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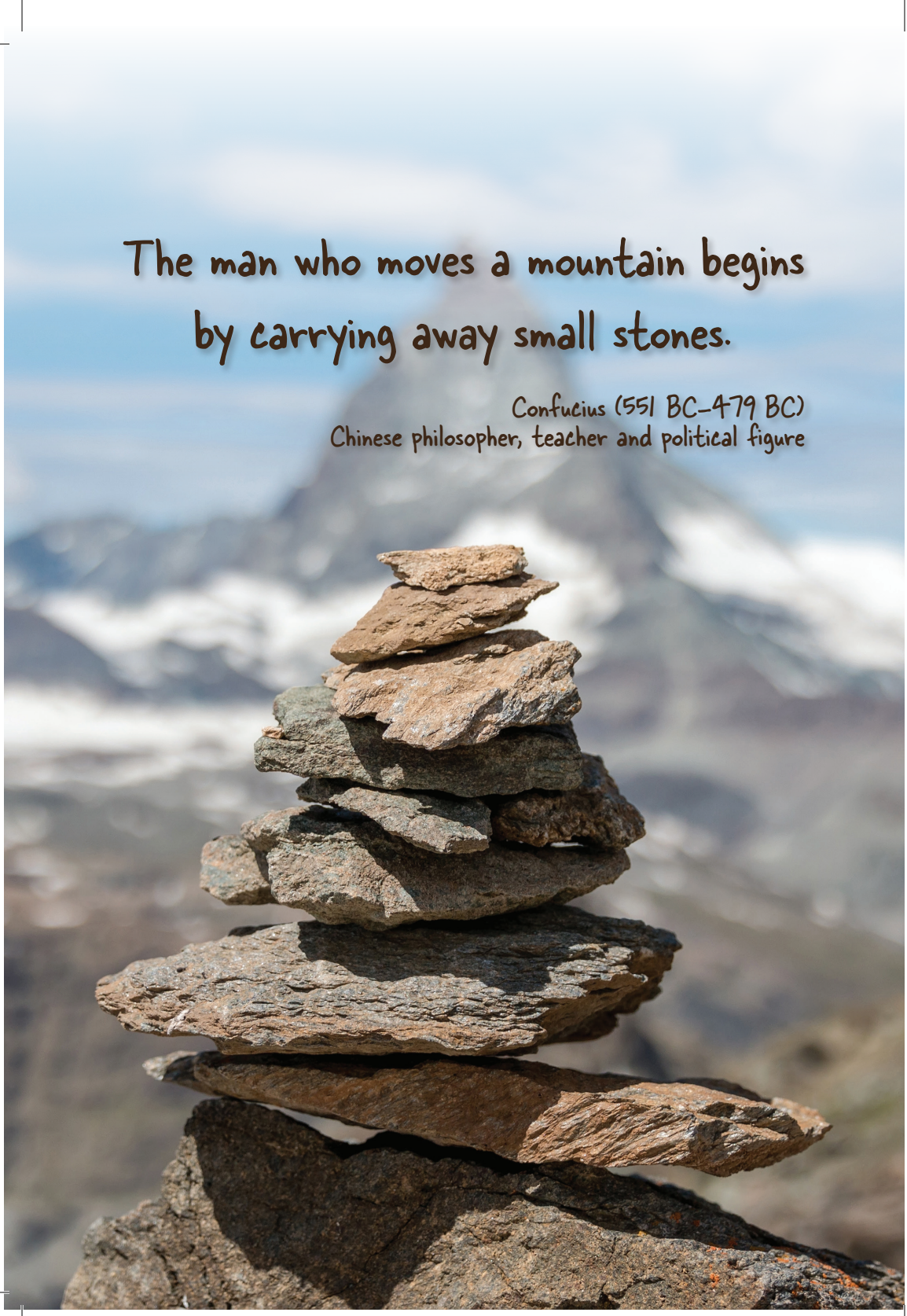


Long-haul healing

Salvos join communities on road to bushfire recovery






The man who moves a mountain begins
by carrying away small stones.
Confucius (551 BC–479 BC)
Chinese philosopher, teacher and political figure

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

WARCRY

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The road to recovery



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Finding hope in the heart of disaster



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A brief encounter

From the editor

Throughout Australia's bushfire-ravaged communities, the recovery process is well underway. Immediate and emergency-related needs have, for the most part, been taken care of, and the focus is now on medium- and long-term recovery.

