

**NEWS**

Hope and healing  
for Ukrainian  
refugee

**FAITH TALK**

Intentional  
encouragement

**MY STORY**

Breaking the cycle

# *Life beyond the news cycle*

Supporting those impacted by devastating floods



# SALVOS

MAGAZINE



*"Kindness begins with the  
understanding that we all struggle."  
Charles Glassman*





## 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



The Salvation Army Australia acknowledges the Traditional Owners of the land on which we meet and work and pay our respect to Elders, past, present, and future. We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions, and intersex status. We are committed to providing programs that are fully inclusive. We are committed to the safety and well-being of people of all ages, particularly children.

# Salvos Magazine

**Founders** William and Catherine Booth

**General** Brian Peddle

### Territorial Leaders

Commissioners Janine and Robert Donaldson

**Secretary for Communications and Editor-In-Chief**

Lieut-Colonel Neil Venables

**Publications Manager** Cheryl Tinker

**Assistant Editor** Simone Worthing

**Graphic Designer** Ryan Harrison

**Editorial phone** (03) 8541 4562

**Enquiry email** [salvosmagazine@salvationarmy.org.au](mailto:salvosmagazine@salvationarmy.org.au)

**All other Salvation Army enquiries** 13 72 58

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**Cover photo:** Captains Donna and Philip Sutcliffe and family. The Sutcliffes oversee the Northern Rivers Salvos in NSW.

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**Feature [4]**

**As the floods subside, the Salvos rise**

**Faith Talk [10]**

**Intentional encouragement**



**My Story [12]**

**Ending the spiral of homelessness**

## Not forgotten

It's common, and understandable in many ways, for major news stories to be replaced with others and forgotten by many. Life moves on.

For people caught up in those major events, though, life often doesn't move on. They continue to be impacted and, for many, there is no end in sight. This is true, for example, for those affected by recent floods in Northern NSW and for Ukrainian refugees.

This edition of *Salvos Magazine* focuses on the work of the Salvos in the flood-ravaged areas of Northern NSW and the teams helping support those struggling financially, emotionally and spiritually.

We also look at how the Salvos are assisting Ukrainian refugees, both here in Australia and across Europe.

Regardless of our circumstances, God does not forget us. In Matthew chapter 10 and verses 29-31, we read that God knows even when a humble sparrow dies, and we are of so much more value to God than sparrows. God knows everything about us, even the number of hairs on our head.

The world may forget us, but God never does.

Simone Worthing **Assistant Editor**

# As the floods subside, the Salvos rise

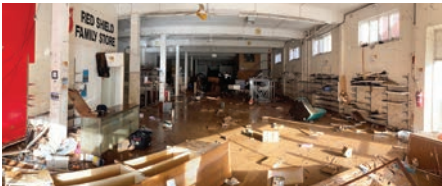
Recovery work continues in devastated areas of Northern NSW

**WORDS** Cliff Worthing

“The reality is that people impacted by the recent floods in Northern NSW will be forgotten as the news cycle moves on,” said Captain Philip Sutcliffe, Northern Rivers Salvos officer (pastor).

The Salvos are doing their best to ensure they aren’t forgotten and are getting help recovering from the devastating events.

The Northern Rivers and Tweed Heads Salvos are heavily involved in reaching out to those affected, listening to their stories, providing physical needs and being present in the various communities to follow up and refer to available help.



The Salvos Family Store in Lismore has been badly damaged by successive floods.

“For me, I can try to understand and feel for them and discuss their options,” said Aleasha Yaxley, Community Engagement Worker at Tweed Heads Salvos. “I make sure they have all the available supports and feel connected, especially if they are on their own.”

Many families affected by the Lismore floods now live in motel rooms near Coolangatta and Tweed Heads. They can’t cook in their rooms, they are away from their community supports, they have lost cars, and funds

aren’t meeting their needs, so they come to the Salvos to get food and clothing and chat about their circumstances.

“We had one couple who were so happy to sleep under the cross [when the church was an evacuation centre],” Aleasha said. “I think it gave them so much peace.” She spoke of another person, who came to Australia as a three-year-old, needing help with paperwork so he could access government support.

