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Celebrating our volunteers

Honouring those who bring hope to people in need

NATIONAL VOLUNTEER WEEK – 17-23 MAY



SALVOS

MAGAZINE





RED SHIELD APPEAL 2021

To be one of the thousands of Australians who help or donate to the Salvos each year, visit digitaldoorknock.salvationarmy.org.au



The Salvation Army is about giving hope where it's needed most.

What is The Salvation Army?

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

Vision Statement

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time with the love of Jesus.

Mission Statement

The Salvation Army is a Christian movement dedicated to sharing the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

Salvos Magazine

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Celebrating volunteers

Across Australia, around six million dedicated volunteers give more than 600 million hours of their time to contribute to a range of causes from charities and churches to sport, medical, educational, community and disaster relief programs.

The Salvos alone have approximately 30,000 volunteers. They come from a range of different cultures and backgrounds, are aged from 15 to 100, serve in cities, regional areas and remote locations and share their skills, time and hearts to bring hope and dignity to those facing dark and tough times.

The Salvos simply could not do what they do without them.

In this edition, we pay tribute to our volunteers and the vital role they play in the Salvos and in the lives of those they influence – from those caught up in natural disasters and those sleeping rough, to victim-survivors of domestic violence, the lonely and those struggling to make ends meet.

If you're interested in volunteering for the Salvos, go to salvationarmy.org.au/get-involved/volunteer-with-us

Simone Worthing – Assistant Editor

Emerging from the darkness

Rose builds a new life after the trauma of domestic violence

WORDS MELANIE

DOMESTIC AND FAMILY VIOLENCE PREVENTION MONTH



PHOTO BY KENTARO TOMA ON UNSPLASH

Rose* came to Australia in 2015 and married her Australian husband in 2018. Despite the emotional and physical abuse she suffered, she was afraid of leaving him and being shamed, and shunned, by her family in her country of origin.

In September 2020, Rose went to her local doctor, who immediately noticed physical symptoms, and other signs, that strongly indicated that something was wrong in her home. The doctor suspected abuse, spoke to Rose about it, and was able to give her the confidence to immediately seek an exit plan and leave the abusive situation.

They contacted the Safe Steps Family Violence Response Centre – a 24-hour response centre. The staff contacted the local Salvos, who were able to offer Rose a place in their short-term refuge.

FEAR IS REAL

When Rose arrived, she was incredibly fearful. She was so scared that she slept with the covers over her face. The wardrobe next to the bed made her feel insecure, as she thought someone could hide in it. And this was all happening in the middle of COVID-19.

One of the things I do as a chaplain is take the ladies across our refuges out to a lunch program at a local Salvos church. During the lockdowns last year, the program continued with takeaway lunches only. Rose and I would get lunch, go for a walk in the park and then sit and eat together. She was timid and fearful, always wore a hoodie and had very closed body language.

She told the staff and ladies at the refuge that she had trained as a nail technician in Australia and that's how she'd learned her basic English. She smiled when she said her

first words were "square, round and cut".

After the trauma she had experienced, she didn't think she could ever do that work again. She couldn't focus and was too scared to be a part of any community.

After the first few weeks at the refuge, Rose was still not eating much or looking after herself. One day the manager, who was so supportive of Rose, ordered some food from a local restaurant that was popular in Rose's home country, sat with her, encouraged her to eat, and stayed with her until she'd had her meal. Rose said to me, "That made me feel warm. I will remember that care forever."

“

**I will remember that
care forever.**

”

Rose was too scared to go out much, initially. She said she didn't know what would happen if her husband found her, that he had a terrible temper, could throw things in anger and clear the table with a sweep of his hand.

Rose's husband was very patriarchal in his outlook. He was the boss and Rose was to submit to him – to be seen and not heard. She had no say in the running of her life and no independence. She didn't realise that the control he had over her was family violence. This was never spoken about, or recognised, in her country of origin.

Rose then moved to a longer-term refuge. She had stayed longer in the short-term one, because it was so quiet during the pandemic. ▶

It was terrible that it was so quiet, but the perpetrators were in the homes with the victims, who couldn't escape, so we had more room.

