



2022

Flood Appeal Report

Response
Recovery
Rebuild

QUEENSLAND AND
NEW SOUTH WALES
FLOODS 2022
2024 REPORT



How we've helped

In February 2022, The Salvation Army's Emergency Services responded to an unprecedented flood emergency that impacted thousands of people in communities throughout Queensland and New South Wales.

Acting on requests from both state governments, and in collaboration with local governments and other emergency management agencies, The Salvation Army supported with immediate response and relief initiatives and followed through with a recovery package which included relief through hardship grants and material support, and longer-term recovery grants.

The Salvation Army Emergency Services teams and local corps (Salvation Army churches) provided over 40,000 meals and refreshments in more than 20 evacuation centres during the first two weeks of the floods and was operational in 30 recovery hubs in Queensland and New South Wales during the peak of the early recovery phase.

For over two years, The Salvation Army Emergency Services team has continued to provide support to people and communities

impacted by the 2022 floods through outreach teams in New South Wales and Queensland.

While The Salvation Army Emergency Services support to individuals and families impacted by the 2022 Flood event concluded at the end of May 2024, we are mindful that events such as these can have an impact on people and communities for many years.

The Salvation Army is present in many of the flood-affected communities and will continue to be available to individuals experiencing hardship through our local corps and community services such as Salvo Stores, Doorways and Moneycare. The Salvation Army Emergency Services team is grateful for our collaboration with these services.

We are thankful for the dedication of our donors, partners, volunteers and supporters who generously gave their time, money, connections and expertise to support the 2022 Flood Appeal.



Daryl Crowden

National General Manager
Salvation Army Emergency Services

Thanks to our generous donors, volunteers and supporters, The Salvation Army provided the following support in Queensland and New South Wales:



\$19.2 million financial assistance and in-kind support such as food parcels, clothing, and household items



50,000 people assisted



250+ volunteers deployed in a total of 30 recovery hubs



10,000+ volunteer hours worked at evacuation and recovery hubs



42,647+ meals and refreshments served at evacuation centres



Read more about
The Salvation Army's
impact in the 2022
Flood Appeal Report.



Rebuilding lives after the floods

Deborah and her family had cherished their Tallebudgera home for 30 years, but the floodwaters that swept through their area in 2022 changed everything overnight.

“The tide was shifting from high to low, and the water usually recedes as the tide runs out. My husband Tony said, ‘I’m going to bed,’ but I had a horrible feeling,” Deborah recalled. The trickle of water into their home quickly surged into a torrent. “We grabbed the kids, the dogs, and whatever we could, then opened the back door to let the water run through.”

We had mud crabs, snakes, and you name it through the bottom of the house. The water level in our house was 300ml but that wasn’t the main issue, it was everything that came with it.”

Their home sustained severe damage, leaving them with no plaster and no floors. Despite the wreckage, they were determined to rebuild. A neighbour introduced them to a builder named Alan, who helped save over \$100,000 by raising the house's foundation rather than rebuilding from scratch. “It’s really complicated,” Deborah admitted, but Alan’s help prevented financial ruin.

However, more obstacles lay ahead. Deborah

revealed that although they were eligible for a \$100,000 government grant for rebuilding, they needed nearly \$30,000 upfront for design, certification, and engineering – money they didn’t have. Banks also denied them loans due to their age. “We used our insurance just to get our house to a point where we’re not afraid of flooding again,” Deborah said.

Piper Ashburn from The Salvation Army’s recovery outreach team saw these issues repeatedly. The floods left homes in physical ruin, but the silent threat of mould was just as dangerous, particularly for vulnerable families. Government grants required families to pay substantial upfront costs, creating a barrier many, like Deborah, could not overcome. “The need was overwhelming,” Piper noted. “There was a clear gap in funding that wasn’t being met.”

In response, The Salvation Army created two crucial grants: a \$5,000 Mold Removal Grant and a \$10,000 Small Structural Rebuild Grant. These grants aimed to address the specific needs of families like Deborah’s who fell through existing programs.

The Salvation Army’s intervention was transformative for Deborah. Lou, a Salvation Army worker, provided \$2,500 for ceiling fans



and later another \$10,000 to cover half the cost of raising the house’s stumps. “I’ve had days of crying tears of joy,” Deborah said, touched by the support. “That financial and emotional help was a Godsend.”

Deborah’s view on seeking assistance changed significantly. “Their kindness has given me the strength to keep going”, she said, reflecting on the two years since the flood. “Having so many people back us has given Tony and I the strength to keep fighting and rebuild.”

It was the first house we bought when we got married and we have one acre of land where we grew fruit trees and vegetables, and the kids would run around. If we can stay here, hopefully our grandchildren can enjoy it as well.”



- *The truck, with its commercial kitchen, was built locally for The Salvation Army Emergency Services. “It was great that the money from Woolworths was able to be invested back here in the Northern Rivers,” said Captain Philip Sutcliffe, (pictured centre with David Brown from Woolworths cutting the ribbon).*

Woolworths drives new fleet of emergency response vehicles for Northern Rivers

Captain Philip Sutcliffe, Northern Rivers Corps Team Leader, said he was “super excited” to launch a new fleet of Salvation Army Emergency Services vehicles, based in Lismore, Northern NSW.

“This fleet of vehicles was made possible through our partnership with and funding from Woolworths – our national partner for disaster catering since November 2016, and with the support of our NSW/ACT Salvation Army Emergency Response Coordinator Norm Archer and his team,” Philip said.

“Since the 2022 floods, we’ve worked tirelessly to get our community equipped with the resources it needs to respond to future disasters and emergencies,” Phillip continued. “We live in a world where we know that we will have another

flood, we will have more bushfires, we will have other events, and we wanted to make sure we had the best equipment available.

“This set-up allows us to be completely self-sufficient and roll up to any disaster and be ready to go in minutes. It has generation water storage, wastewater storage, fridges, freezers, gas ovens and the works,” Phillip said.

The Salvation Army has been assisting in the Northern Rivers community since 1891.

**Some quotes courtesy LismoreApp.*



To read the full story click the arrow or scan QR code:



The Salvation Army’s Commitment to Inclusion Statement



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.



**The Salvation Army
Australia**

salvationarmy.org.au

13 SALVOS (13 72 58)