

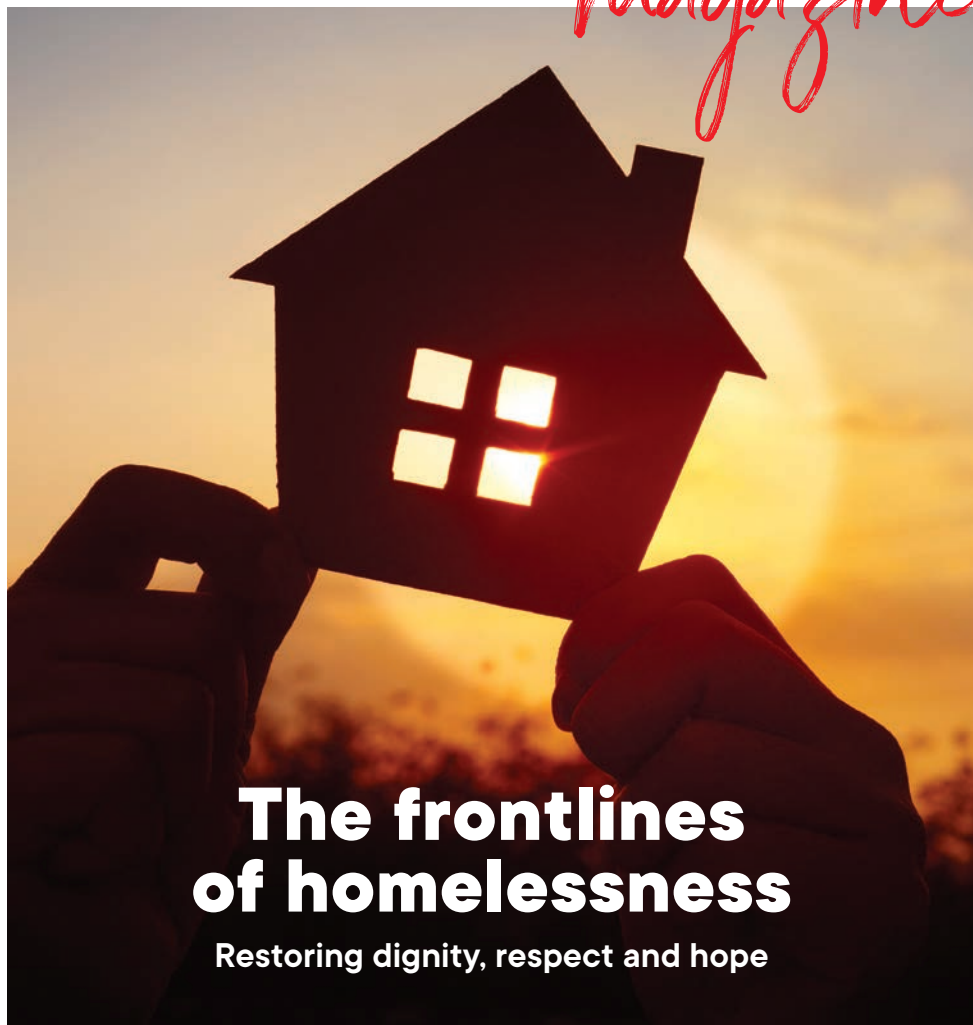


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# salvos

*magazine*



## The frontlines of homelessness

Restoring dignity, respect and hope

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*"WALK WITH ME FOR  
A WHILE, MY FRIEND  
- YOU IN MY SHOES,  
I IN YOURS - AND  
THEN LET US TALK."*

*- RICHELLE E GOODRICH*

## 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 wellbeing of people of all ages, particularly children.



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## Time to act

'Homelessness Action Now' is the theme for this year's Homelessness Week, 4-10 August.

On any given night, 122,494 people in Australia are homeless. These people are real, not just numbers, and each one has a story to tell – of housing unaffordability, job loss, abuse, mental illness, domestic violence, addiction and more.

They are living in cars, tents, hotel rooms, on couches and on the streets – often without support, assistance or hope.