## MOBILE VOLUNTEERS

The Northern Rivers Salvos has access to a Salvation Army Emergency Services (SAES) Winnebago. Salvo workers drive it to remote areas to provide emotional support and information and address physical needs. Philip explained that teams of up to 10 volunteers travel with the Winnebago. Some stay with the van while others doorknock to check in with residents and refer them to help if needed.

“We still have people coming to the outreach van and haven’t applied for any assistance four months after the floods,” Philip said. They are telling outreach workers that it has taken that long to get into the headspace to deal with it and start working through recovery logistics. Based on previous flood recoveries, some people still access help for the first time over two years after the event.

“The response has been overwhelming because the scale of devastation is huge,” Philip said. He explained that over 4300 properties were damaged just in Lismore and well over 10,000 in the Northern Rivers region.



The team working from The Salvation Army Emergency Services (SAES) Winnebago distributing flood relief.

“Dealing with all the damage, the memories and trying to literally rebuild their lives is emotionally draining for everyone.”

Any time it rains, people become nervous. Many have anxiety about being rescued from rooftops. Some talk about nightmares of hearing neighbours screaming for help; others dream of floodwaters rising to their chins. There is ongoing trauma of deciding where to live, dealing with the cold of winter, and living in a tent pitched inside their damaged home. Philip explained that some businesses are still repaying loans from the 2013 flood and can't see how they can continue after being destroyed again.

“The support the community needs now will still be needed in five years' time,” Philip said. “The government has provided extra funding and mental health support, but no one is sure how long it will continue. What does our response look like when we have no more money to give out? This is a big discussion now. How do we help build resilience? What is possible for the Salvos?”

“The needs are always greater than we can deliver, but we have been in the Lismore region for 130 years, and we are part of the long-term recovery.”



Scan here for more information on Salvation Army Disaster and Emergency Services

Thanks to our generous donors, volunteers and supporters, The Salvation Army has provided the following support in Queensland and New South Wales (as of 27 June 2022).

- Distributed **\$9,604,808** in financial assistance and in-kind support such as food parcels, clothing and household items
- Issued **34,397** recovery grants
- Assisted **14,921** people
- **250+** volunteers deployed in a total of **30** recovery hubs in Qld and NSW (now closed)
- **7488+** volunteer hours worked at evacuation centres (now closed)
- **42,647+** meals and refreshments served at evacuation centres (now closed).

# A day in the life of ...

Supporting those impacted by devastating floods

Over the coming months, *Salvos Magazine* will feature different people from all walks of life who are part of the varied work of the Salvos across the country. Below we feature Salvation Army officer (pastor) Captain Philip Sutcliffe, who, with Captain Donna Sutcliffe, oversee the work of the Northern Rivers Salvos. This NSW region experienced a series of devastating floods earlier this year, and a large part of the Sutcliffes' work involves responding to the long-term needs of locals impacted by disasters.

## Can you give us an overview of your job?

My wife Donna and I look after everything branded with a Salvo logo in the Northern Rivers area [of NSW]. This includes the church and its programs in Lismore and family stores from Ballina to Byron Bay. Our role is to lead the way and connect with the community.

## What's the first thing you do when you arrive at work?

I usually check in with the teams in the church building. I like to check my emails at my desk because I tend not to respond if I check them on my phone.

“

**The biggest impact is being available for others ...**

”

## What can a typical day involve for you?

If in the office, we connect with the programs running that day and with other groups who now use our space because theirs was damaged in the floods. I check in with our volunteers and travel to our various family stores, some of which are an hour away. We might have emergency relief in the afternoon,

so I like to connect with those accessing our services. There is a lot of on-the-ground work and interacting with people and connecting. Wherever I go I like to drive our Salvo-branded vehicle to show the community we are around and doing what we can. I regularly go for a walk through the CBD to just chat, listen and be available. This is a really important part of what we do, especially since the floods because so many people and local businesses need that support.

## What's the most challenging part of your work?

Unfortunately, there is an ever-increasing need for Salvo services everywhere. As a result, funding is spread out, is harder to access and hinders our work. It's getting increasingly hard to get donations from the community because so many people are just struggling to survive financially because of flood devastation.