This means different things to different people. For some it is relocating families while destroyed homes and businesses are being rebuilt, for others it is working through trauma brought on or exacerbated by the fires and, for others, it is just assessing what steps to take next as they look to the future.

As the bushfire headlines fade from our media sources, The Salvation Army, and many other organisations, will be assisting all those who need help, in the months and years ahead.

As we all go back to our lives and turn our attention to the next phase of news stories, we can remember to let those impacted by the fires know that they are not forgotten and that we are with them on the journey too.

Simone Worthing
Assistant Editor

Salvos join communities on the road to recovery

The Salvation Army is establishing a national Bushfire Recovery Team to work at a local, collaborative level in affected areas.

Australia has been ravaged by an unprecedented bushfire crisis this summer, with many communities across the country left devastated.

The Salvation Army — as has been the case for decades — has been, along with a number of other charities, at the forefront of the emergency relief and now recovery effort.

The Australian public, corporations, Salvation Army partners and other donors have given generously in response to this disaster. When this issue of *Warcry* went to print on 10 February, more than $42 million in pledges had been made to The Salvation Army Disaster Appeal since its launch on 9 November 2019.



"To date, of the $42 million pledged, $18.35 million has been received," says Lieutenant-Colonel Neil Venables, who oversees communications for The Salvation Army in Australia.

"The Salvation Army has distributed $11.9 million of this $18.35 million. Over $7.064 million has been spent towards immediate emergency and relief efforts since our Salvation Army Emergency Services (SAES) teams were activated in September 2019.

"Over $4.86 million has been distributed directly to people in terms of hardship payments — cash payments for emergencies, given through face-to-face conversations with Salvo recovery workers on the ground and the bushfire telephone line. These payments cover things such as petrol, food and emergency accommodation.

"We are confident that the balance of funds pledged will be honoured, as



we have seen in the past," Neil adds.

Colonel Winsome Merrett, Chief Secretary of operations for The Salvation Army in Australia, says money that has been raised will be spent or committed by June 2020 to the immediate and longer-term recovery of those affected by the 2019-2020 bushfires.

"The SAES teams have been active in the bushfire crisis since September 2019, with more than 3000 staff and volunteers involved," she says. "We have provided over 240,000 meals and over 230,000 light refreshments and personal packs to first responders and evacuees.

"Our personnel and mobile units continue to remain on the ground, providing immediate financial and emotional assistance, a hand of friendship or a listening ear.

"Our staff are currently supervising a dedicated telephone line for financial assistance and have assisted thousands of people.

"We thank the Australian community for its support. Our Community Engagement and Emergency Services teams are continuing to work with federal, state and local partners in disaster response and recovery plans to map out the steps ahead."

The Salvation Army is also establishing a nationally coordinated and locally embedded Bushfire Recovery Team. "We are involved in government forums and collaborating extensively with community groups around a response plan, which will include financial assistance; continuing to operate a dedicated telephone line where workers can assess and deliver material aid; outreach workers in local communities across Queensland, New South Wales,

Victoria and South Australia; and caseworkers based in communities to deliver holistic assistance, including financial, emotional and psychological responses and financial counselling," Neil explains.

THE ROAD AHEAD

The Salvation Army, on the back of many years' experience in helping people recover from disasters and also in alignment with what is considered best practice in this area, has developed a three-phase approach to recovery (see next page).

"The focus of The Salvation Army's work now is to provide support to people who have lost their properties," says Neil. "It is anticipated that this phase will continue for at least the next 12 months, but potentially also move into a two-to-three years' time frame."