This edition of *Salvos Magazine* looks at homelessness – some of its causes, impacts and what can be done to help prevent, and ultimately end, this growing issue.

We feature stories of case workers who are on the frontline of our communities, assisting those experiencing homelessness to access services and rebuild their lives in ways that give dignity, warmth, respect and hope to each person they meet.

In Faith Talk, Mal Davies talks about the importance of not judging our fellow humans who are homeless but instead, getting to know their story and looking at them as Jesus did – with active compassion and grace.

Simone Worthing  
Editor

# A day in the life of a Salvos case worker

The work done by the Salvos relies heavily on our dedicated case workers, who meet one-on-one with clients to assess their needs and walk alongside them to help them find solutions.

Below, four case workers describe the varied and challenging nature of their role supporting people experiencing homelessness, providing both practical assistance and wraparound support to address housing, mental health and other needs. They highlight the systemic barriers caused by the housing and cost of living crisis, the misconception that housing alone solves homelessness, and the importance of consistent, compassionate care. Through collaboration with The Salvation Army and other services, their goal is to make homelessness rare, brief and non-recurring.



## **Tiki: case worker, residential**

As a case worker, every day can be quite different and presents different challenges. We do housing applications; we follow up and we ensure that clients have an idea of

what sort of options are out there. We also address any further issues that they might have, such as mental or physical health, just to ensure that they can maintain and sustain tenancies in the future.

The challenges within

homelessness today are systemic. The housing and cost of living crises make it incredibly difficult for low-, and even moderate-income earners to secure long-term, affordable, accessible accommodation within their communities.





← Sarah provides tailored support for each client.

←← Tiki faces different challenges every day.

### **Sarah: homelessness outreach case manager**

I provide tailored support for each client. This includes completing intake and assessment, building rapport, taking clients to meetings, collaborating with other services and legal support.

Often women experiencing homelessness come with domestic violence, mental health and addiction [issues], and so the misconception is that I just house people or look for houses, but that is not the entire truth. There is a lot more that goes into it.

I am not only walking alongside the client to find appropriate affordable

housing, but also that wraparound support to address those [other] needs as well.

What I like most about my role is seeing the faces of my clients when they are housed. Just seeing the resilience that has paid off and knowing that they are in safe, appropriate housing.

### **Mel: case manager, regional**

I think people often feel that there is more housing stock in regional areas because big cities are overpopulated. They tend to move, thinking that there may be a better outcome for them in a regional city. However,

that is not the case. There is nothing different to where they have just come from.

Homelessness is such a big issue, and sometimes people are desperate and feel that we are like miracle workers. And with barriers in homelessness, we can only do a certain amount of work a certain number of times.

That would be probably the toughest part of the job, that you can't help everyone at times of need.

We can refer in-house, so whether it is Salvation Army Moneycare (financial counselling), Doorways (emergency relief and case management) or ►



↑ *Mel loves seeing her clients housed.*

other services, we are very lucky to be able to use our organisation in many different fields.

[The best part of my job is] seeing someone feel that relief, to feel safe, to feel secure, to know that they are in their own property; and for me still being able to support them and make a positive change in their life and feel that they can move forward.

### **Sam, assertive outreach worker, inner city**

I like that every day is a little bit different with my job. I meet a very wide array of people and tend to see them at some of their lowest points.

A big aspect of outreach

is being consistent and persistent in your approach.

If I am meeting someone for the first time, I provide them with some of the basic essential items, like a clean pair of socks, underpants or a sleeping bag, so they have something that they can associate with a helping hand. I then support them with trying to get long-term, stable accommodation.

We want homelessness to be rare, brief and non-recurring. That is what we are working towards.

I think if people get wraparound supports,



↑ *Every day is different for Sam.*

including health and culturally appropriate support, they are empowered and have trust in you. We can then start removing some of those systemic barriers, homelessness can be reduced, and we can get down to that kind of zero mark.