## What's the most rewarding?

It is interacting and being involved in people's lives – from being with someone in their final moments to celebrating a newborn baby. I enjoy the variety because everyone is different. It's a privilege to be involved in people's lives.

## How has COVID-19 affected how you work?

This had a massive impact on our ability to be out in the community and on donations. But we have been able to do lots of things we



Captain Philip Sutcliffe is community-focused as he and his family serve those in the Northern Rivers region of NSW, in both the good times and the tough.

wouldn't have been doing without the COVID restrictions, for example, developing an online presence, which has reconnected the Salvos with those disengaged from church.

### **What drives/motivates you to get up each day and go to work?**

We have the opportunity to bring positive change into the community. The Salvation Army logo allows us to sit at the table that others don't get to do. One of the biggest encouragements from the recent floods is seeing how the churches at large in our affected communities come together and show the unconditional love of Jesus to people. The usual differences are pushed aside to respond in love by doing what the Church should do best – help a hurting community.

### **How do you see your work achieving the mission of the Salvos to transform lives?**

Every single day we get to see transformation happen in people's lives. Sure, we can do the physical things, but the biggest impact is being available for others because so many

don't have someone there for them. Genuine interest leads to transformation.

### **How does self-care fit into your ministry?**

It is always tricky for me. Being quite a driven person, I want to see things happen quickly. I know we are just at the beginning of the flood recovery process for our communities, and I understand it will be a long, slow process and this is mentally draining. Everyone is affected because so many places are destroyed. For example, places we used to go to de-stress aren't useable at the moment. I try to remember that it's a marathon and not a sprint and to pace ourselves. It is difficult to take a break while others are in the middle of so much hurt, but I want to be at my best, so I know need to take care of myself.



Scan here for more information on Salvation Army Disaster and Emergency Services

# A journey of hope and healing for Ukrainian refugees

**WORDS** Jessica Morris

The smiles on the faces of Ukrainian children as they sit comfortably in living rooms across suburban Melbourne don't reveal the tragedy of the crisis in Ukraine that they fled with their families. But now settled in Victoria, the gift of a computer was enough to give them a little hope for the future.

So far, the Salvos have delivered 11 computers to Ukrainian refugees, and that's just the start of a collaborative state-wide response by The Salvation Army to help an estimated 1500 arrivals on the state's doorstep – half of the 3000 taken in by the Australian Government.



The response started when two community leaders approached The Salvation Army's Intercultural and All Abilities Team asking for support. Calling on the Salvos from across the state, they leapt into action to assess the short and long-term needs of their newest residents.

The most urgent requests were for food, clothes and shelter – immediate necessities destroyed when fleeing for their lives.

"Immediate needs will assist the community in finding its feet in Australia, while long-term needs will assist refugees in effectively integrating into Australian society," said Major Claire Emerton, Salvos Area Officer for Victorian Metro Central.

It was the start of a coordinated response in Victoria that has already yielded results. With help from the Salvation Army's IT department, 11 computers were given out in the first week, enabling families to look for employment, do schoolwork, and connect with the outside world. A database was put together of emergency relief services and community groups in the state, which was passed to the community leaders for translation, so every new arrival could access what they needed.

Utilising Salvation Army resources, people will be assisted in building resumes and seeking employment. Salvos Stores are working to find volunteer positions for them in the interim – an experience that will not only build their resume in Australia but help them set up a new life here. Plans are also in the works to create or find an English course they can attend.

## **EMPLOYMENT OPPORTUNITIES**

The Doorways (emergency relief) team in Brunswick was the first port of call for one woman displaced by the crisis in Ukraine. A Salvos worker took the community member to the Brunswick Salvos Community Centre to meet the Women's Group while she waited for her appointment. There she met Salvation Army chaplain Captain Melanie Cop, and



suddenly, possibilities for her future employment emerged.

"Mel engaged with the new community member, and identified her professional work skills, then connected her with a HR Manager from a company in the Melbourne City Centre. She had two job interviews which matched her professional skills perfectly, and we have been informed that she got the IT job in Melbourne!" shares Claire.