BEAUTIFUL TRANSFORMATION

Rose befriended the ladies at that refuge and started to gain more confidence and independence. She enrolled in and completed an ESL (English as a Second Language) class. When we had a farewell for one of the ladies, Rose painted all our nails. It was the first time she had done this since she arrived. It was like something tweaked and she realised that, just maybe, she could do something with her life.

Rose has now come out of her shell, organises the other ladies to exercise and get out and about, and is a real go-getter. She went back to her first refuge and painted the nails of the staff and residents. She wanted to invest something back and make the ladies feel special.

Rose is now looking for opportunities to use her skills in a community space, such as aged care homes, to build her confidence and earn some income. She is also hoping to get some funding to study to become a beautician, do eyebrow tattoos and start her own business. It's challenging because she is not a permanent resident and doesn't have an income. We are trying, though, to get the paperwork done and put her in a place where her future is secure. She will need to move out of her accommodation soon, so she will definitely need some financial security.

In the meantime, Rose has offered to go to one of the local Salvos churches and paint nails when they have their next art and craft night. She is also engaging in some of their local activities. The officers [pastors] at the local Salvos are so supportive and help our ladies in whatever way they can.



Rose has found the confidence to resume her nail art, and rebuild her life.

Rose's family will not speak to her because she has left her husband, and consider her an outcast. Her mum, though, will try to talk to her if Rose's father is not around. Despite this, Rose now understands family violence and wants to pass on her understanding, knowledge and experience, with people from her own culture.

Rose's life has been transformed.

* Not her real name

Captain Melanie is a Salvation Army domestic violence chaplain.

As a chaplain, Melanie visits the women in the refuges and those the Salvos support in the local community. Some of the refuges run by the Salvos are for those who have literally just left domestic violence situations and are traumatised and in shock. Others are for longer term stays of 3-6 months, or up to two years for longer case management and support.



Scan here for more on domestic and family violence.

Chatterbox program transforms conversations about healthy relationships

The Chatterbox two-year empowerment program at Huonville Salvos, south of Hobart, supports young girls facing a range of challenges from living with a primary carer experiencing mental health issues, to identifying healthy and unhealthy relationships.



The program has also partnered with the Huon Domestic Violence Service to create posters about 'red flags' in abusive relationships.

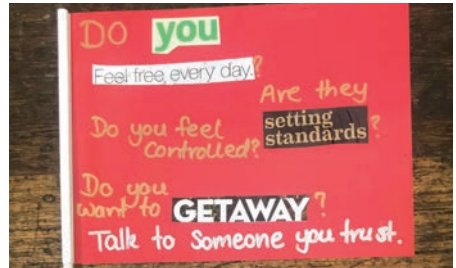
"We have a big afternoon tea as we check in on how everyone's week has been – that's Circle Time," explains Chris Walker, psycho-therapist and creator of Chatterbox. "That may go for 40 minutes or the whole two hours because just being present is much more important than sticking to a plan."

Guest speakers are also a formative part of the program. As the girls meet with people who have battled with a lifetime of addiction or have been incarcerated, they are encouraged to think about their own choices.

The Huon Domestic Violence Service has been a huge benefit to Chatterbox since the beginning. Towards the end of the program's second year, one of its family violence specialists joins the group for four weeks.

"We discuss the many types of relationships, what constitutes a healthy and unhealthy relationship and how to recognise the early warning signs, or 'red flags', of an unhealthy relationship," Chris explains. "This encourages help-seeking behaviour for the girls around their own relationships and that of their friends and peer groups who may disclose any concerns to them."

Last year, the girls were particularly creative, cutting out pictures that represented various aspects of red flags in relationships. These were then stuck onto physical red flags. "The exercise was so successful that Huon Domestic Violence Service created posters that are being placed at the local high school and around the Huon Valley," said Chris.



By normalising discussion about healthy relationships, Chris and her team cultivate a safe space for discussion about everything from social anxiety to social media, sexting and addiction.

Chatterbox is a labour of love, but for the 13 girls who actively take part in this much-needed Salvo program, it can be life-changing.

– **Jessica Morris**

Red Shield Appeal kicks off across the country

The Salvation Army's major fundraiser, the Red Shield Appeal (RSA), has kicked off its 2021 campaign in all states and territories with a number of launches and other public events. The focus of the appeal this year is the nationwide struggle with homelessness.