**Scan here to watch the full version of the interviews.**



# The Salvation Army's support to people experiencing homelessness

In 2022-23, The Salvation Army provided:



**306,000  
SESSIONS  
OF CARE**

**TO PEOPLE AT  
RISK OF OR  
EXPERIENCING  
HOMELESSNESS**



**1.63  
MILLION+  
MEALS**

**TO PEOPLE  
ACCESSING  
SALVATION ARMY  
HOMELESSNESS  
SERVICES**



**820,000  
CRISIS BEDS**

**TO PEOPLE  
EXPERIENCING  
HOMELESSNESS**

## Bust some myths about homelessness

Scan here to try our quick quiz to learn the truth about homelessness and how we can help end and prevent it.



Scan here for more information, stories and tips on how you can help end the homelessness crisis.



Scan here for information for young people, including youth homelessness services.



# A place to call home

Addressing housing affordability and homelessness

## 23%

**EXPERIENCING  
HOMELESSNESS**

**12-24 YRS OLD**

In 2021, 23 per cent of all people experiencing homelessness were aged between 12 and 24.



## 640K

**HOUSEHOLDS**

Around 640,000 households in Australia are not having their housing needs met.



As of June 2022, there were 174,600 households waiting to be allocated public housing, with 68,000 of these households being considered of 'greatest need'.

Homelessness is a widespread and serious issue in Australia. On any given night, 122,494 people in Australia are homeless; however, the number is likely much higher given the numbers of people not recorded as at 'no fixed address' and the increasing impact of a tight rental market.

Homelessness is when a person does not have suitable accommodation – that might mean that a person's dwelling is inadequate, there is no security allowing them to stay where they are, or they do not have control over their space.

Homelessness is a result of systemic and structural issues such as poverty, low income, and a lack of safe, affordable housing. The cost of homelessness to individuals, our community and economy is enormous, and increases the longer the individual remains homeless.

People who have experienced family

and domestic violence, young people, children on care and protection orders, Indigenous Australians, people leaving health or social care arrangements, and Australians aged 45 or older are among some of the people most likely to experience homelessness.

Housing affordability relates to the relationship between expenditure on housing (prices, mortgage payments or rents) and household incomes. Any type of housing (including rental or home ownership, permanent or temporary, for-profit, or not-for-profit) is considered affordable if it costs less than 30 per cent of household income.

Access to appropriate, affordable and secure housing is the basis of any individual and family's engagement in work, education and social participation. In real terms, having a safe and secure home means having the breathing space to focus on thriving.



## MAKE A DIFFERENCE

### GOVERNMENT ACTION

All governments can commit to ending homelessness. This will involve all governments working together to address the structural drivers of homelessness such as poverty, low income and the lack of social and affordable housing. Critically, while the Housing Australia Future Fund is a start, it is critical that funding for affordable housing is not at the expense of social housing – both need to be fully funded.

Governments need to work together to rapidly increase access to social housing, committing to building up social housing stock to be at least 10 per cent of total housing stock. This will relieve pressure across the entire housing continuum.

### COMMUNITY

Homelessness is extremely isolating and there are many places in our community where people experiencing homelessness do not feel welcome. Our community groups can ensure they remain open to people who are homeless by keeping the cost of activities and membership as low as

possible or considering arrangements for lower fees for people experiencing financial hardship.

Places of business can also make sure that people experiencing homelessness are welcome and do not experience stigma or discrimination when they are in public spaces.

Community groups and businesses that have facilities might investigate whether they can create events or opportunities to share those facilities, such as having community dinners. We might also be able to make facilities such as showers and toilets available for use by members of the public who may not have access to a safe and secure place themselves.

### PERSONAL LIVES

There is a lot of stigma and shame associated with experiencing homelessness. We can treat people experiencing homelessness or housing stress with dignity and respect. If we see someone in the street experiencing homelessness, we can stop and engage.



In a 2024 snapshot, only three rentals across the entire country were affordable for a single person receiving the JobSeeker Payment, and there were no affordable rentals for someone receiving the Youth Allowance.

**1M**  
**LOW-INCOME  
HOUSEHOLDS**

In 2019-20, approximately one million low-income households were in financial housing stress, meaning they were spending more than 30 per cent of their income on housing.