The courage and tenacity of the Ukrainian refugees the Salvos have already encountered is a cause for celebration. And with support from the Salvos across Victoria, their journey to healing and hope is in motion.



Scan here for more on mental health.

## Salvos teams continue to care for desperate people

The Salvation Army across Europe continues its support for Ukrainian refugees fleeing the crisis there.

In Rotterdam, the Netherlands, Salvation Army teams will provide social assistance and some medical care to refugees staying on a chartered cruise ship – the Volendam, owned by the Holland America Line. The ship recently opened its doors as a temporary shelter for up to 1500 Ukrainian refugees.

In Poland, a small Salvos team continues to assist hundreds of refugees every day. On just one day, they received 657 phone calls and more than 400 text messages asking for assistance. This is in addition to the people they helped face-to-face. The team is tired but motivated, despite the physical workload and the emotional and spiritual challenge of continually hearing heartbreaking stories from the warzone and wanting to help everyone.

The Salvation Army and partners in Bulgaria also continue to support Ukrainian refugees during this difficult period. Together with volunteers from the Full Gospel Church, teams provide vouchers for mothers and children to buy essential items.



Salvos teams provide clothing and other essentials to Ukrainian refugees.

In Moldova, the nation's president, Maia Sandu, wrote to Salvation Army workers to personally thank them for their work helping others, their effort, and their progress. The teams "love doing what we are doing, helping others and spreading love and good deeds."

# Intentional encouragement

A powerful expression of friendship and care

**WORDS** Bryce Davies

Everyone needs encouragement. But to be encouraged, you need someone to do the encouraging.

Anyone can be an encourager, but there are ways to do it better, like asking good questions and listening well. People are often afraid and need little moments of hope, so let's not be stingy with words and actions that encourage.

“

**People are often afraid and need little moments of hope.**

”

A core value in my life is being an encouraging friend. So, I'm reading a book called *Encouragement: The Key to Caring* by Dan Allender and Larry Crabb. The authors go into quite some detail about why people need encouragement and how we can learn to be good at it.

I'm on a journey of thinking about people in my life who may need me to encourage them and then being intentional about ways to do this. It turns out everyone in my life could do with a little bit of encouragement, and when I stop and think about it, there are always opportunities to do something.

The last thing I want is to be insincere or manipulative. Fake care is worse than no care at all. For example, sometimes I meet someone and say it would be great to catch up for a coffee,

but I rarely follow this up or even have any serious intention of doing so. I need to follow it up or be more careful about what I promise.

On the other hand, finding the time to have a coffee with someone is a powerful expression of friendship and care. You find the time for the things that are important to you. This week, I found the time to do this, and it really was worthwhile.

## **OUR FEARS**

Many people fear they will be rejected, that they will not measure up, and that they will just not cope. People are often uncomfortable with negative emotions like fear, sadness and anger, so being encouraging will help us all feel safe to express our negative emotions in healthy and helpful ways.

When we hide from others, we lose the ability to be authentic and give and receive encouragement. Giving someone the space to be honest without judgment and within a culture of growth and curiosity, can be amazingly encouraging.

Every time I go for a run, I need encouragement as I am slow and unsure if I will hold others back, get lost or fall over and require someone to haul my significant girth back to civilisation. So, the people I run with are important as they are always encouraging and optimistic. Not once have I felt like I am really annoying someone by being a bit slow.

## **BE INTENTIONAL**

A great way to be encouraging is to have a few good questions up your sleeve to ask people when you get a chance to chat. Here



Encouragement can have a profoundly positive impact on someone's life.

are three I have found helpful lately for the people I run with:

1. How is your running or fitness going?
2. What book are you reading, and how has it impacted you?
3. How was your week out of 10, and what would need to happen for you to improve on this score?

“

**Real encouragement  
can only happen in a  
healthy relationship.**

”

Real encouragement can only happen in a healthy relationship. We need to break down the isolation and mistrust to get close enough

to be genuinely encouraging to someone, but this can take time. The difference this can make for everyone involved is amazing.

Encouragement is a core value for lots of spiritually happy and healthy people. In my experience with the Salvos, one of the most powerful things I can give to a person who is struggling is to empower them to help someone else.