"The Salvation Army aims to provide a suite of support services and grants to individual households that will be tailored to their needs. These needs will be assessed and determined through the one-on-one relationship with a Salvation Army outreach recovery caseworker and the impacted household."

This assistance may be used for needs such as:

- Temporary and transitional accommodation relocation grants
- Special housing grants (rent, power/gas, telephone/internet)
- Special household/personal grants
- Education or employment needs
- Psychological and financial counselling
- Personal needs (medical and pharmaceutical)
- Vehicle grants (registration, insurance, petrol)
- School assistance (books, uniforms, excursions)
- Family respite and recreational opportunities
- Survivor advocacy — sourcing other support networks.

The Salvation Army's multi-stage response to the bushfires is supported by a University of Melbourne study into the Black Saturday bushfires that devastated parts of Victoria in 2009. More than 170 people died in those fires and over 2000 houses were destroyed.

The study, *Beyond Bushfires*, showed that, while immediate assistance during a disaster is critical, many people needed to access costly emotional and practical support at the time of rebuilding, but that support was not as easily available.

"It is critical that in our care of those impacted by these fires, The Salvation Army is responsive to these longer-term needs," says Neil.

"The Salvation Army's vast experience in meeting personal hardship resulting from disaster tells us that up to 70 per cent of donated funds will need to be spent in the relief and recovery stages — that is, anywhere from now up to two to three years from here."

NATIONAL RESPONSE

In New South Wales, The Salvation Army is undertaking recovery work on the South Coast, Southern Highlands, Blue Mountains, Mid-North Coast and in northern NSW.

At Bega, in the south, Captain Deb Parsons has been distributing Salvation Army recovery funding since the centre opened a few weeks ago. She says the Army was able to assist a broad range of people, some of whom have "fallen through the cracks" due to complex circumstances.

"Some cases are not straightforward and have fallen into the 'too-hard basket'," she says. "That's exactly where The Salvation Army needs to be because that's where Jesus is always found — standing alongside those that others have passed by."

In northern NSW and Queensland, Captains Leanne and Lincoln Stevens, Salvation Army disaster management coordinators, spent January travelling

Phases of disaster response

Major Topher Holland, General Manager for The Salvation Army's Strategic Emergency and Disaster Management team, explained that the organisation's response to disasters occurs in three main phases:

PHASE ONE

The first stage is emergency response during the crisis and in the immediate aftermath. In initial Salvation Army Emergency Service (SAES) activations, personnel and volunteers feed and provide support for first responders and assist with the management and service of evacuation centres.

Assistance includes meals and refreshments, care packs, bedding, referrals, counselling and financial assistance.

PHASE TWO

Phase two is an initial assessment and provision of emergency financial support to those affected. This can include ongoing day-to-day needs such as utility bills, school uniforms, or simply putting food on the table.

PHASE THREE

The third stage is recovery. This is the longest stage where more financial support is provided for those who have been severely impacted by the disaster and have undergone a detailed needs assessment. It includes assistance to rebuild destroyed properties, working with primary producers who have lost their livelihoods, and psychological services.

"Our experience is that the initial response could take up to three months and recovery usually between two and three years," said Topher.

"We are here for the long term and it is our commitment to journey with people throughout Australia."



throughout the region supporting small communities impacted by drought and bushfires.

Bushfires activity has significantly decreased across Victoria, which has allowed Salvation Army staff and volunteers to support people who are reluctant to ask for help or have been overlooked.

"We're continuing to respond to the needs of those impacted by the fires, wrapping a blanket of support around communities and picking up people who fall into the cracks," says Captain Rob Champion, Strategic Disaster and Emergency Management Specialist with The Salvation Army.

"We need to be ready in case of evacuations, [but aside from that] we are actively engaged in recovery through the centres and outreach, and helping people as we encounter them."