VICTORIA

More than 90 Salvos and friends across Greater Geelong met at Kardinia Park to kick off the appeal on 30 April. Zenta Schubert, of SalvoConnect Women's Services, spoke about her work with young mothers, while social worker Rachel Morris represented the work of the Geelong Salvos' Life Engage Program with young teenagers. Inspiring testimonies also came from Salvos youth worker James Ashley and the team at Bellarine Peninsula.

AUSTRALIAN CAPITAL TERRITORY



Governor-General David Hurley and his wife Linda (centre) with Majors Paul and Wendy Hateley at the ACT RSA launch.

The Governor-General, His Excellency General the Honourable David Hurley, was the special guest at the launch of the Red Shield Appeal in Canberra.

He spoke about the importance of showing kindness and commended the Army's work. He also paid tribute to long-time Salvation

Army volunteer collector Alan Jessop, who retired this year after decades of collecting at the Canberra Centre.

Tara McClelland, Salvation Army speaker and ACT Young Person of the Year, spoke about how privileged she felt to work for the Salvos in assisting people who have experienced domestic and family violence and homelessness.



Major Gavin Watts, Salvos leader in Queensland, with Premier Anastacia Palaszczuk at the Brisbane launch of the RSA.

BRISBANE

A breakfast launch event in Brisbane got the state's RSA off to a good start with about \$277,000 raised.

Queensland Premier Anastacia Palaszczuk said she was "absolutely delighted that the Queensland Government will kick off the RSA with a \$100,000 donation". Brisbane Lord Mayor Adrian Schrinner donated \$10,000 on behalf of Brisbane City Council.

Nicole Hollows, the outgoing chair of the Army's Queensland RSA Committee, described as "heartbreaking" the number of people suffering hardship and injustice in the community and the way The Salvation Army was able to help many of them showed the value of its work. – **Darryl Whitecross, Jessica Morris and Lauren Martin**

Margaret finds her family and a place to call home



Margaret was homeless and living on the streets and in a tent.

Before Margaret* became homeless, she lived a happy life with her daughter, who meant the world to her. Tragically, Margaret's relationship with her partner turned violent and her life took a terrible turn. Seven years ago, Margaret was beaten so badly by the man she loved that it left her with brain damage and memory loss. Fearing for her life after the attack, Margaret had no choice but to escape and flee her home with nothing, leaving behind the daughter she loved.

In those seven years, Margaret lived on the streets and in a tent. Her badly affected memory meant she couldn't remember where her daughter lived or how to contact her. During all that time, her daughter had been desperately searching for her too.

The Salvos met Margaret when a park ranger found her tent in a city park, damaged by an overnight storm. Margaret, an elderly lady, emerged from the tent, somehow uninjured. The pain of all she suffered was written across her face.

The park ranger contacted the Salvos, who quickly arranged a hot meal and immediate care for Margaret. The team then hunted

down phone numbers until they found Margaret's daughter. When mum and daughter talked, there were tears, especially when Margaret learned she had grandchildren she'd never seen.

The Salvos team packed Margaret's few belongings into a van, along with late Christmas presents for the grandchildren, then drove Margaret three hours to the country town where her family lived. Reunited, Margaret is no longer homeless and no longer alone.



Margaret has now been reunited with her family.

This true story of transformation is one of many that Salvos personnel and officers are all too familiar with. Last year, 290,000 people experiencing homelessness received support and our staff played a role in meeting many of those people at their point of need.

**Not her real name. The women in the photos on this page are actors.*



Scan here for more on homelessness

The storyteller's truth

Learning to deeply appreciate the hardships others face

WORDS MAJOR ANNE FARQUHARSON

In a recent group discussion via Zoom, we were exploring issues around seeing flaws in others and not in ourselves and the subsequent hypocrisy when judging and criticising others. This discussion was based on the Bible verses in Luke chapter 6, verses 37-45.