Who can you encourage today? Think of someone and put a plan of action in place. Be intentional and specific about it, and most importantly, do it!

*Major Bryce Davies is a Salvation Army officer (pastor) and mentor.*



Scan here for more  
on finding meaning.

# Ending the spiral of homelessness

Justin finds support to help him break the cycle

**WORDS** Naomi Singlehurst

**Justin went from working in management for two of Australia's best-known companies to years of homelessness – often living rough on the streets and sheltering in doorways for warmth. As Homelessness Week approaches this year (1-7 August), Justin courageously shares his story to help and encourage others.**

I'm 44 and from Sydney. I moved around a lot from my 20s, not building many strong relationships. I suffered from mental health issues for most of my life.

I was 13 when I first saw someone about my struggles after my school suggested it.

Despite some challenges, I went on to work in management in two of Australia's best-known companies and on the surface was doing well. I bought and sold homes, and life felt reasonably successful.

“

**When you are homeless, it is very hard to find a way out without support.**

”

For many years, I managed my mental health issues fairly well until I was bullied by a high-end manager at work. As a result, I started having panic attacks and ended up in hospital. I thought I was having a heart attack, which is how a panic attack feels to me.

## **SLEEPING ROUGH**

I stepped down from management and returned to a simpler role. I later began a

successful business, employing others, but was heavily self-medicating with increasingly higher doses of alcohol. My depression and anxiety also gained an ever-growing hold on me, and my marriage broke down.

I started couch-surfing at friends' places but quickly burnt through those friendships because I wasn't addressing my underlying issues.

At one stage, I moved into a hotel attached to a pub. This wasn't a smart move, and I quickly drank through my savings.

I moved back in with my family for a short time, but that didn't work out either. I ended up back in Sydney in a hostel and eventually on the street. By that stage, I was no longer working.

Many nights I had nowhere to stay. I'd just try and find a doorway to keep the wind off. I didn't sleep that much at night. I'd sleep more during the day in a park or something. It feels a bit safer in the day.

I was also embarrassed. You see people avoiding you. Some people are nice, but others look at you like you're just a drunk, and that's how I saw myself.

## **NEVER-ENDING CYCLE**

When I could afford it, I would get a night here and there in a hostel or motel to clean up a bit. This happened for six months or so until one day I ended up at The Salvation Army's door.



Justin hopes sharing his story will help others.

I spent three nights in emergency accommodation, before being assessed and offered a more stable room in short-term accommodation, but I soon fell back into drinking, then went to rehab and ended up back in the never-ending cycle.

But I knew I couldn't go on the way I was, and so re-contacted my Salvos case manager. We spoke about my drinking, and my depression and anxiety.

Very quickly, I moved back into the short-term accommodation. This was relatively short lived, as I was accepted into the Together Home\* program and I moved into a small apartment where I live today.

### ONGOING CARE

It was, and is, good having my own space again, but the last COVID-19 lockdown

really got to me. We weren't allowed to go anywhere. I wouldn't see anyone for weeks. That was hard.

I presented to hospital and was placed in a mental health rehabilitation unit. That gave me the chance to get my medications sorted and work on other strategies.

My case manager from the Salvos visited me weekly. We discussed many things, and I told him I wanted to give back to others because I'd always volunteered, even when I was homeless. So, I started a Certificate 4 in Community Services. I hope to go on to complete the diploma. In the meantime, I am casually employed in a 'lived experience' role at the Salvos and help where I can.

Life is looking positive, but I take it one day at a time. I know how quickly I can fall back if I'm not careful.

Without the Salvos services and case managers, I don't think I could have gotten it together. That support, their reassurance – it has made all the difference. When you are homeless, it is very hard to find a way out without support.

I hope I can now make a difference, even just by sharing my story.

*\*Together Home is a NSW Government community sector partnership, started in response to the COVID-19 pandemic and managed by Bridge Housing. The Salvation Army, along with Mission Australia and St Vincent de Paul, deliver support services to community members in housing.*

For more information, go to [salvationarmy.org.au/national-homelessness-week](https://salvationarmy.org.au/national-homelessness-week).



