



Supporting Positive and Sustainable Growth in Corps-based Social

The Salvation Army Australia



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

Identity: Our Mission

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

We share the love of Jesus by:

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

Culture: Our Values

Recognising that God is already at work in the world we value integrity, compassion, respect, diversity and collaboration.

What is the basis for how we work?

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the bible.

Genesis, the first book of the Bible affirms that we have all been made 'in the image of God'. We have been created to mirror the image of God in the world.

"God created human beings in his own image. In the image of God he created them; male and female he created them"

-Genesis 1:27

It points to the special relationship between God and human beings – like you and me. It tells us that every human being is important and precious – of enormous worth and dignity because we are made 'in the image of God'. Our worth and dignity is not based on our wealth, beauty, success or employment status.

At The Salvation Army, we believe that Jesus shows us what it means to be fully human - to fully reflect God's image into the world. The bible tells us that Jesus was the 'exact representation' of God. This means that as we trust and look to Jesus, we find forgiveness and the restoration of our own humanity.

Our work seeks to share this good news in our speech and in our actions.

"The son is the radiance of Gods glory and the exact representation of his being..."

-Hebrews 1:3

Jesus was revolutionary in the way he treated the most vulnerable - the social outcasts including disreputable women, lepers, tax collectors, people with disabilities. He broke the social and religious conventions and 'ate and drank with sinners'. He saw ALL people 'made in the image of God' - and treated them with dignity, worth and significance. God seeks to heal and transform people.

In a world that celebrates the rich, the successful, the beautiful and the powerful, it continues to be revolutionary in the twenty-first century.

Our culture esteems high achievers and marginalises the most vulnerable – people who are poor, homeless, unemployed, seeking asylum, and those with mental health issues.

The Christian faith and the work of The Salvation Army is counter-cultural and has always taken special care of the socially vulnerable and marginalised. God created all human beings of equal value, significance and dignity. This will impact the way we do our work, the way we see the people and the communities where we live. All human beings are therefore equal in worth despite any differences or group categories which may be applied such as race, religion, status, age, gender, or sexual orientation.

Our **long term goal** is to see all Corps in Australia delivering quality Community Services at the local level that accurately reflect The Salvation Army.

What is a Corps-based social program?

Corps Based Social programs can appropriately be defined as a local service to community where management responsibilities are with the Corps. Programs must be aligned with The Salvation Army's Territorial Vision, Mission, and Values and its Deductible Gift Recipient (DGR) Registration as a Public Benevolent Institution*. (See Definition)

Corps Based Social does not include services, programs or activities that meet the needs of the Corps membership. We also understand that just because something operates out of a Corps (co-location) does not make it a Corps Based Social activity. For example; a Doorways Caseworker who reports through to the Community Services stream and is accountable to, supported by and managed through that stream.

The Distinctiveness of TSA



The Salvation Army is committed to being an accountable and transparent movement. This commitment starts with a desire to know [objectively] if what we are doing in community is Missional, Relational and Professional. Equal weighting and energy needs to be given to each of these three domains.

Missional

The program or service is able to intentionally include both the proclamation (speech) and the demonstration (practical action) of the 'good news' of what God has done in Jesus Christ. Community members engaging with the program/service are able to validate their experience of 'the good news' being proclaimed and demonstrated.

Relational

The program or service is able to intentionally build and maintain (or demonstrate) good relationships with the community members of their programs/services, and those community members are able to validate their experience of being valued, accepted and loved.

Professional

The program or service is committed to a 'do no harm' approach. We acknowledge that our services and programs have both intended and unintended impacts on people and we are committed to a process of continual self-improvement in order to ensure our services and programs are always promoting respect, acceptance and value of others. This includes: how we manage risk, align to organisational policies and procedures, utilise quality practice frameworks and demonstrate good stewardship of resources.

As we journey together, we need to remain open to asking the hard and critical questions about the quality of our community engagement work. Such as:

- How do we know we are hitting the mark?
- How do we know if our work is leading to real community change (individuals, families, groups, societal)?