My thoughts went immediately to where I am proud to work – in the Salvos Doorways emergency relief service. This national service gives community members facing hardship a space to come and share their story and know it has been heard, that they are not alone in those hard times and that someone cares. Often the stories heard in this space are disturbing – but to the storyteller, it is how it is. Seeing another's story as their truth takes experience and skill and this is done daily by the many Doorways workers who make up my Victoria South East team. I am often challenged by this team to accept others without judging or condemning who they are or what their situations might be.

The community members who share their stories with us come from many different backgrounds. Some are asking for help for the first time, some for the 20th. Many are marginalised from society because of lifestyle choices, others face discrimination because of mental health issues; many are experiencing homelessness on the fringes of society or are living on the edge of a constant battle to avoid eviction and desolate poverty.

I am proud of how our Doorways team always accepts a community member's story just as

it is told – without judging or criticising the storyteller. Without first-hand experience of daily walking alongside community members, it is difficult to truly accept the hardships faced by many in Australia. The Doorways team knows that each story told is one of an individual's hardship – and hardship is relative. What is a hardship for 'Mary' may be manageable by 'Betty', but that does not make 'Mary's' hardship less real, less true or less worthy of help.

“

**An individual's story
is theirs alone.**

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While my head and my heart can honestly say it is not helpful to judge and criticise another's story, I often fall into the abyss of judging and criticising others. When reading the biblical book of Luke, I was reminded of one significant memory a few years ago when I was struggling to understand someone's version of events that had led to a dissolved working relationship. I had responded to their story with cynicism, scepticism, disbelief and dismissiveness. I only wanted to disprove their story and justify my own story.

This memory challenged me to admit I did not respect the storyteller in the heartfelt



PHOTO BY PRISCILLA DU PREEZ ON UNSPLASH

telling of their story. I was challenged to acknowledge that their story was told from their experiential understanding of their situation, their loss, their pain, their hardship – and therefore, truth. It was not my place to dispute the veracity of what I heard. It was not my place to ridicule or humiliate another's story to disprove it or minimise its significance and value to the storyteller. I was reminded that stories always come from the experience and perspective of an individual's worldview and values.

The reading from Luke chapter 6, verses 37-45, reminded me again that I can never have a true appreciation of what another human faces if I judge them without first acknowledging my own shortcomings and, if

I judge their story as false and then criticise them for their story, I am, in truth, judging and condemning myself before God.

The words in Luke challenge me to always respect the storyteller. An individual's story is theirs alone and all I need to do is listen, hear, accept and honour the storyteller's truth.

Major Anne Farquharson is a Salvation Army officer (pastor) and Doorways regional manager in South East Victoria.



Scan here for more on finding meaning.

Glenn on a mission to make people smile

As Australia celebrates National Volunteer Week (17-23 May), the Salvos also thank and honour their volunteers, who regularly give their time, energy, skills and care to make a difference in the lives of others.



Glenn at the Newcomb Thrift Shop with Assistant Manager Lynette Inglis-O'Keefe.

After 40 years of working in hotels, Glenn McFarlane was at a loose end when he unexpectedly lost his job. But a connection with his local Salvos thrift shop in Victoria gave him the space to thrive again.

"I've been behind the counter for years – so I know how to treat people," he says. "If they're in a bad mood, I try to cheer them up. But they never seem to be in a bad mood when they come in here. It costs you nothing to try and make them smile."

At 58, Glenn was over-qualified for customer service, but had to leap through hoops to access financial support. So, when a friend suggested he try volunteering to fill in time, he dropped his CV into the Newcomb Thrift Shop, in east Geelong, and hoped for the best.

"I was born and bred in Geelong and knew there was a Salvo place down the road," he shares. "I put my application form in, and the manager said, 'I'd like to meet you.' I met her, and that Friday I started!"

Glenn went straight to work, sorting furniture, clothes and genuinely keeping himself busy two days a week. He enjoyed it so much he began volunteering at another thrift shop. But it was the community at the Newcomb shop that kept him coming back, and four years on he continues to volunteer up to 36 hours a week.

He spends most of his time behind the counter because he loves interacting with customers. He beams when you mention a recent review the shop received on social media.

"The customer said I was awesome, kind, happy and had a laugh ... and that makes your day," he says. "I'm just doing my job."



Volunteering has given Glenn a new outlook on life.