# Change your lens

## Judging others through the eyes of God

by Mal Davies

Back in the distant 1990s, there was a series of TV commercials promoting a financial institution and encouraging us to trust them with our money. The ads were about trust. One ad showed a man preparing a meal for his wife when a quick succession of events happens.

Their white cat jumps up to the kitchen bench and hits the handle of a saucepan, spilling red bolognaise sauce on the floor and all over its tail and belly. The man, cutting vegetables, turns around and picks up the cat by the scruff of its neck.

The wife arrives home right then and enters to see the man holding a large knife in one hand, the cat in the other, and a red mess on the cat and on the floor below it. You can imagine what she immediately assumes.

### Assumptions

Often when we see situations or, at times, even people, we make some quick assumptions

and then fill in the gaps ourselves. We judge based on our limited perceptions and limited information.

It's easy, for example, to see someone sitting on a footpath and looking dishevelled and we immediately decide they are alcoholic, they use drugs, they are unemployed, they have mental health issues, they are homeless, they have a criminal record, they are dangerous, they are divorced, they are known to police, they will ask you for money.

All from just looking at them! Even Sherlock Holmes wouldn't make all those assumptions from a glance.

In the Bible, it says that we should, "Stop judging by mere appearances, but instead judge correctly," (John chapter seven, verse 24). Note that it doesn't say not to judge others; we wisely do that all the time (we choose friends, we choose partners, we avoid

dangerous people and so on). However, it advises us to judge "correctly". What does that mean?

### Perspective

I think it's about how we see people – the lens through which we look at others. Often, I will consider someone highly critically, or as competition, from my pride, or even out of jealousy. However, God looks at them with compassion, with grace and with love, and he assigns them value. The Bible says he even calls them his "child".

Speaking of lenses and how we see people: in another spot in the Bible it says, "The Lord does not look at the things people look at. People look at the outward appearance, but the Lord looks at the heart" (1 Samuel, chapter 16, verse seven).

It's worth reminding ourselves that everyone has a story, and until you hear a person's story, it's not fair to judge them.



Years ago, at a Salvation Army chapel, I spent time with a man in his 50s who was living in a cheap boarding house and battling alcoholism. He was pleasant company and easy to talk to, but he was clearly doing life tough and had some battles to face.

When I got to know him, I asked about his story. Just four years earlier he had been a very respected

local doctor serving at a busy clinic, until the pressures of work got to him and he'd descended into alcoholism.

If you saw him on the street, you wouldn't know that he was a trained doctor with decades of experience, an intelligent man, a polite man, and a man who'd been broadly respected in his community.

We make quick assumptions and then fill in the gaps ourselves. We judge based on our limited perceptions and limited information.

The next time you see someone who appears to be homeless and lost, consider them with compassion, and wonder what their story is. Judge correctly. Look with God's eyes.

# On the frontlines of homelessness

## Meeting people exactly where they are

by Naomi Singlehurst

The Salvation Army's Street to Home (S2H) program is a vital connection point for those experiencing primary homelessness – sleeping rough. Connecting with a case worker at S2H could mean the difference between sleeping on the street or in a tent and finding a place to call home.

This Homelessness Week (4-10 August), Hobart-based Salvos S2H facilitator Chris shares stories of connection and hope as he and colleague Annie meet people exactly where they are — on the streets, in cars or in other temporary forms of shelter.

Ian\* was a quiet presence, sitting in the corner of an evacuation centre following devastating storms that tore through a local camping area. Amid the chaos, with children crying and families seeking help, the 63-year-old sat alone, not wanting to bother anyone.

### Ian's story

When most evacuees eventually left for hotels or to stay with friends or relatives, Ian seemed reluctant to move.

Chris, who had dropped by the evacuation centre as part of his role with S2H, sensed something was wrong. He introduced himself and learned that Ian had been living in a tent at the campground for 10 years, patiently waiting for his turn on the community housing list.

The recent storm had destroyed the few things in the world he owned.

With no literacy or digital skills, Ian had learned to survive in the small, supportive community of the campground and a few shops and services beyond. But now, taken to the evacuation centre and outside his familiar environment, he couldn't read the signs to identify shops or denominations of coins and notes.