The following tool will help to guide meaningful dialogue about the quality of our work and community engagement. The purpose of this tool is to affirm what is working well and to identify gaps, or any room for improvement. It has been color coded to flesh out in more practical detail what it looks like to deliver a Missional, Relational, and Professional program or service.



We welcome

As people (officers, employees and volunteers) serving in a local Salvation Army corps;

We are intentional about the way we welcome others and we regularly review our processes for this.

We do everything possible to ensure that all people are comfortable in the service space / environment.

We are able to clearly communicate:

- » What this service offers
- » What people can expect from TSA
- » What TSA expects from people

We provide clear culturally appropriate signage communicating available services and boundaries.

.... So that people that access our services/programs will;

- Feel warmly welcomed and supported
- Feel comfortable
- Understand TSA boundaries and expectations
- Know how to behave in a way that is consistent with the TSA community
- Feel that they can share their stories and not feel judged
- Feel treated with dignity and respect
- Feel respected regardless of background/belief



We seek to understand

We intentionally seek to understand a person's life situation holistically (including social, family, emotional, physical and spiritual issues)

We have comfortable and safe spaces for private conversations.

We ask questions that genuinely seek to understand the person's point of view.

We make time to afford for meaningful relationship and understanding.

- Feel that TSA personnel really care about them and their life situation.
- Feel that TSA personnel genuinely try to understand them and their issues.
- Feel they are not hurried, rushed or interrupted in their interactions with TSA personnel.
- Feel they are heard and understood, even when their requests are beyond the limits of what TSA can provide at the time.



We come alongside

We will express empathy and concern for the person while setting healthy boundaries that do not extend us beyond the limits of our role.

We encourage people to identify and use their gifts and strengths.

Our signs and systems empower people to make their own life decisions and lead their own interactions with us

We will create safe spaces for people to explore faith in Jesus and matters of Christian spirituality and discipleship.

We offer prayer for people.

We make time to celebrate the progress that a person, family, group or community is making.

- Have realistic expectations about what we can provide.
- Feel responsible for the choices they make in their lives.
- Feel encouraged to make wise and thoughtful decisions
- Feel confident to address the issues/ circumstances they want to address.
- Understand what is happening in their interactions with TSA, and feel in control of the process.
- Feel their future goals are attainable
- Feel encouraged to maintain momentum by celebrating personal progress and achievements



We are integrated into our community

We actively listen to the needs of the community we are working in and respond accordingly

We encourage people to draw on established community connections for ongoing support where appropriate and safe to do so

We are aware of other community services and networks and are ready to facilitate these connections.

We affirm people in their responsibility and capacity to change and grow

We communicate that TSA is always open and available for ongoing support, regardless of what happens in the future

Should they return for ongoing support, they are remembered, recognise and welcomed back.

- Feel that any gaps in their support network are met in a thoughtful and respectful way
- Feel that the goals are meaningful to them, and are ones that they are willing to invest in.
- Feel that they are part of the TSA community
- Have established support networks in place and an ability to establish new connections
- Understand that TSA always remains open for future support as needed

Want more information or support?

There are two Corps-based Social (CBS) specialists in the Community Engagement department. These roles have been appointed to;

Develop and maintain a database of Corps-based social programs in each division

Create shared language for working in Corps Based Social around the nation

Review current programs, identifying risk and working to reduce this risk with COs

Assist Corps to develop new programs in line with the framework, in partnership with AOs

Liaise with Mission Department to engage SMEs where necessary, for resources and expertise

Establish 'Communities of Practice' among "like" CBS programs

Develop best practice procedures for "like" programs

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Australian Government
Australian Taxation Office

*Registered public benevolent institution 4.1.1

"A registered charity that is an institution, and whose main purpose is to provide for the relief of poverty, sickness, disability, destitution, suffering, misfortune or helplessness. The beneficiaries must be members of a class of people that particularly needs this protection and assistance, rather than the community as a whole."

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