For some people, a job means working 9am to 5pm. For people like Glenn, it means remembering people's names, occasionally keeping an eye on children's safety while their carers browse and checking in on his colleagues. Because when you treat people well, it makes all the difference. – **Jessica Morris**

Why I collect for the Red Shield Appeal ...



"We collect because the Salvos need money for ammunition in our war against want in Australia." **Commissioners Bev and Doug Davis, Moreland City Salvos, Victoria**



"I collect because I love the Lord, I love The Salvation Army and love my neighbours. I know everyone in my street and, through doorknocking, I keep in touch with them and pray for all of them by name. If people need help, I try to help them, too." **David Nelson, Stafford Salvos, Queensland**

Why I volunteer ...

"Because I really value other people." **Alex, community outreach, Queensland**

"Because I am passionate about my community." **Lauren, community outreach, New South Wales**

"It gets me out of bed in the morning. I love the people I work with and have met some lovely and amazing people. If I had a paying job, I would still make time to volunteer."

Kerry, administration, Victoria



Shane shares his gardening skills as a volunteer.

"It's been great to bring the place to life and I enjoy showing other volunteers new techniques and skills. I feel like I've got my place here." **Shane, gardening, Queensland**

"I once heard a Salvos officer (pastor) say that the Salvos help people in the hope that they will in turn help others around them. In my volunteer work I see that happening. We help clients who come back and want to assist people who are now in the situations they once were. This gives them a sense of purpose, of belonging, and I see that in their faces. It is so important." **John, emergency relief, Victoria**

Tomato soup



RECIPE AND PHOTO BY ANDREA REDFORD

Ingredients

5 ripe tomatoes, 1 brown onion, 3 tsp minced garlic, 1 tbsp oil, 1 cup chicken stock.

Method

Preheat oven to 200°C.

Cut tomatoes into quarters. Cut onion in half and then slice.

Place tomatoes, onion and garlic on a baking tray. Drizzle with oil and roast for 20 minutes.

Place tomatoes, onion and garlic in a blender with chicken stock. Blend until smooth.

Pour into a saucepan and warm through on stove on medium-low heat.

Serve with warm crusty bread.

Have a laugh



I used to be a bus driver, but I had to give it up. I can't stand people talking behind my back.



Why do bears have hairy coats?

Fur protection.



Why couldn't the pony sing a lullaby?

She was a little horse.

Bible byte

"If you don't want to be judged, don't judge. If you don't want to be condemned, don't condemn. If you want to be forgiven, forgive."

Luke chapter 6, verse 37
The Voice Bible translation

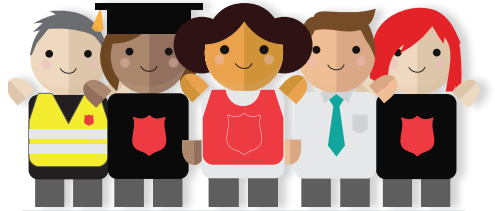
Wordsearch

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 SKILLS
 FAMILY
 HELP
 YOUTH

Quick quiz



1. When is National Volunteers Week 2021?
2. Approximately how many volunteers are there in Australia?
3. Approximately how many volunteer hours are given annually in Australia?
4. Approximately how many volunteers are there in the Salvos?
5. Which sector receives the highest number of volunteers?

Tum-Tum



On which page of this week's *Salvos Magazine* is Tum-Tum hiding?

Answers: 1. 17-23 May 2 Almost 6 million 3. Over 600 million 4. 30,000 5. Sport and recreation.
Tum-Tum: is hiding behind the volunteers on page 2.

Did you know?

- A blue whale weighs as much as 40 rhinos.
- The oldest word in the English language is 'town'.
- The Sahara desert expands at about 1km per month.



Celebrating our volunteers

As Australia celebrates National Volunteer Week (17-23 May), the Salvos also take the time to thank and honour the more than 30,000 volunteers who regularly give their time, energy, skills and care to make a difference in the lives of others.

Whether it's volunteering in one of our op shops, preparing meals for a community lunch or for first responders in a disaster, or helping out in emergency relief, youth programs, refuges or homelessness services, Salvos volunteers daily answer the call to give hope and dignity to those doing it tough across the nation.