The Salvation Army has a presence in centres at Corryong, East Gippsland and Bairnsdale, where trained staff are conducting face-to-face assessments, financial assistance and emotional support. There are also recovery workers on the ground, liaising with locals and other services.

Captain Simon Mapleback has been assisting with relief efforts at Bairnsdale and has witnessed the vast emotional toll the disaster has taken on people.

"There was one gentleman, aged over 90, who shared a property with his son that was surrounded by national parks," he shared. "They each had a home on the property and both were destroyed. Rebuilding will take from five to seven years, which was devastating news for the older man to hear, and really confronting."

As locals come to the recovery centre with a variety of needs and responses, Simon and other staff provide them with aid, link them with other services and are simply there for them.

"One man came in recently and he was struggling to deal with what had happened. It wasn't just the bushfires and being evacuated, but general life that was still going on with all its issues," says Simon.

"He was almost at breaking point, working out whether he could go on. I told him the good things happening in his life. He needed to hear that."

Referring to the collective effort as "emotional first aid", Simon sees it as his responsibility to check on people spiritually and mentally too.

"God brings people together at the right place and the right time," he says. "The community is being used to heal itself."

After a mammoth bushfire season, Salvo volunteers and staff on Kangaroo Island are assessing how they can support the community with relief over the next 12 months.

The Salvation Army is expecting people affected by the fires to seek support in the coming months after the initial shock of the disaster wears off.

In Queensland, recovery relief efforts are well underway after bushfires hit several areas in late 2019.

The Salvation Army has also been involved in the emergency response and recovery effort after bushfires in Tasmania and Western Australia.

OTHER ASSISTANCE

While the bushfires have dominated the headlines in recent months, The Salvation Army continues to be involved in helping communities recover from other natural disasters.

In Townsville, long-term recovery efforts are still underway a year on from floods that inundated hundreds of homes in the North Queensland city. The Salvation Army is part of the 'Community Rebuild Project', a combined churches and inter-agency initiative that has identified dozens of homes whose occupiers need assistance in rebuilding.

Salvation Army rural chaplains and disaster management specialists are also active across drought-ravaged areas, providing financial and emotional assistance.

Nationally and internationally, The Salvation Army responds to natural and man-made disasters including bushfires, floods, storm damage, earthquakes, cyclones or prolonged drought. The Salvos' response is ongoing and long-term — walking alongside those who have been impacted, with practical help, a message of hope, and caring commitment.

HOW CAN WE HELP YOU?

If you have been impacted by disaster and need to access support, please email our team at sal.disasters@salvationarmy.org.au or call 1300 662 217.

HOW TO DONATE

Donations can be made at salvationarmy.org.au, by phone at 13 SALVOS (13 72 58), or at any Woolworths or Salvos Stores.

Finding hope in the heart of disaster

Volunteering to serve others changed Elaine's life.

BY ELAINE MIDDLETON

When our Salvo officer (minister) asked for volunteers from the region to go to Glen Innes for a couple of days to join The Salvation Army Emergency Services (SAES) to support the firies and other emergency workers during the recent bushfires, it was really clear to me that I should go. It just hit me very strongly.

I first went for four days but ended up staying and working 13 in a row. This was my first time volunteering with the SAES.

The first week I spent serving in the mess tent. There were often more than 200 emergency workers for each meal and also packs for them to take away. It was very intense and extremely tiring.

After four days, and due to go home, I thought about the next SAES group coming in, and thought maybe I could stay and give them an extra pair of hands. And I really believe God gave me, and all of us, extra strength.

After the first rotation, I worked with the chef from Salvos Coffs Harbour — a wonderful man. He taught me a lot. I was enjoying the cooking. For breakfast one morning we were expecting 310 firies, plus others.

They were hungry. They'd been out all night. They were exhausted. In our hearts we weren't just feeding them, but hoped we were nurturing them in some way too.

I ended up being deployed for a full month, as well as being 'on standby' many times. We had a police escort in and out of Old Bar, I went to the Martins Creek firegrounds, served the Rural Fire Service (RFS) at Wollombi and Pokolbin, and went to the Hunter Fire Control at Bulga and Batemans Bay Evacuation Centre.