Scan here for more information on Salvation Army homelessness support and services.

# Easy omelette



PHOTO: STOCK / GETTY IMAGES

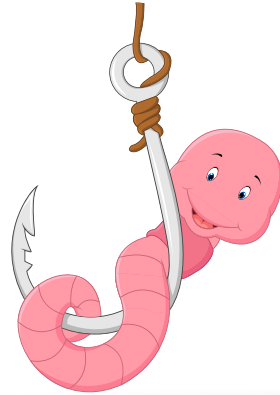
## Ingredients

2 eggs, 2 tbsp milk, salt and pepper, 1½ tsp butter, 1 tbsp chopped spring onions.

## Method

- Crack eggs into a bowl, add milk, season with salt and pepper and whisk mixture with a fork.
- Heat a medium-sized pan over medium heat and add the butter. Let it melt, then swirl around the base of the pan to coat evenly.
- Add the egg mixture to the pan. As it begins to cook, use a spatula to lift cooked parts from the edges and tilt the pan to allow the uncooked egg mixture to flow to the edge of the pan.
- When the eggs are almost set on the surface but still look moist, sprinkle the spring onions over the omelette. Cook for a few more seconds.
- Fold over in half to create a semi-circle.
- Slide onto a plate and eat immediately.

# HAVE A LAUGH



What do librarians take fishing?

**Bookworms!**

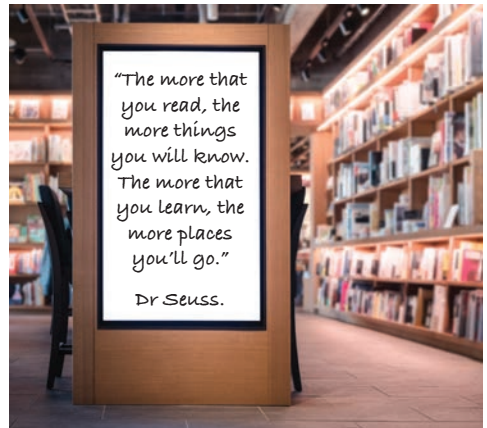
Why did the cardiologist recommend that his patients go to the library?

**He heard they're good for circulation.**

Where does the library keep books about conspiracies?

**Right behind you.**

# SIGNING IN



"The more that  
you read,  
the more things  
you will know.  
The more that  
you learn,  
the more places  
you'll go."

Dr Seuss.

PHOTO: STOCK / GETTY IMAGES

# Sudoku

Fill in the grid so that every row, every column and every 3x3 box contains the digits 1 to 9.

	5		1	9		2		
	6		2		3			5
7				5			1	
2						3		
		9	7			6	5	
		5				7		
					6		7	
				2		8	4	
					1			2

# Tum-Tum

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



# Bible byte

"The grass withers, the flower fades, but the word of our God will stand forever."  
Isaiah chapter 40, verse 8

**Quiz answers:** 1. Biblioteca 2. State Library Victoria 3. National Library of Australia, Canberra 4. Library of Congress, Washington DC 5. Library of scents (perfumes).  
**Tum-Tum:** is hiding behind the caption on page 11.



PHOTO: STOCK / GETTY IMAGES

# Quick quiz

1. What is the Latin term for a collection of books?
2. What is Australia's oldest library?
3. What is Australia's largest library?
4. What is the world's largest library?
5. What is the Osmothèque in Versailles, France?

# DID YOU KNOW?

**National Library and Information Week is held 25-31 July**

**The week aims to celebrate the work that library and information workers do around Australia.**

**During the COVID-19 pandemic in 2020, the most borrowed book from Australian libraries was *The Survivors* by Jane Harper.**

**Library memberships are held by just over nine million Aussies, representing 35 per cent of the population.**

2	5	1	7	6	7	9
9	9	7	2	3	6	1
6	7	9	9	9	2	5
7	2	9	9	3	8	4
1	5	2	7	7	4	3
9	6	2	7	7	7	2
4	4	2	6	2	7	9
9	9	1	2	2	7	9
1	8	1	8	2	7	2



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