He didn't know how to get 'home', even if he still had one to go to.

Chris explains: "Ian had been getting a mental health consultation once a month and telling the worker he was just waiting for his turn. No one had made any extra effort to help him or check on him."

Chris discovered that the original housing application someone had started for Ian a decade earlier was never completed. He advocated on Ian's behalf and had the original application date recognised. Within three weeks, Ian was offered secure, supported community housing.

"We were able to get Ian into a supported property in the neighbourhood he knew and show him the basics — how to use a TV, how to read a remote, how to use the oven," Chris says. "Now he has a home, security and support. That has been life changing."





↑ Annie and Chris meet people on the streets, in cars or in other forms of temporary shelter.

### Ongoing challenges

“We work with a lot of complex people,” Annie says. “There are challenges and different dynamics such as substance abuse, mental health and people being released from prison.”

While challenges can at times seem insurmountable and huge caseloads are a reality – their caseload includes about 250 clients each year – Chris and Annie are motivated by the lives they see transformed and even saved.

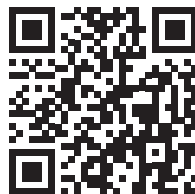
Chris says, “We had a community member I knew from my time working in the prison system. He could never hold down a tenancy. All his family support had broken down.

“We found him living in his car, which was completely broken down. He had hit rock bottom. When he was given the chance of housing, he was determined to make a go of it. Within a month, he got himself a part-time job. He’s loving life and has never looked back.

“You never know what is going to happen day-to-day. It is challenging, but it is very satisfying, and it is also essential.”

*\*Name and some details changed.*

**Scan here for more information on the S2H program.**





## Beef casserole



### Ingredients

60g butter; 2 tbsp oil; 2 onions, chopped; 1.5kg steak, cubed; 3 tbsp plain flour; 3 potatoes, cubed; 3 ½ cups beef stock; 2 tbsp tomato paste; salt and pepper; 1 cup sour cream; parsley to garnish (optional)

### Method

In a large casserole dish, mix together butter, oil, onions, steak and flour.

Add in potatoes, stock, tomato paste, salt and pepper. Mix well.

Cook for 2 hours or until steak is tender.

When casserole is cooked, stir in sour cream and parsley.

Serve on a bed of rice or pasta.



## Quiz



1. Mary-Kate and Ashley are famous twin sisters, known for acting. Who is their younger sister, also known for acting?
2. Name three famous sisters from the 1800s known for their literary success.
3. Who are three present-day famous sisters known for their literary success?
4. Which sisters are known for playing tennis?



## Believe in Good: Tips

### 7 August – Lighthouse Day

A lighthouse shines in the darkness to give protection and guidance. A lighthouse stands strong and firm through storms. It is a symbol of hope, showing the way to safety.

Jesus said, "I am the light of the world. If you follow me, you won't have to walk in darkness, because you will have the light that leads to life," (John chapter 8, verse 12, *New Living Translation*).

This week, shine your light to help protect and guide those around you.



## Who am I?

I mostly live in Africa.

I live in a large family, where we raise our young together.

I hunt with others as a team, having a specific role.

I am part of the only known cat species where individuals roar together.

My family is called a pride.



Have a laugh

What do you call a cat who loves to bowl?

An alley cat.

What do you call a dance for cats?

A fur ball.

Why do cats always beat dogs in video games?

Because they have nine lives.

Why was the cat afraid of the tree?

Because of its bark.

Why was the cat so small?

Because it only ate condensed milk.



Word search

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



Tum-Tum



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



Answers

Quiz: 1. Elizabeth Olsen  
2. Charlotte, Emily and Anne  
Bronte 3. Jaclyn, Lane and  
Nicola Moriarty 4. Venus and  
Serena Williams  
I am: A lion  
Tum-Tum: is hiding on page 2.



Bible byte

"Your word is a lamp that gives light wherever I walk."

Psalm 119, verse 105  
*Contemporary English Version*





*Eva Burrows*  
College

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