At one stage, an SES (State Emergency Services) leader and I were getting ice from the ice machine and I said to him, "You are heroes; our hearts are with you." He gave me a hug and had tears in his eyes. He said, "We couldn't do it without all of you!"



Working with other Salvos was wonderful. They rolled up their sleeves and they were into it. They did whatever they could for anyone, at any time, and I was really proud to wear the SAES uniform. They were long days with little sleep, but we were needed, and appreciated.

At the firefront there were so many emergency teams and other organisations giving everything they had — RFS, Hazmat (Hazardous Materials), SES, St John Ambulance and National Parks and Wildlife and more. Most were volunteers, from all over Australia, New Zealand, the USA and Canada.



Elaine (right) with SES volunteer, Pam, serving during the recent bushfires.

> **"I think the biggest thing about helping others is you forget about yourself and your problems."**

It absolutely gave me a whole new appreciation of the emergency services. I'm in awe of them all. They were risking their lives to save people, homes and towns. It was beautiful to help serve them and others.

I have a Christian faith and come from a strong Christian family. My beautiful mum and grandparents had real faith. We have all seen many miraculous answers to prayer in our lives and over generations.

When I began to attending the Salvos, they became like family to me, wherever I moved.

I'm so grateful and honoured to be able to help in some way with the SAES. I think the biggest thing about helping others is you forget about yourself and your problems. When you go out and give financially — or with time and effort — the rewards and satisfaction you get are greater than anything you give.

The experience has had a huge impact on my life and changed me forever.

A brief encounter

Offering help, hope and kindness during the tough times.

BY LEANNE HARDAKER

The Salvation Army called my husband Richard and me last month, to see if we could assist with bushfire relief interviews in Glen Innes, northern New South Wales, about 200km south of our home in Warwick, south-east Queensland.

We were able to go so we did.

Captains Leanne and Lincoln Stevens Salvation Army officers (ministers) and disaster recovery specialists, were already in town, stationed in their mobile office behind the Town Hall. The Stevens have recently been travelling around Queensland and New South Wales supporting small communities impacted by years of devastating drought and, for many, recent bushfires as well.

I was a bit worried about working in a caravan — the heat and I don't mix! I was pleased to arrive and see that the mobile office, clearly identified as The Salvation Army in the carpark, was air-conditioned.

I admire the innovation of a mobile vehicle and the willingness of the Stevens to work through the logistics of setting up in impacted communities, drive into those country towns and offer assistance in areas that had suffered, and continue to suffer, greatly.

Leanne trained me in bushfire relief before she and Lincoln returned to Townsville, where floods were threatening.

Richard and I, along with Major Keith Hampton, a retired Salvation Army officer, worked from the mobile office for three days.

As we interviewed those impacted by the fires, we frequently heard them say there were others worse off than them. For some reason people felt that if their house was still standing they didn't deserve financial assistance, even though their water tanks and poly pipes (used for drainage, plumbing, water supply, water management, heating and ventilation) were destroyed, all trade equipment, fences, cars, sheds and even back patios were melted, and pets and outside animals all lost.



Many people had been out of their homes since 8 November 2019.

People recounted this day as the fiercest fire ever seen in that area. One man told me that his house burnt down in four minutes. The fire was described to me as a monster, and evil, and one gentleman even called it the devil. No matter what people lost, the trauma was very apparent in so many of those who met with us. There were many tears as people described the 'hellish' hour and a half that took everything from them.

So many keepsakes, photos and proudly self-built homes were completely lost. One lady who lived in a community that had been ravaged was sleeping in a tepee back on site. She has lived there for 32 years. Her greatest loss, she kept telling me, was her father's ashes. She repeatedly asked me, "How many times can you burn ashes?" Of all the things she had lost, it was her father's urn that was the biggest loss in her traumatised state.

