her long-term goals. *'I was raised to deal aggressively, which leaves one lonely and disappointed. I have learnt it is okay to be kind and take positive risks.'* In answer to which session was the most beneficial she replied, *'Self-esteem, a long-term issue of mine. Every session pulled out the good in me which I had pushed away.'*



44% OF CLIENTS FINISHING ACHIEVED 80% OR MORE OF THEIR GOALS.

The provision of advocacy, counselling and social work support is the backbone to how we can build resilience and strengthen someone's fragile state. The emotional, psychological and spiritual toll is playing out in many aspects across the whole of society. As we navigate through another year of uncertainty, the service areas providing hope, emotional support and personal development are vital to sustain people and give them the tools to deal with what they are facing, so they can look towards a brighter future.

COUNSELLORS WORKED WITH 22,223 CLIENTS.

Donations support provision of services like counselling and social work that will bring us through this difficult time. Together we are

'Te Ope Whakaora'. That translates to 'the Army that brings life'.

ADDICTIONS

Recent pressures have resulted in more anxiety; for some that has led them to harmful use of alcohol or gambling. Last year a third of clients accessing Bridge services were aged between 30–39 years. Support is offered through intensive residential treatment or support in community settings. Specialist addiction treatment services include counselling support and psycho-educational groups. We have also invested in recovery-specific supported housing, peer recovery coaching and support in the community to provide wraparound support after completing the programme.

5396 PEOPLE RECEIVED SUPPORT FROM BRIDGE FOR HARMFUL USE OF ALCOHOL AND/OR OTHER DRUGS, ACROSS 17 LOCATIONS.

Oasis gambling harm services work not only with the gamblers but their whānau too, with 83% of participants' whānau finding that strategies they have developed to reduce gambling harm are working for them. We know many clients feel immense shame about their gambling addiction, so we are creating tools to engage earlier and faster with our services.

794 BRIDGE CLIENTS RECEIVED INTENSIVE RESIDENTIAL TREATMENT.

Working within local communities, we are encouraging venues to adopt policies and practices that reduce gambling harm.

These services—whether Bridge for alcohol and other drugs or Oasis for gambling—help to move people towards a healthy and resilient lifestyle. The wraparound support and additional programmes help affect outcomes to ensure that there is

2150 PEOPLE HELPED THROUGH 7 OASIS SERVICES.



REAL LIFE IMPACT

Lucas has a drug addiction and frequently spends his money on drugs. He is unpredictable and his wife sometimes feels unsafe. She initially came to us for help with making the rent, food and social support. Her greatest wish is for Lucas to be clean and sober; for her and their son to have a good family life.

We supported her with a listening ear, provided food support and she knew this was a safe place to come to.

It's early days, but she says, 'Lucas has been clean and sober for eight weeks. He is now employed again in the building trade'. Lucas' wife believes this is the beginning of good things for her little family. What she appreciates the most is praying together, and she prays for Lucas' continued sobriety. The team will stay in contact with the family so they know they are there for them.

a real long-term transformation. By looking at a wider picture and working on multiple levels, the successes are increased and you have gifted far more than just the treatment programme. You have changed lives.

83% SAY GAMBLING STRATEGIES ARE WORKING.

HOUSING SUPPORT

The support in the area of housing covers many facets. We have continued to invest in housing stocks and find accommodation that moves people from the housing register and unsuitable accommodation into warm, dry sustainable homes. Transitional housing, supportive accommodation and social housing gave homes to 4000 women, men and children last year, who had no place to stay.

Transitional housing offers 12 weeks in secure housing with wraparound support. From here, we are able to place people in suitable accommodation, whether living with family, putting people into their own place, a private rental or social housing.

HOUSED 1761 FAMILIES AND INDIVIDUALS AND TRANSITIONED 894 THROUGH TO SUITABLE ACCOMMODATION.

744 TRANSITIONAL HOUSES/UNITS (OVER 100 MORE LAST YEAR THAN THE PREVIOUS YEAR).

More housing developments are planned as the need continues with further investment in Hamilton due next. Another 120 units are expected to be added to the portfolio over the next 12–18 months. Having a permanent home turns lives around, as this allows people to obtain stability with employment and maintain regular education for their children so that they are not constantly moving between schools.



For tenants and those being supported with housing, additional programmes like 'Ready to Rent', 'Sustaining Tenancies' along with other social or community support ensure that they are able to remain in their home and be secure. There is no place like home.

**68 BRAND NEW
HIGHLY INSULATED
HOMES TO OUR STOCK
OF SOCIAL HOUSING
UNITS IN JUNE 2021.**

REAL LIFE IMPACT

Housing support and advocacy is important in gaining and retaining a tenancy. For Nyla and her extended family, home was emergency housing for two years. Together we worked with the family. When Work and Income found them a house, things were set up directly by WINZ so they moved in without even seeing it first. They moved in two weeks before Christmas with no furniture, no cutlery or any of the basics to make it feel like home. Christmas dinner was sandwiches on the floor but Nyla said they were 'just so happy to be out of emergency housing'.

During a visit, we found the house was extremely cold with the children sleeping on a mattress on the floor with just two blankets between them. There was no food and no furniture. We advocated for Nyla to get the washing machine connected and the door to a bedroom fixed. A heat pump has been installed and furniture bought. They now have a second-hand lounge suite, table and chairs, and they also have bunk beds, single beds and a double bed. Food parcels have been provided so the next step is to work with the family on budgeting.

PRACTICAL ASSISTANCE

When a family or individual is struggling or is in an unsuitable living situation, often basic household items are out of reach—including household items like homewares and bedding, let alone furniture or clothing. Practical aid packages and links to low interest loans for whiteware are some of the ways we support their situation.

For some, lack of transportation hampers their access to medical appointments or attending other services like counselling. Practical support like this, with basics from our Family Stores or vouchers for specifics such as school uniform or stationery, helps them find their sense of place. They can then focus on changes to their situation and begin to see past where they were to where they are now headed. From the change in their demeanour, pride and sense of dignity, we can see their mana is being restored.

**7332 INSTANCES
OF PRACTICAL
ASSISTANCE TO
SUPPORT 5656
CLIENTS.**

**81% OF CLIENTS WERE
NEW AND HAD NOT
RECEIVED PRACTICAL
ASSISTANCE BEFORE.**

With newly-learned skills, tools and knowledge from practical programmes—like life skills, parenting courses, and introductions

to social networks—plus wraparound care and support, we make sustainable life-changing differences for those that walk through our doors each day. There are many people involved in each of the client journeys, and every one is different. This individualised approach is possible due to the breadth of services and programmes available throughout our network of Community Ministries and community-based centres. This support network is here because of people like you, who have invested their commitment, faith and money in our services.

REAL LIFE IMPACT

Receiving curtains for her children's room was life-changing for Cheryl. She came in seeking food, and appeared very stressed. She said she was not coping well and needed help with the children. Cheryl is separated from her partner, the children's father, and is renovating the house to try to sell it after it was ruined by him.

The house is cold and damp, which affects the health of her two children. We provided food, support and curtains for the children's bedrooms to help keep the rooms warmer, replacing the bed sheets she was using instead. Cheryl says, 'The curtains you provided make the house feel more like a home. The children's rooms are warmer'. Friends ask her what she has done as the house feels so much better. Cheryl is feeling more hopeful and says, 'I feel more positive now, and the children are enrolled into preschool'.