As money was distributed in that town, I became convinced that The Salvation Army is privileged to listen to people's stories of tragedy and be part of offering practical help, hope and kindness as they face some of their toughest times.

People appreciate the monetary gifts and physical help, but the human heart, especially in desperate circumstances, will always remember genuine encounters of love and compassion when offered by the people of Jesus at just the right time.

Captain Leanne Hardaker is a Salvation Army officer in Southern Downs (Qld).

Lamington balls



Ingredients
400g jam sponge roll; ¼ cup thickened cream; 250g chocolate (milk or dark); 120g shredded coconut, baking paper

Method
Cut the jam roll into slices and crumble into a large bowl. Stir in the cream. Line a baking tray with baking paper. Roll spoonfuls of the mixture into balls (about the size of a golf ball) and place on the tray. Leave in the fridge for about one hour, until firm.
Melt the chocolate in a small bowl in the microwave until smooth. Place the coconut in a bowl and line another baking tray with baking paper. Use a fork to dip the balls, one at a time, in the melted chocolate. Drain the excess chocolate by gently tapping the fork on the edge of the bowl. Roll in coconut and place on tray. Leave in the fridge for about half an hour until set. Enjoy!

Tip for the race of life

"Since God cares for you, let him carry all your burdens and worries."
1 Peter chapter 5, verse 7
(*The Voice* Bible translation)

On the road again



In response to the recent bushfires in the Victorian High Country, a small Salvation Army team has been operating from the tiny town of Corryong to provide chaplaincy support and financial assistance. Captain Christine Abram, a Salvation Army officer (minister) in Wodonga, has been part of this team.

Christine was recently contacted by a lady from the area, Amelia, who had also gone through the north-eastern Victoria Mudgegonga fires of 2009.

"Amelia knows what it's like to lose everything and she asked if the Salvos could help her and her husband put together some things for the young people and their families from the local Corryong College who had been impacted by the fires," said Christine.

"We were happy to do this. We asked the families what household items they needed and Amelia and I purchased everything.

"We also bought two bikes to give to young people, and the bike store, the Full Cycle, generously donated three mountain bikes to give to young people. They didn't want them walking through burnt out paddocks to get to school.

"This is what happens when communities work together!"

Wordsearch

H M L I Y T C E C I A G N O Y
A I A C T N I L O N D R A P T
R S N P I E L B N J V A I P I
D S O T R M B A T U O S R O L
S I I C E N U T R S C S A R I
H O G A P R P I I T A R T T B
I N E U S E N R B I C O I U A
P G R S O V M A U C Y O N N T
W S T E R O P H T E Z T A I S
H R I U P G F C I I Y S M T R
L O C A L N H R O L O U U I O
Y T R E V O P O N S V N H E T
G T N E D N E P E D N I A S C
C O L L A B O R A T I O N L E
N O I T A C I N U M M O C L S

ADVOCACY
CAUSE
CHARITABLE
COLLABORATION
COMMUNICATION
NON-GOVERNMENT
CONTRIBUTION
GRASSROOTS
HARDSHIP
HUMANITARIAN
INDEPENDENT
INJUSTICE
INTERNATIONAL
LOCAL
MISSION
OPPORTUNITIES
POVERTY
PROSPERITY
PUBLIC
REGIONAL
SECTORS
STABILITY

Answers: 1. Non-government organisation. 2. Non-profit, citizen-based groups that function independently of government. 3. Non-profit, civil and charitable organisations. 4. February 27. 5. The Salvation Army is both a Christian church and a charitable organisation.

Tum-Tum: is hiding behind a lamington ball on page 14.

Quick quiz



1. What does NGO stand for?
2. What is an NGO?
3. What are some other names for NGOs?
4. When is World NGO Day?
5. Is The Salvation Army an NGO?

Tum-Tum

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



Want to know more?

Visit **warcry.org.au/want-to-know-more** or return the coupon to **Warcry, PO Box 479, Blackburn VIC 3130.**

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